

Position description

Position title	NSW SSCIS clinical information program coordinator
Directorate	PRISM
Award	HSM 2
Location	1 Reserve Road
Responsible to	NSW SSCIS Network Manager
Responsible for	
Delegation	
Position type	
StaffLink position number	

About the Agency for Clinical Innovation

The Agency for Clinical Innovation (ACI) is the lead agency for innovation in clinical care. We bring consumers, clinicians and healthcare managers together to support the design, assessment and implementation of clinical innovations across the NSW public health system to change the way that care is delivered.

The ACI's clinical networks, institutes and taskforces are chaired by senior clinicians and consumers who have a keen interest and track record in innovative clinical care. The ACI strives for innovations that are person-centred, clinically-led, evidence-based and value-driven.

The ACI also works closely with the Ministry of Health and the four other pillars of NSW Health to pilot, scale and spread solutions to healthcare system-wide challenges. We seek to improve the care and outcomes for patients by re-designing and transforming the NSW public health system.

Statement

“NSW Health is committed to achieving a diverse workforce and strongly encourages applications from Aboriginal and Torres Strait Islander people”

The ACI is committed to workforce diversity, increasing the representation of Aboriginal employees at the ACI through appropriate recruitment and retention and strategies, providing career development opportunities and ensuring that we become an organisation which demonstrates a high level of cultural competence within our staff and the work we do.

Purpose of the position

The Clinical Information Program Coordinator (CIPC) promotes, develops, implements and monitors strategic data programs and initiatives to continually improve the level and quality of service delivery across NSW State Spinal Cord Injury Service (SSCIS) (specialist and non-specialist services as

required) and other networks of the Trauma, Pain and Rehabilitation Stream, Preserving and Restoring through Interventions in Surgery and Medicine (PRISM) Directorate and ACI more broadly.

This role will also provide advice and support functions to committees and taskforces.

The CIPC will facilitate ongoing development and reporting of the information management strategy and supporting data, information and outcome measures on State Spinal Cord Injury Services (SSCID) and REDCap databases for SSCIS, and other networks as required as the organisation transitions to in house data management systems.

The CIPC will maintain data sets for SSCID services and other networks identifying data anomalies, data cleansing and data pre-processing through use of statistical programs such as SPSS, R, and SAS. The CIPC will also provide statistical advice and analysis and general research support to the networks to undertake clinical research, including support for existing network projects.

Further data analyses and reporting of information from SSCID, REDCap and linked data will lead to strategic improvements in the quality of SSCIS Services and other networks in Trauma Pain rehabilitation (TPR) Stream. The position will also pursue data linkages and support collaborative national research.

The CIPC is responsible for the provision of health related data analysis and interpretation which will be used to inform a key strategic projects of the ACI. A core function of the position is to ensure that the analysis undertaken is comprehensive, utilises relevant data sources and is stakeholder appropriate.

The incumbent will be located at the ACI offices (St Leonards). The person will be required to undertake visits to metropolitan and rural locations across NSW that will require travel by car or flights with occasional overnight accommodation, and service locations of other stream network members.

Key accountabilities

- Manage data and information management and analysis, and the development of procedures and standards to ensure effective and appropriate systems and processes
- Ensure timeliness and accuracy of data collection to meet the reporting requirements and organisational aims
- Undertaking high quality, highly complex and advanced analyses of the databases including data linkage where appropriate, and providing interpretation and developing reports for demand, supply, service utilisation and outcome variables.
- Be responsible for data audit and integrity across all sites and reporting to the SSCIS and Spinal Unit Directors variations in data integrity.
- Coordinate the daily activities of the SSCIS clinical data managers in Royal North Shore Hospital (RNSH) / RRCS and Prince of Wales Hospital (POWH)
- Provision of training in Spinal Cord Injury Database (SCID) to the SSCIS Clinical Data Managers and super users.
- Responsible for monitoring data base performance and making recommendations to the SSCIS about database development and implementation strategies.
- Active participation in future clinical system design projects
- Ensure compliance with ACI and MOH procedures and policy directives
- Represent the SSCS manager at Information Management meetings as required

- Provide vital support to the clinicians and administrators of the SSCIS and other networks as identified through key priorities of the Trauma Pain Rehabilitation, PRISM and ACI. User guides together with support and training including report generation functions are integral to the position to ensure complete and accurate clinical data registration and integrity. Data Dictionaries (specifically SSCID) may require regular maintenance and updating to comply with state and national data sets.
- Reporting all application errors and design change proposals to the SSCIS Network Manager for consideration
- Coordinating the activities of the software programmer in addressing application errors and design changes

Challenges / problem solving (maximum 3-4 points)

- Managing expectations of competing priorities from the different committee work plans.
- Managing multiple projects and activities with non-negotiable timeframes and requiring high quality outcomes and deliverables.
- Obtaining engagement and agreement from key stakeholders to maximise acceptance of audits and feedback.
- Confirm the quality and validity of data and research on which policy advice and program development is based in the area of chronic disease management.

