

POSITION DESCRIPTION

Position title:	Information Management Officer
Department:	Information Systems
Reports to:	Senior Manager Information Systems and Digital Transformation
Direct reports:	nil
Classification:	
Hours per week:	As per Contract of Employment
Duration	As per Contract of Employment

Western Victoria Primary Health Network

Western Victoria Primary Health Network (PHN) is responsible for increasing the efficiency, effectiveness and coordination of health services for patients, particularly those at risk of poor health outcomes.

Working together with community and health industry partners, Western Victoria PHN is committed to strengthening the primary healthcare system, based on local needs. Our four regional centres in Ballarat, Geelong, Horsham and Warrnambool, drive local engagement and ensure strong rural and regional connections, through the development of local community and clinical councils.

Vision

Quality and accessible primary health care for Western Victoria

Values

Respect: listen, value and respond

Connect: engage, collaborate and empower

Lead: question, innovate and pioneer

Benefits of working with Western Victoria PHN

We pride ourselves on being a supportive and flexible working place that offers a great range of benefits:

- Generous salary packaging options up to \$15,990 + \$2,650 meals and entertainment
- Professional development allowance (\$1,200 per year per FTE) and leave
- Family friendly and flexible working arrangements
- Collaboration with passionate, likeminded professionals
- Option to purchase additional leave
- Additional leave between the Christmas and New Year period
- Up to 12 weeks paid parental leave
- Employee Assistance Program

Position purpose

Support the development and continuous improvement of effective and efficient information and knowledge management systems and processes across Western Victoria PHN.

Key accountabilities

Business As Usual

- Application administrator for specific systems (e.g. CRM). This includes account administration, role provisioning, coordination of upgrades including testing etc
- Ensure ongoing information quality and integrity including data accuracy, completeness, consistency and timeliness through regular audits
- Develop, implement and deliver information systems training for Western Victoria PHN staff based on identified needs
- Be a key contributor in a team that provides an efficient and effective conduit between WVPHN and the external IT service provider
- Support the IS related component of onboarding, offboarding and changes to staffing
- Assist in the review of existing and development of new policies and procedures and promotion thereof

Digital Transformation

- Contribute to and participate in ongoing review, design and development of data and information systems for Western Victoria PHN
- Expand the usage of existing Product suite functionality (e.g Microsoft O365 suite) to enhance organisational productivity e.g. usage of forms and power automate to design, document and deliver sustainable productivity improvements.
- Undertake special projects as required by line manager or the Executive
- Operate within Project governance frameworks

General

- Understand and comply with the Code of Conduct for employees and other related policies and procedures
- Demonstrate commitment to organisational values at all times
- Ensure that primary health care is promoted in a positive manner
- Adhere to and maintain confidentiality in accordance with the organisations Confidentiality Agreement
- Report risks that are identified and assist in quantifying and determining control options
- Cultivate and maintain working relationships at all levels within WVPHN and also with key external stakeholders
- Perform all other duties as directed within the limits of skill, competence and training to maximise flexibility and effectiveness

WHS responsibilities

The Board of Directors and Executive Team recognise the moral and legal responsibilities in providing a working environment for its employees, volunteers, contractors, visitors, stakeholders and the general public, that is safe and healthy.

Western Victoria PHN promotes a safety culture throughout the organisation that ensures that every employee actively participates in the health and wellbeing of themselves and their co-workers. All employees are expected to embrace this culture in line with the values of the organisation. All staff are expected to be aware of and participate in their duty of care in the workplace as outlined in induction and organisational policies.

Physical requirements and environmental conditions of the role

The following table identifies the physical and psychological work environment characteristics that are inherent requirements of the role. Where possible, Western Victoria PHN will make reasonable adjustments to enable individuals with disabilities to perform the essential functions of their roles.

Required activities/working environment	Frequency
Computer based tasks, sedentary position, office based	Often
Repetitive manual tasks	Rarely
Driving, in & out of vehicles	Rarely
Walking, climbing stairs, bending	Rarely
Working alone or at a co-located site	Almost always
Confrontational/confronting situations (Due to the nature of our work there may be times when staff are exposed to behaviour, language and/or situations that can be confronting)	Rarely
Working outside in differing weather conditions	Rarely
Attending external locations	Rarely

A signed pre-existing condition declaration form is required to be completed prior to commencement.

Key Selection Criteria

QUALIFICATIONS/EXPERIENCE/SPECIALIST KNOWLEDGE

Essential:

- Tertiary qualifications and/or extensive knowledge and experience in the use of information technology and information systems to improve organisational performance
- Ability to provide training to staff in the use of information systems and quality processes
- Demonstrated experience in continuous improvement of information systems
- Commitment to ensuring high level of data quality and compliance with organisational standards
- Excellent written and oral communication skills with the ability to document requirements and technical design for sustainability
- Ability to interact and communicate with internal staff and external agencies regarding data and information management issues
- High level computer skills with a proficiency in the use of MS Office applications (Word, Excel, Outlook, SharePoint)
- Experience in the design and development of Microsoft Forms and PowerApps

Desirable:

- Experience in the Health sector

Employment Requirement:

- Be prepared to undergo a National Police Check, prior to appointment
- A current Victorian driver's licence
- Evidence of current COVID-19 vaccinations

Position enquiries

For further information regarding this position, please contact:

Terry Dunn, Senior Manager Information Systems and Digital Transformation

This position description is subject to change in line with contractual requirements, the development of the organisation's strategic plan and operational needs.