

Position description

Position	Digital Health Support Officer		
Purpose	To drive the uptake, installation, training and onsite support for the installation of GP Smart Referral in general practice across the Brisbane North region		
Approval date	31 January 2020	Approved by	Abbe Anderson

Brisbane North PHN

Our vision is a community where good health is available for everyone.

Brisbane North PHN supports clinicians and communities in Brisbane's northern suburbs, Moreton Bay Regional Council and parts of Somerset Regional Council. It covers approximately 4,100 km² of urban, regional and rural areas, with a population of over one million.

We are one of 31 Primary Health Networks across Australia.

We work with local communities, consumers, carers, health professionals, hospitals and community providers to understand our community and their needs. We then engage stakeholders to design and commission programs and services to meet those needs.

Our PHN's goals:

- Be informed and led by community voice
- Re-orient the health system toward care close to home
- Build capacity of providers to meet health needs of our region.

Key outcome areas

To ensure the organisation works effectively to achieve its annual business plan, each team member has responsibility for a range of activities and outcomes. These activities and outcomes are reviewed twice a year formally and on an ongoing basis informally with team members and managers.

Role-specific

- work as part of a dedicated team and in partnership with Metro North HHS to coordinate the onsite installation of smart electronic referral tools and software in general practice facilities across the Brisbane north region
- participate in planning, assessment and site readiness activities
- train relevant general practice staff in the operation of smart electronic referral tools
- troubleshoot issues and liaise with technical support expertise when required
- provide follow-up support to key practice stakeholders post-installation when required

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- facilitate the transfer of knowledge to promote the uptake of new processes within general practice
- achieve set targets and maintain data collection as per project requirements.

General

- regularly attend team and staff meetings
- contribute to the pursuit of excellence through promoting and maintaining positive team spirit and organisational values, abiding by the organisation's Code of Conduct and Leadership Capability Framework, implementing all policies and procedures correctly and recommending quality improvements
- communicate effectively and respectfully with all members of the organisation and external stakeholders
- record all interactions in ChilliDB and other program and project databases on time, ensuring that information is relevant, accurate, up-to-date and accessible by other team members
- comply with reporting requirements as directed by your manager
- deal with sensitive information in a confidential and professional manner
- complete other reasonable duties and projects as required to meet organisational objectives

Reporting relationships

Relationships

Reports to: Manager | Integrated Care

Direct reports: None

Level of delegation

(Per Delegation Matrix – CEO to staff)

Key selection criteria

Within the context of the key outcome areas described above, the ideal applicant will demonstrate the following:

Qualifications and experience

- knowledge of the primary care environment and health care delivery, ideally within the Brisbane North area
- tertiary qualifications in ICT, computer science or equivalent professional experience
- experience in installing software in a Microsoft environment
- experience in medical practice management and desktop software Medical Director and Best Practice
- experience in delivering computer training and transferring knowledge to a diverse range of users
- experience in delivering project outcomes
- exceptional interpersonal skills and an ability to communicate with a range of stakeholders.
- attention to detail and ability to plan, document and achieve set goal and targets.
- ability to work within a team
- great client relationship building skills and the ability to drive change which will ensure success

Capabilities

The Brisbane North PHN Leadership Capability Framework applies to all roles within the organisation. Applicants must address these capabilities.

- leads self – self-aware, proactive and adaptable; takes personal development opportunities and is resilient

- engages others at all levels with respect, collaboration and cultural sensitivity
- achieves outcomes in a high demand work environment with judgment and initiative
- drives innovation - contributes to our culture of continuous quality improvement
- shapes systems - works productively within internal and external systems and networks
- bases decisions on available evidence.

Other

A current driver's licence is desirable and use of a personal vehicle may be required, including travel between the PHN offices. Work-related mileage will be reimbursed at relevant rates.

You may be required to work flexible hours. The role may include evening/weekend commitments for which time off in lieu is provided.

(Please note: This position description is subject to adjustment within reason and in consultation with your manager to meet the deliverables of the organisation.)