

Position Description

Position Title:	Project Officer – Digital Health		
Reports to	Manager Digital Health Integration		
Directorate	Strategy and Outcomes		
Business Unit	Digital Health		
Number of Direct Reports	Nil	Budget Responsibilities	Nil
EMPHN Classification	Band 3		

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 will be:

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

Eastern Melbourne PHN (EMPHN) is supporting the Australian Digital Health Agency to fast track the implementation of the My Health Record (MyHR) program. My Health Record is a secure online summary of your health information. You can control what goes into it, and who is allowed to access it. You can choose to share your health information with your doctors, hospitals and other healthcare providers. The Australian Digital Health Agency (the Agency) is a Commonwealth Agency and is the System Operator of the My Health Record.

The Australian Government has committed to creating a My Health Record for every Australian by the end of 2018, unless they choose not to have one. This is an important initiative and will require communications efforts at a local, regional and national level to ensure all consumers are informed about the expansion.

The Digital Health Team has responsibility for supporting our general practices, pharmacies and more, to increase their understanding of the My Health Record so that they can provide sufficient information to enable their patients to make an informed decision. The Digital Health team will:

- work closely with health care providers so they sufficiently understand the change to the My Health Record program; and
- build strong relationships with health care providers to support this initiative.

The Project Officer – Digital Health has the primary purpose to facilitate primary health system change by working closely with general practices, pharmacies, medical specialists and other primary care providers to promote understanding and adoption of the My Health Record. This will include providing information and education both internally and externally on

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the benefits of MyHR. In addition the Project Officer will be involved in local consumer engagement and award activities concerning MyHR.

Promotion and engagement with key national infrastructure and service providers will be critical to enable the effective deployment and expansion of Digital Health/eHealth initiatives across the EMPHN region.

Key Relationships and Stakeholders

- General Practitioners
- Pharmacists
- Allied Health Providers
- Medical Specialist
- Aged Care Facilities
- Tertiary Health Services
- Community based health services
- Private Hospitals
- Eastern Melbourne Primary Health Network (PHN) partners
- Eastern Melbourne PHN employees as required.

Accountabilities

Digital Health

- Support the Manager Digital Health to ensure contracted performance outcomes for the Digital Health Program are delivered, monitored and reported in line with national operational guidelines for the Digital Health Program
- Work with other EMPHN staff and external stakeholders to explore, identify, prioritise, implement and evaluate other Digital Health solutions such as the My Health Record, secure messaging, data analysis, and population health initiatives
- Plan and deliver key projects and activities to advance Digital Health solutions in primary and secondary sectors to improve system integration across the health sector
- Provide up-skilling/education for health providers in relation to the meaningful use of Digital Health solutions
- Develop and disseminate information and resources that will support a greater understanding and use of the My Health Record and Secure Message Delivery for health providers
- Manage systems, processes, and data to deliver system integration projects and activities
- Provide administrative and technical support to the Digital Health Integration team to manage project plans and prepare reports for efficient and effective program outcomes
- Collect, collate, analyse and report relevant data and program outcomes to contribute to measuring against national and local performance indicators
- Contribute to regional and local population health planning

Team

- To support the manager and staff within or engaged to work with the Digital Health team.
- Other duties as reasonably required.
- 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

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- 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 that 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

To be considered for this role, candidates must have:

- Tertiary qualification and/or experience in health care, education or related health field
- Strong interpersonal and relationship building skills with a proven ability to build and maintain collaborative relationships with a wide range of internal and external stakeholders
- Experience in coordinating multiple projects and tasks
- An understanding of the privacy requirements and the sensitivities of working with health information and dealing with confidential and sensitive information in a professional manner
- Demonstrated experience and understanding of primary health provider software
- Sound analytical, verbal and written communication and time management skills
- High level skills in Microsoft Office
- Demonstrated experience in working in and contributing to a team environment
- Hold a current Victorian Driver's License

Desirable:

- Project Management qualification/certification and / or relevant comparable experience

Knowledge, Skills & Experience

Core Competencies/Key Selection Criteria

Sector Knowledge

- Demonstrated understanding of the key national Digital Health/eHealth infrastructure and services and their function.
- Demonstrated understanding of the Victorian health system and current health policy challenges and reform directions is desirable.

Communication & Interpersonal Skills

- Well-developed interpersonal skills with the ability to impart eHealth / Digital Health knowledge to a range of stakeholders, including consumers and health care professionals.

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- Evidence of delivering successful group education / training events
- Excellent written and verbal communication ability, attention to detail, and high level presentation skills
- Demonstrated experience in building and maintaining relationships with external partners and key stakeholders at an operational level.

Analytical

- Demonstrated analytical and problem solving skills in order to develop ideas and opportunities.
- Demonstrated ability to report on activities undertaken.
- Demonstrated problem solving activities.

Technical Expertise

- Intermediate computer skills, specifically the use and management of digital credentials
- Demonstrated project management skills with the ability to undertake a variety of planning, improvement, audit and quality related projects.

Personal Qualities

- Ability to work independently using professional judgement to manage complex matters, and also the ability to work as part of a team.
- Capacity to be a self-starter and identify new opportunities within the team's scope.
- Capacity to adapt work output that is impacted by an agile and changing environment.
- Strong relationship skills and a persona which models the organisation's ideals

General Requirements

Candidates are also required to:

- Provide evidence of professional qualifications
- Hold a current Victorian Driver's License
- Adhere to the Eastern Melbourne PHN Code of Conduct
- Ensure that primary health care is promoted in a positive manner at all times
- Adhere to and maintain confidentiality in accordance with Eastern Melbourne PHN Policy and Procedures

Reviewed by:	<i>Insert person and position title</i>	Date:	
Approved by:	<i>Insert person and position title</i>	Date:	