

# Position Description

Position Title	Technical Consultant
Position Number	30007092
Division	Clinical Operations
Department	MH Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administrative Grade 5
Classification Code	YC92
Reports to	Manager, Development and Systems
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>

## Bendigo Health

With more than 5,200 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700 bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies in a year. In addition more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

## Our Vision

Excellent Care. Every Person. Every Time.

## Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

## The Clinical Operations Division

The Clinical Operations Division encompasses acute and mental health services. We provide a wide range of general medical, surgical and speciality services including; Oncology, Cardiology, Renal, Emergency, Women's and Children's, Critical Care, Specialist Clinics and Mental Health Services.

Within a state-of-the-art hospital, the team provides high-quality services using the latest technologies. Our eleven operating theatres (including two endoscopy rooms), critical care, emergency and women's wards all have access to critical services lifts that link to the helipad allowing rapid transfer of patients both in and out of the health service.

## The Mental Health Team

The Mental Health Service provides psychiatric care and treatment across a large catchment area in Victoria stretching from Swan Hill in the north of the state to Gisborne in the south. Family sensitive practice is central to our models of mental health care and best practice ensures the identification, inclusion and support of families, carers and children.

## The Position

The role will report to the Manager, Development and Systems as part of the Mental Health directorate. The role will work within the Development and Systems team, who provide support to all programs in the Mental Health service, assisting and coordinating service improvements. In addition, the role will require strong collaborative relationships with the ICT division of Bendigo Health, operating in alignment with the overall requirements and direction of the organisations broader ICT direction.

The role of the Technical Consultant, Mental Health is to provide leadership and direction to the directorate in the planning, co-ordination, and solution development and implementation activities that enable the interaction of data between systems relevant to the operation and performance of Mental Health services. This includes but is not limited to the Mental Health Digital Medical Record (MHDMR), Client Management Interface/Operational Data Store (CMI/ODS) and Bendigo Health's (Patient Manager) iPM.

The role is both complex and exciting, requiring well developed analysis, design, along with knowledge of database and reporting technologies. It is essential this role manages the technical layer of Mental Health to the standards set out by the organisation and develops effective networks with key stakeholders including Information Technology Services and Health Information Services.

Proven communication skills, problem-solving skills, proficiency in programming languages and data structures, and knowledge of integration best practices are critical to successful performance in this role.

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# Responsibilities and Accountabilities

## Key Responsibilities and Duties

The successful applicant will have:

- Demonstrated ability to work independently under limited supervision as well as work cohesively as part of the team
- Demonstrated experience in positively contributing to a workplace where change has occurred, including the ability to operate in an environment of change and continuous improvement
- Demonstrated organisational and time management skills, including the ability to work to deadlines across multiple tasks, often in an environment of competing demands.
- Demonstrated high level computer skills, including the use of Microsoft Office 365 but not limited to Word, Excel, Outlook, SharePoint & Visio and an ability to learn new applications
- Excellent stakeholder engagement skills, including the ability to communicate effectively (written and verbal)
- Demonstrated analytical and problem solving skills
- Exceptional interpersonal skills that facilitate interaction, cooperation and trust with a wide range of individuals
- Highly motivated and demonstrated ability to take personal initiative
- Liaison between infrastructure, applications and third party vendor groups where directed, to achieve optimal integration solutions
- Create and maintain system context diagrams and documentation
- Design implement and maintain monitoring components within key points of the systems
- Interaction with key stakeholders including IT services, Bendigo Health Performance and Reporting Unit (PRU) and (BH Health Information Services )HIS
- Develop and execute test plans in relation to system enhancements and upgrades
- Demonstrated understanding of Power BI and reporting technologies
- Amalgamating different data sets/sources to achieve required outcomes

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association

## Generic Responsibilities

**Code of Conduct** - The Victorian Government's Code of Conduct is binding on all Bendigo Health staff. Contravention of a provision in the code may constitute misconduct and/ or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Policy.

**Compliance with policies and procedures** - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

**Occupational Health and Safety** - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

**Infection Control** - Every staff member has the responsibility to minimise incidents of infection/ cross infection of residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

**Confidentiality** - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

**Quality Improvement** - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

**Diversity** – Each person has a right to high-quality health care and opportunities regardless of diversity factors, which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age and socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

## Key Selection Criteria

### Qualifications/Certificate

1. Diploma/Bachelor of Information Technology or five years or more of relevant industry experience

### Specialist Expertise

2. Experience in requirement gathering, specification writing and preparing documentation for recommendations
3. Experience with the analysis for troubleshooting system/application issues and defects
4. Understanding of Enterprise Service Buses and the ability to provide trouble shooting assistance

5. Experience in reporting techniques
6. Understanding of the Cloud platforms and services

## Personal Qualities, Knowledge and Skills

- Well-developed written and verbal communication skills
- Well-developed interpersonal skills to consult and gain the business/system requirements as relevant to particular integration needs
- Ability to work effectively as part of a team as well as independently
- Ability to maintain system documentation identifying data flows and end points
- Demonstrated problem solving skills
- Knowledge of the Health Industry with experience working within a health care setting (highly desirable)
- High level accuracy
- Ability to communicate ideas in both technical and user-friendly language including documentation

## Mandatory Requirements

**National Police Record Check** A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

**Immunisation** As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

**Drivers Licence** A current Victorian driver's licence is required for this position.

*All Bendigo Health sites, workplaces and vehicles are smoke free.*

*This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.*