

Position Description

Position Title:	Program Support Officer – Digital Health		
Reports to	Manager Digital Health		
Directorate:	Strategy and Outcome		
Business Unit	Digital Health Integration		
Number of Direct Reports	0	Budget Responsibilities	0
EMPHN Classification	Band 2		

Reviewed by:	Megan McCreadie	Date:	10/11/2017
Approved by:	Jodi Briggs – Executive Director, Strategy and Outcomes	Date:	10/11/2017

About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities are:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



Leadership	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
Understanding	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
Outcomes	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
Collaboration	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

Purpose of Position

The Program Support Officer – Digital Health will provide administrative and project support to the Digital Health program and other EMPHN teams as required. Primarily the support function will be to provide for the implementation of Digital Health projects and other initiatives in the form of program assistance, events, maintenance of CRM records and other project /program administrative tasks as required.

Key Relationships and Stakeholders

- Manager -Digital Health Integration and team
- Other EMPHN employees as required
- Primary health providers within EMPHN catchment including: general practitioners, pharmacists, allied health providers, tertiary health providers, aged care facilities and community health providers.

Accountabilities

- Appropriately triaging and responding to administrative requests from internal and external stakeholders, including those related to MyHR initiative and HealthPathways.
- Provide administrative support to the Digital Health team in relation to stakeholder engagement, including setting of appointments, diary management and provision of stakeholder information as required.
- Provide administrative support for events and meetings held internally and externally including, sending invitations, room booking and preparation, ordering catering, distributing agenda and other relevant meeting documentation, taking minutes when required and other duties as required.
- Assistance in the maintenance of Customer Relationship Management (CRM) database including entering of CRM data as required.
- Production of or copying resources and communication collateral as required.
- General administrative support to management and staff as requested.

Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

Health and Safety

- Adhere to all EMPHN health and safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's health and safety.
- Take a proactive approach to EMPHN health and safety initiatives.

Qualifications

Knowledge, Skills & Experience

- Relevant experience in a similar administrative position
- Advanced proficiency in MS Office programs including Word, Excel, Powerpoint and Outlook
- Demonstrated ability to work in an environment with a high level of activity
- Demonstrated ability to work proactively and set priorities
- A high level of accuracy and attention to detail.
- Understanding of Australian health service system, in particular the primary health sector, is desirable.

Personal qualities

- Ability to work independently and as part of a team to achieve organisational goals.

Position Description

- Professional person with positive and easy going manner.
- Exceptional interpersonal skills and professional telephone manner.
- Provide a welcoming presence when meeting visitors/staff in person and over the phone.
- Well-developed organisational and time management skills.