



Our Vision
People living well

Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description			
Name		Date	27/05/21
Position Title	Information Systems Support Officer		
Department	Health Information Team		
EBA / Award	Victorian Stand -Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	Classification & Remuneration level-Grade 2 \$34.4658 per hour plus 10% Superannuation Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Based at either Wodonga or Wangaratta with the occasional travel to other sites as and when required		
Reporting to	Health Information Manager		
Direct Reports	Nil		
Budgetary Responsibilities	Nil		
Liaises with Internally	All GH staff, including Quality, Risk/Compliance roles and Organisational Committee Chairs		
Liaises with Externally	This position may be expected to liaise with, though not limited, to the following; <ul style="list-style-type: none"> • DHHS and other funding bodies • Accrediting agencies • Other Community Health Organisations 		
Program Information	The purpose of the Health Information Team is to drive quality of data, information and knowledge management across the organisation. The key objectives of the Health Information Team are; <ul style="list-style-type: none"> • Data reporting, monitoring, analysis and evaluation • Client information management systems administration, development and training • Ensuring compliance with contemporary health information standards, policies and legislation 		
Purpose of the role	The Information Systems Support Officer will support the health information, audit, accreditation, risk management and quality processes across the organisation, ensuring key documents, data and information are managed accordingly. This role is responsible for implementing and monitoring integrated key document and information management processes.		

<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthened individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognize the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.

Key Responsibilities and Accountabilities

Role Specific

- Implementing the Privacy Management Plan under guidance from the Health Information Manager.
- Implementing the Knowledge Management Plan under guidance from the Health Information Manager.
- Assist in implementing and monitoring document management processes for best practice.
- A commitment to developing both personally and professionally to meet the needs of this position
- Have a sound knowledge of relevant organisational policies and procedures as well as program work practices
- Attend all relevant training sessions provided by the organisation and be actively involved in other training and development as required.
- Development and digitisation of forms and templates
- Data entry, reporting and analysis using Microsoft excel.
- Developing and maintaining key business registers.
- Participating in audits and documenting findings.
- Development of surveys using Survey Monkey including the collation, presentation and analysis of data obtained.
- Actively participate in the organisation's Performance Management System.
- Role model high standards of professional practice and conduct in service delivery, working in partnership with colleagues, programs and agencies.
- Complete all program specific administrative tasks within the required time frames.
- Completion of Mandatory training
- Provide evidence-based practice in line with professional and funding requirements
- Comply with minimal funding requirements
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Willingness to engage in a flexible work model that may require significant out of hours work and travel.
- Positively contribute to the culture and spirit of the Health Information Team team, work environment and to GH.
- Your behaviour is congruent with organisational values, behaviours and goals.
- Contribute to the development of procedures and systems within this program
- Positively embrace and adopt change as it occurs.

Generic Organisational Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. A minimum of 2 years experience in knowledge/information management.
3. Demonstrated document/record management experience as well as demonstrated competence in data management, analysis and reporting.
4. Demonstrated ability to plan, organise and prioritise multiple competing tasks and achieve deadlines while factoring in the impact on other roles, all with exceptional attention to detail.
5. Demonstrated knowledge, understanding and commitment to the concept of privacy, especially as it relates to the release or sharing of personal health information.
6. Proven ability to work independently with minimal supervision and exercise initiative to develop and implement system improvements with daily work tasks.
7. High degree of competency in Microsoft Office suite, particularly Word and Excel, and in using web based platforms including client information systems and Survey Monkey.
8. Demonstrated use of high level written, verbal and interpersonal communication skills to build and maintain effective relationships with internal and external stakeholders.
9. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience.

Mandatory Requirements

10. Current Australian Drivers Licence or accepted International Drivers licence.
11. Confirmation of your right to work in Australia, Satisfactory National/International Police, and Victorian Working with Children Checks must be provided prior to commencement.
12. Desirable -experience using databases, quality and compliance systems.

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee Signature:

Date:
