



CM Ref: SWD24/011538

Mr Gerard Hayes
Secretary
Health Services Union
Level 2, 109 Pitt Street
SYDNEY NSW 2000
secretary@hsu.asn.au

Dear Mr Hayes

I am writing to advise you of proposed changes to the Clinical Application Support and Training Team within Digital Health, South Western Sydney Local Health District (SWSLHD) which has the potential to directly affect your members.

The proposed change entails the regrade of the existing Project Clinical Trainer ("Trainer") positions from Analysts to Health Manager Level 2.

The Trainers are responsible for supporting the day to day activities, maintenance and ongoing development of the eMR and other clinical applications within SWSLHD.

SWSLHD has successfully implemented significant Digital Health projects across SWSLHD and we strongly believe in supporting Digital Health innovations. However, the grades of our Trainer positions do not align with other Local Health Districts and this has resulted in staff turnover and a loss of intellectual property and skilled and knowledgeable staff.

We understand navigating change can be challenging, and we wish to assure you of our commitment to implementing this proposal with minimal disruption to current work practices. Consultation with affected employees and the Health Services Union is planned, in line with the consultative provisions of the Health Employees' Conditions of Employment (State) Award.

A meeting is scheduled for Friday 2 February 2024, at 14:00P.M., in the Digital Health Officer and via Microsoft Teams and an invitation is extended to the relevant HSU Organiser.

If you would like to discuss the proposed changes further, please do not hesitate to contact Ms Aminata Bangura by email Aminata.Bangura@health.nsw.gov.au or by phone 0436650331.

Yours sincerely

Michael Dickinson
Director
Digital Health
SWSLHD

Date: 30 January 2024

encl. Organisational Chart
Proposed Position Description

South Western Sydney Local Health District acknowledges the traditional owners of the land.

South Western Sydney Local Health District
ABN 46 738 965 845

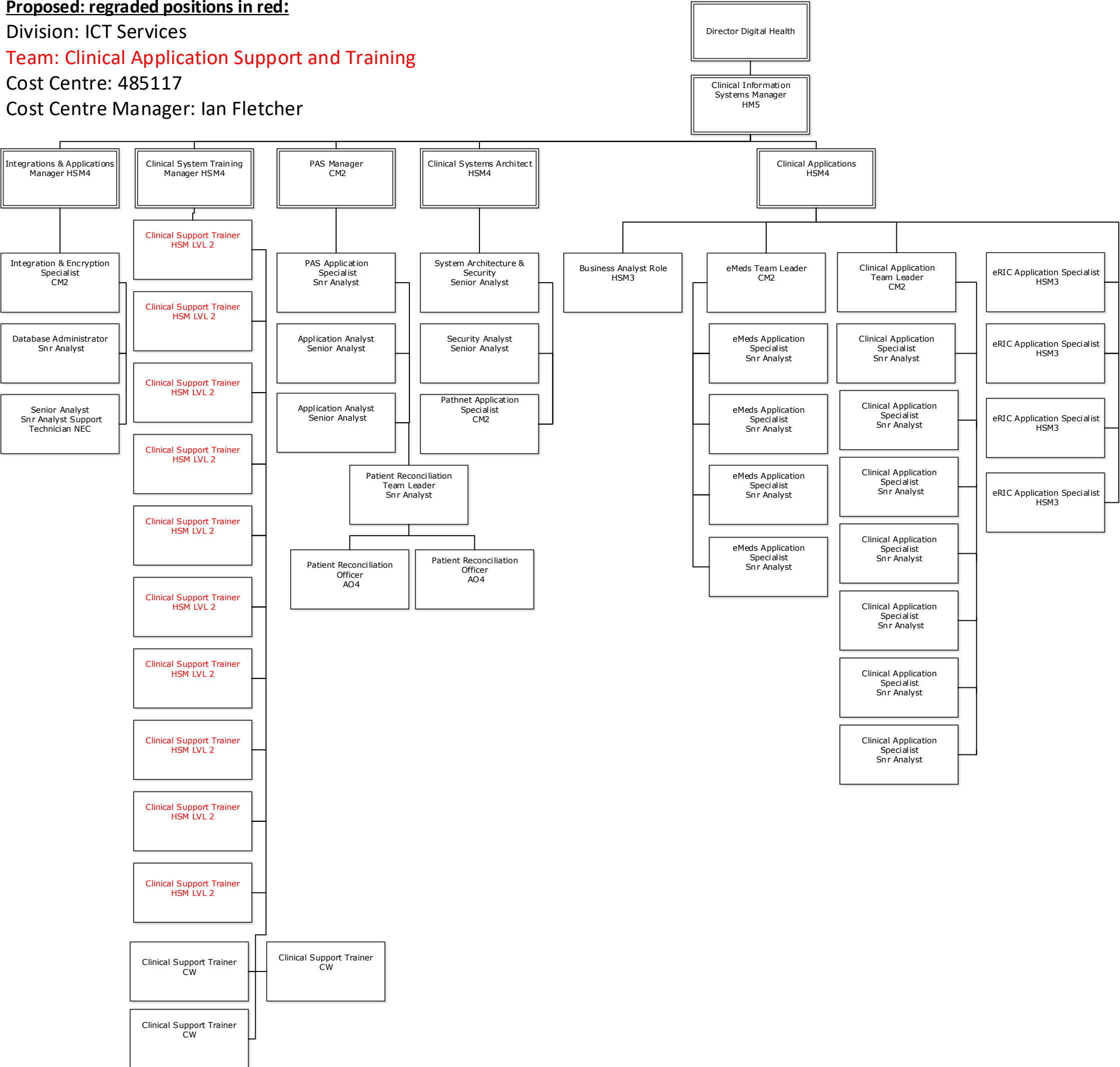
Proposed: regraded positions in red:

Division: ICT Services

Team: Clinical Application Support and Training

Cost Centre: 485117

Cost Centre Manager: Ian Fletcher



Position Description



OUR CORE VALUES COLLABORATION OPENNESS RESPECT EMPOWERMENT	
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Complete this Position Description template after reading the SWSLHD Guide to Writing a Position Description. Use the Guide for assistance on each section and examples of writing styles.

Role Details	
Organisation	NSW Health
Local Health District/Agency	South Western Sydney Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Digital Health
Role Title	Clinical Application Support Trainer
Is this a Multi-Disciplinary Role?	Yes No

Stafflink Position Number	717474
Cost Centre Number	485117
Does this role manage or supervise others?	No

Primary Purpose of Role

This job is part of the Digital Health team in South Western Sydney Local Health District and involves training and supporting clinical users of electronic medical records and other Clinical Information Systems. The team has multiple Clinical Application Support and training positions located throughout SWSLHD for both on-site and after-hours support. The job requires availability to work 24/7, travel between facilities, and work on weekdays, weekends, public holidays, and on-call shifts as needed.

Transforming Your Experience is SWSLHD's key strategy to positively transform how our patients, consumers, staff and communities experience our organisation and services. Our vision is that our care is always safe, high quality and personalised and all our staff are supported and empowered to achieve their full potential. This strategy provides us with a clear direction for working together to deliver safe and high quality health services and build the health of our communities – now and into the future.

Position Description



Essential Requirements

WHS Responsibilities:

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

WWCC:

Current Working with Children Check Clearance (where applicable).

NPC:

National Police Check (This check will be conducted by the Health Service for Recommended Candidates only).

Staff Health:

Compliance with the SWSLHD and NSW Health, Staff Immunisation Policy (Only for Category A Positions).

Driver's Licence:

Current unrestricted Australian drivers licence (P2 Licence Acceptable) subject to obtaining NSW drivers licence within 3 months of appointment.

Key Accountabilities

1. Assist in developing and contributing towards business and clinical outcomes resulting from the implementation of applications of other changes relevant to clinical information systems as required. Maintaining continuous professional development and knowledge relating to clinical information systems.
2. Develop and maintain strategic relationships with all stakeholders. Assist the Clinical Application Support team with the analysis of existing and future business processes and assist with the development of the clinical information systems to support these new processes.
3. Assist in the investigation, documentation and resolution of all issues relevant to clinical information systems. Assist in the management and resolution of Level 1 service desk incidents, requests, changes and problems and follow change control processes for both business hours and after-hours (on call). Ensure the Clinical Applications Support and Training Manager is advised of all Clinical information Systems issues in a timely manner, escalating critical issues immediately.
4. Assist in the review of proposed and development enhancements and functionality specifications relevant to clinical information systems. Participate in software demonstrations and system testing, as required.
5. Actively participate in Clinical Information team initiative and planning processes as required. Promote and practice knowledge sharing within the Clinical Information Systems support team and other District Training and Support teams to optimize available resources and knowledge.
6. Provide Clinical Information Systems training and support for clinical and non-clinical users. Preparation, coordination and delivery of flexible and creative lesson plans, processes, and work instruction by offering multiple training methods to suit the needs and best learning methods for all users within SWSLHD. Provide onsite and remote user support across SWSLHD as required.

Position Description



7. Ensure that users understand the district data security and information privacy policies and their responsibility in preserving the confidentiality of patient information.
8. Proactively participate in the evaluation of ongoing and post implementation Clinical Information Systems Training. Including training delivered, training attendances and reviews given by attendees. Ensure all training attendance has been documented within My Health Learning.
9. Perform other duties as requested by the Clinical Applications Support and Training Manager, Manager, Clinical Information Systems and Digital Health Director.