Communication

Key stakeholders for the role include:

- Line Manager, Director of the portfolio
- The ACI Board, Portfolio Directors and ACI Staff
- Data managers and directors of spinal services
- The Ministry of Health
- Health Share
- The Chairs of the ACI Finance and Performance and Audit and Risk Committees.

Decision making

- The role has autonomy to makes decisions using reasoning skills and working in relation to day-to-day operations of the role
- Refers to SSCIS Network Manager any decisions that require significant deviation from project outcomes or timeframes, are likely to escalate or create substantial or contentious precedent, require a higher administrative delegation or submission to a higher level of management.

Role dimensions

Roles reporting directly: NIL

Roles reporting indirectly: Nil

Portfolio Budget: Nil

ACI Budget:

Financial Delegation: as per ACI delegation manual

Selection criteria (maximum 8 points)

1. Tertiary qualifications in a relevant discipline and/or demonstrated relevant industry experience in clinical data management and statistical analysis.
2. High level computer literacy including expert skills associated with developing and managing large databases and experience designing and maintaining multi-site projects using MS Access 2000 and REDCap.
3. Demonstrated high level skills to clean, structure and validate data, develop appropriate models using multiple data sources.
4. Demonstrated capacity to successfully manage competing priorities and to deliver high quality outcomes within agreed timeframes
5. Understanding of contemporary issues, challenges and directions facing the NSW Health and the national context.
6. Demonstrated ability to interact and work effectively with management to provide analyses that will assist in informing decisions regarding new approaches to health service delivery.
7. Good verbal and written communications, interpersonal and negotiation skills, and demonstrated ability to present information to all levels of stakeholders including Ministry of Health.
8. Drivers license and a willingness to travel to fulfil position requirements

Acknowledgement

We have read the above position description and are satisfied it accurately describes the position.

Position Holder's Name	
Signature	
Date	
Manager's Name	
Signature	
Date	

Key Capabilities required for a Health Manager Level 2 position

Capabilities are the underlying skills, knowledge and behaviours which are necessary to perform a particular type or level of work. This section describes the skills, knowledge and capabilities required to perform this role competently. The capabilities have been sourced from the NSW Public Sector Capability Framework. The Framework describes Personal Attributes, Relationships, Results and People Management Capabilities. For further information see www.psc.nsw.gov.au/CapabilityFramework

Personal Attributes

Capability	Behavioural indicators
Display Resilience and Courage Be open and honest, prepared to express your views, and willing to accept and commit to change.	<ul style="list-style-type: none"> • Be flexible, show initiative and respond quickly when situations change • Offer own opinion and raise challenging issues • Raise and work through challenging issues and seek alternatives • Stay calm and focused in the face of challenging situations
Act with integrity Be ethical and professional, and adhere to the Public Sector Values.	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Support a culture of integrity and professionalism • Recognise and report misconduct, illegal or inappropriate behaviour
Manage Self Show drive and motivation, a measured approach and a commitment to learning.	<ul style="list-style-type: none"> • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving work goals • Seek and respond positively to constructive feedback and guidance • Examine and reflect on own performance
Value Diversity Show respect for diverse backgrounds, experiences and perspectives.	<ul style="list-style-type: none"> • Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints • Seek input from others who may have different perspectives and needs • Adapt well in diverse environments

Relationships

Capability	Behavioural indicators
Communicate Effectively Communicate clearly, actively listen to others and respond with respect.	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Actively listen to others and clarify own understanding • Monitor own and others' non-verbal cues and adapt where necessary • Write fluently in a range of styles and formats
Commit to Customer Service Provide customer centric services in line with public service and organisational objectives.	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet their needs • Resolve complex customers issues and needs • Co-operate across work areas to improve outcomes for customers
Work Collaboratively Collaborate with others and value their contribution.	<ul style="list-style-type: none"> • Engage other teams/units to share information and solve issues and problems jointly • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Support others in challenging situations
Influence and Negotiate Gain consensus and commitment from others and resolve issues and conflict.	<ul style="list-style-type: none"> • Utilise facts, knowledge and experience to support recommendations • Identify and resolve issues in discussion with other staff and stakeholders • Influence others with a fair and considered approach and sound arguments • Respond constructively to conflict and disagreements • Work towards positive and mutually satisfactory outcomes

Results

Capability	Behavioural indicators
Deliver Results Achieve results through efficient use of resources and a commitment to quality outcomes.	<ul style="list-style-type: none"> Identify resource needs and ensure goals are achieved within budget and deadlines Take responsibility for delivering on intended outcomes Identify changed priorities and ensure allocation of resources meets new business needs Use own expertise and seek others' expertise to achieve work outcomes
Plan and Prioritise Plan to achieve priority outcomes and respond flexibly to changing circumstances.	<ul style="list-style-type: none"> Understand the team/unit objectives and align operational activities accordingly Respond proactively to changing circumstances and adjust plans and schedules where necessary Consider the implications of immediate and longer term organisational issues and how these might impact on the achievement of team/unit goals
Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions.	<ul style="list-style-type: none"> Research and analyse information, identify interrelationships and make recommendations based on relevant evidence Anticipate, identify and address issues and potential problems and select the most effective solutions from a range of options Identify ways to improve systems or processes which are used by the team / unit
Demonstrate Accountability Be responsible for own actions, adhere to legislation and policy and be proactive to address risk.	<ul style="list-style-type: none"> Take responsibility and be accountable for own actions Understand delegations and act within authority levels Identify and follow safe work practices and be vigilant about their application by self and others Be alert to risks that might impact the completion of an activity and escalate these when identified

People Management

Capability	Behavioural indicators
Manage and Develop People Engage and motivate staff and develop capability and potential in others.	<ul style="list-style-type: none"> Ensure that roles and responsibilities are clearly communicated Identify and act on opportunities to provide coaching and mentoring Provide regular constructive feedback to build on strengths and achieve results Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective manner Develop team capability and recognise and develop potential in people
Inspire Direction and Purpose Communicate goals, priorities and vision and recognise achievements.	<ul style="list-style-type: none"> Assist team to understand organisational direction and explain the reasons behind the decisions Ensure the team/ unit objectives lead to the achievement of the business outcomes that align with organisational policies Recognise and acknowledge individual/ team performance
Optimise Business Outcomes Manage resources effectively and apply sound workforce planning principles.	<ul style="list-style-type: none"> Develop team/ unit plans that take into account team capability and strengths Plan and monitor resource allocation effectively to achieve team/ unit objectives Ensure team members work with a good understanding of business principles as they apply to the public sector context
Manage Reform and Change Support, promote and champion change, and assist others to engage with change.	<ul style="list-style-type: none"> Promote change processes and communicate change initiatives across the team/ unit Accommodate changing priorities and respond flexibly to uncertainty and ambiguity Support others in managing uncertainty and change

POSITION DESCRIPTION

Clinical Psychologist - Prince of Wales Hospital - Perm PT

Our CORE values: Collaboration Openness Respect Empowerment

Our Vision: Exceptional care, healthier lives.

Our Purpose: To enable our community to be healthy and well; and to provide the best possible compassionate care when people need it.



Organisation	NSW Health
Local Health District / Agency	South Eastern Sydney Local Health District
Position Classification	Clinical Psychologist
State Award	Health and Community Employees Psychologists (State) Award
Category	Allied Health Clinical Psychologist
Vaccination Category	Category A
ANZSCO Code	272311 Clinical Psychologist
Website	www.seslhd.health.nsw.gov.au/

PRIMARY PURPOSE

South East Sydney Local Health District is committed to improving the care provided to our patients in line with our vision of working together to improve the health and wellbeing of our community. The role of the psychologist is integral to the psychological wellbeing of the patients of SESLHD and an active part of the multi-disciplinary team.

COVID-19 VACCINATION COMPLIANCY

The Public Health (COVID-19 Vaccination of Health Care Workers) Order 2021 commenced on 26 August 2021. The Order establishes mandatory requirements for health staff and persons working in health settings to be vaccinated with a COVID-19 vaccine. Mandatory COVID-19 vaccination will now be required for all NSW Health staff.

ESSENTIAL REQUIREMENTS

All Positions

Pre-employment Health Declaration Form

Dependant on Position applied for:

Working with Children Check (WWCC), National Criminal Record Check (NCRC) and/or Aged Care Check

KEY ACCOUNTABILITIES

The clinical psychologist provides psychological assessment and treatment to patients on the rehabilitation wards, including the Spinal Injuries Service. In participation with other members of the rehabilitation team, the psychologist develops and implements rehabilitation programs, and offers counselling and/or information regarding psychological issues with carers and family members. The psychologist participates in family conferences and is an active participant in the multi-disciplinary team.

KEY CHALLENGES

POSITION DESCRIPTION

Clinical Psychologist - Prince of Wales Hospital - Perm PT

- Utilising resources to meet competing patient needs and expectations and dealing with high volume workloads while at the same time achieving positive outcomes. