

POSITION DESCRIPTION

Project Officer, Health Information Services



Mercy Health

Care first

Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position title:	Project Officer, Health Information Services	Employee name:	
Facility:	Mercy Hospital for Women	Date:	February 2022
Business Unit/Department:	Health Information Services (HIS)		
Position reports to:	Manager HIS Projects and Service Improvement	Leadership Capability Framework Leader Level:	
Position Purpose:	<p>This position will be responsible for planning, driving and implementing projects related to Health Information Services and digital health</p> <p>The scope of the roles is across all of Mercy Hospital Victoria Ltd (MHVL).</p>		
Qualifications:	<ul style="list-style-type: none"> • Post-graduate studies in Health Information Management, or other Health or IT Related qualifications. • Experience in projects related to implementing Digital Health initiatives within hospitals • Experience with reviewing workflows and documenting functional requirements • Experience working in a health care setting • Excellent written and verbal communication • Ability to work effectively as a team member and independently • Ability to manage multiple priorities under pressure, trouble-shoot, and to meet deadlines 		
Resource management:	Annual Operating Expenditure:	N/A	
	Annual Capital Expenditure:	N/A	

<i>Mandatory Competencies and Requirements</i>

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| <ul style="list-style-type: none">• Orientation (on commencement) |
| <ul style="list-style-type: none">• Equity & Inclusion (annual) |
| <ul style="list-style-type: none">• Emergency Procedures (annual) |
| <ul style="list-style-type: none">• Work Health & Safety (annual) |

<i>Personal Competencies</i>

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| <ul style="list-style-type: none">• Commitment to the Mercy values. |
| <ul style="list-style-type: none">• Demonstrated ability to build relationships with people at all levels. |
| <ul style="list-style-type: none">• Ability to work as part of a team. |
| <ul style="list-style-type: none">• High level of organisational skills and attention to detail |
| <ul style="list-style-type: none">• Sound communication and interpersonal skills |
| <ul style="list-style-type: none">• Capacity for constructive self-reflection and learning from actions and feedback |
| <ul style="list-style-type: none">• Manage time effectively and ability to balance competing priorities |
| <ul style="list-style-type: none">• Ability to use initiative and be self-motivated |
| <ul style="list-style-type: none">• High level of customer service skills |

<i>Job Competencies</i>

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| <ul style="list-style-type: none">• Comply with the requirements of the annual organisational mandatory and role related competencies policy and procedure. |
| <ul style="list-style-type: none">• Experience working in a healthcare setting. |
| <ul style="list-style-type: none">• Experience preparing documentation, responding to service enquiries and completing data entry tasks. |
| <ul style="list-style-type: none">• Demonstrable high level writing skills |
| <ul style="list-style-type: none">• Ability to understand and describe basic business processes in the healthcare context |
| <ul style="list-style-type: none">• Proficient in multiple computer applications including MS word, MS Outlook, MS excel, and MS Project. |
| <ul style="list-style-type: none">• Ability to learn and utilise other software systems as required |

Job Specific Requirements

Key Result Areas	Key Activities	Standard Measures
Demonstrates and upholds the Values and Mission of Mercy Health.	<ul style="list-style-type: none"> • Ensure the values of Mercy Health are incorporated into daily work practices. 	<ul style="list-style-type: none"> • Shows compassion and provides support to colleagues and patients. • Consistently shows respect and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Communicates openly and honestly as an effective team member.

Mercy Health Requirements

Key Result Areas	Key Activities	Standard Measures
Demonstrates and upholds the Values and Mission of Mercy Health.	<ul style="list-style-type: none"> • Ensure the values of Mercy Health are incorporated into daily work practices. 	<ul style="list-style-type: none"> • Shows compassion and provides support to colleagues and patients. • Consistently shows respect and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Communicates openly and honestly as an effective team member. • Where possible, attend Formation Opportunities agreed with by your manager
Demonstrates an understanding of individual responsibility for safety, quality & risk and participates in organisational quality and safety initiatives.	<ul style="list-style-type: none"> • Maintain a safe and mentally healthy environment for patients/self/colleagues and members of the public. • Maintain the safety of children and vulnerable people by acting in accordance with all child and vulnerable people related policies, procedures and regulations. • Escalate concerns regarding safety, quality and risk to an appropriate staff member. • Participate in evaluation and continuous improvement and clinical indicator processes. 	<ul style="list-style-type: none"> • Risk controls implemented. • Incident/s reported as soon as practicable. • Undertake incident investigations. • Orientation completed. • Training up to date. • Accreditation outcomes. • Patient satisfaction and experience survey results. • Participate in implementation and delivery of annual quality plan and business plan.