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Position Description



Key Challenges
<p>1.Meeting needs of staff across all hospital and facilities across SWSLHD and Getting access to and consulting clinicians regarding development of the eMR and other Clinical Information Systems' functionality.</p> <p>2.Designing systems that meet the needs of the end users and keeping up to date with the complex software development tools and associated workflows to be able to provide support and training to clinicians.</p> <p>3. Demonstrating a resilience and persistence in balancing the needs for competing demands in a complex, high volume work environment.</p>

Key Relationships		
	<i>Who</i>	<i>Why?</i>
Internal Relationships		
1	SWSLHD & SLHD Digital health Staff	Collaborate with other members within Digital Health teams in SWSLHD & SLHD.
2	SWSLHD Clinicians and Stakeholders	Collaborate with clinicians and various business stakeholders in SWSLHD.
3	eHealth & MoH	Collaborate with other team members from eHealth and MoH
Does this role routinely interact with external Stakeholders?		
1	Software Vendors (Cerner, EPIC etc.)	Management of the eMR and clinical systems
2	External, Research, Healthcare and Education Providers	Develop partnerships with relevant external providers

Position Description



Health
South Western Sydney
Local Health District

Selection Criteria

1. Certificate IV in Workplace Training and Assessment, qualifications in Pharmacy / Nursing / Health Sciences or equivalent demonstrated experience with high level skills in facilitating learning processes.
2. Experience in the organisation, development, delivery, and evaluation of training syllabi to users of clinical information systems, and coordination of flexible training programs to suit the needs and best learning methods of clinical staff.
3. Demonstrated Experience with clinical information systems and knowledge of applicability to both inpatient and non-inpatient service sectors.
4. Demonstrated excellent verbal and written communication skills including the ability to prepare training material and reports, give presentations, engage clinicians, negotiate change, and effectively communicate with a wide range of health professionals.
5. Demonstrated high level proficiency in the use of clinical information applications, Microsoft applications (such as Word, Publisher, Excel), and ability to gain proficiency quickly with new software applications. Experience with eLearning software applications preferred.
6. Demonstrated strong analytical, problem-solving skills and highly developed customer engagement and support experience for delivery of excellent services to stakeholders.
7. Excellent planning, time management and organisational skills, particularly in managing multiple tasks, working independently and within a team and multi-disciplinary issues to meet deadlines.
8. Ability to travel across SWSLHD, work outside normal business hours when required, including on call support, and onsite support and hold a current valid NSW Driver's License.

Position Description



Job Demands Checklist

Job Demands Frequency Key:

I = Infrequent (intermittent activity exists for a short time on a very infrequent basis)

O = Occasional (activity exists up to 1/3 of the time when performing the job)

F = Frequent (activity exists between 1/3 and 2/3 of the time when performing the job)

C = Constant (activity exists for more than 2/3 or the time when performing the job)

R = Repetitive (activity involved repetitive movements)

N = Not Applicable (activity is not required to perform the job)

Physical Demands

Sitting - remaining in a seated position to perform tasks	F = Frequent
Standing - remaining standing without moving about to perform tasks	O = Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	O = Occasional
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	N = Not Applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	N = Not Applicable
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	N = Not Applicable
Kneeling - remaining in a kneeling posture to perform tasks	N = Not Applicable
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	N = Not Applicable
Leg / Foot Movement - Use of leg and / or foot to operate machinery	N = Not Applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	N = Not Applicable
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	N = Not Applicable
Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg	N = Not Applicable
Lifting / Carrying - Heavy lifting & carrying: 16kg & above	N = Not Applicable
Reaching - Arms fully extended forward or raised above shoulder	N = Not Applicable
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	N = Not Applicable
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	N = Not Applicable
Hand & Arm Movements - Repetitive movements of hands and arms	O = Occasional
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	N = Not Applicable

Position Description



Job Demands Checklist (Continued)	
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	N = Not Applicable
Driving - Operating any motor powered vehicle	O = Occasional
Sensory Demands	
Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	C = Constant
Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries	C = Constant
Smell - Use of smell is an integral part of work performance e.g. Working with chemicals	N = Not Applicable
Taste - Use of taste is an integral part of work performance e.g. Food preparation	N = Not Applicable
Touch - Use of touch is an integral part of work performance	C = Constant
Psychosocial Demands	
Distressed People - e.g. Emergency or grief situations	N = Not Applicable
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	N = Not Applicable
Unpredictable People - e.g. Dementia, mental illness, head injuries	N = Not Applicable
Restraining - involvement in physical containment of patients / clients	N = Not Applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	N = Not Applicable
Environmental Demands	
Dust - Exposure to atmospheric dust	N = Not Applicable
Gases - Working with explosive or flammable gases requiring precautionary measures	N = Not Applicable
Fumes - Exposure to noxious or toxic fumes	N = Not Applicable
Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	N = Not Applicable
Hazardous substances - e.g. Dry chemicals, glues	N = Not Applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	N = Not Applicable
Inadequate Lighting - Risk of trips, falls or eyestrain	N = Not Applicable
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	N = Not Applicable

Position Description



Job Demands Checklist (Continued)	
Environmental Demands (Continued)	
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	N = Not Applicable
Confined Spaces - areas where only one egress (escape route) exists	N = Not Applicable
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	N = Not Applicable
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	N = Not Applicable
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	N = Not Applicable
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	N = Not Applicable

Created By: Aminata Bangura

Title: Manager Clinical Application Support and Training

Service Director Approval: _____

Title: _____

Human Resources Approval: _____

Title: _____

District Department Approval (if required): _____

Title: _____