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Demonstrate the principles of Person Centred Care: <ul style="list-style-type: none"> • Respect & Dignity • Information Sharing • Participation • Collaboration. 	
Delivers high quality services to business stakeholders	<ul style="list-style-type: none"> • Engage with all necessary stakeholders • Ensure a high level of customer satisfaction and service 	<ul style="list-style-type: none"> • Positive customer and stakeholder feedback • All identified staff have been engaged • Positive staff engagement • All necessary individual task and projects are managed to timelines and expectations
Delivers high quality project documentation	<ul style="list-style-type: none"> • Create, review and update project documentation • Record key project details, and produce any documents that are required to scope, implement and manage assigned projects successfully. 	<ul style="list-style-type: none"> • All project have high quality documentation, these documents may include, business cases, project status reports, and documenting project resource, staffing and specification requirements
Timely delivery of projects	<ul style="list-style-type: none"> • Ensure all projects are delivered within the set timeframes • Ensure projects are delivered within the set scope and within budget • Put project plans forward on the necessary actions to enable successful delivery of projects set out • Plan and drive projects as requested 	<ul style="list-style-type: none"> • Successful implementation of assigned projects • Provide regular project status reports as required • Supports senior management to ensure that all plans, and deliverables are aligned with expected deliverables
Identification, and reporting of risks and issues	<ul style="list-style-type: none"> • Report all identified risks to the manager for escalation • All assigned risks are tracked and monitored as required • Work with relevant stakeholders on resolving identified risks and issues • Create a mitigation plan if required 	<ul style="list-style-type: none"> • All risks and issues are documented and escalated to the manager for review and escalate to the Digital Health Committee • Mitigation plans a developed if required • Risk and issues are escalated immediately as required

Key Result Areas	Key Activities	Standard Measures
Development of an effective training program and training material	<ul style="list-style-type: none"> • Creation of an effective training program specific to each project • Delivery of training to clinical and non-clinical staff • Development of online training modules • Creation of any new training documentation required for post go live 	<ul style="list-style-type: none"> • All training material is completed in a timely fashion and ready for delivery • Staff are aware of all types of training available and how to access • All training sessions are scheduled and delivered according to the training plan
Development of an effective communication plan and communication material	<ul style="list-style-type: none"> • Creation of effective communication documentation, flyers, intranet pages and other types of communication as required • Development of an effective communication plan • Delivery of communication as required 	<ul style="list-style-type: none"> • All communication material is completed in a timely fashion and ready for delivery • Communication is delivered according to the communication plan. • Communication plan is successful
User Acceptance Testing	<ul style="list-style-type: none"> • Development of user acceptance testing cases ready for UAT • Co-ordinate User Acceptance Testing • Complete user acceptance testing as required • Track and escalate any issues identified during UAT 	<ul style="list-style-type: none"> • Test scenario available in time for UAT • Successful co-ordination of UAT • All issues identified during UAT are managed either via a fix prior to go live or clear plan for fixing post go live • UAT completed within the allocated project timeline
Change Management	<ul style="list-style-type: none"> • Work with all areas that are impacted to review their current workflows and the impacts the project will have on their areas • Document current and future workflows • Consult with the areas of what future workflows will look like with the implementation of the project • Educate the impacted area of new workflows to ensure they understand the changes and are ready for go live • Support the department post go live 	<ul style="list-style-type: none"> • Staff understand the changes to workflow prior to project go-live • New workflows and procedures are documented

<i>Key Result Areas</i>	<i>Key Activities</i>	<i>Standard Measures</i>
Development of new policies and procedures for Business as usual (BAU)	<ul style="list-style-type: none"> • In consultation with relevant staff write up any new policies and procedures related to any changes implemented due to the projects • Educate relevant staff of any new or changes to current policy and procedures 	<ul style="list-style-type: none"> • New policies and procedures ready for endorsement once BAU • Staff are informed and understand and new or changes to policies and procedures
Other Project Related activities	<ul style="list-style-type: none"> • Completion of project readiness assessments. • Complete a Post Implementation review assist with other project related activities 	<ul style="list-style-type: none"> • Projects are successfully delivered and all required documentation for pre and post go live is complete and available for BAU. • Successfully delivery of all required documentation and the end of the project • Conduct any post project review

Employee's Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

Print Name: _____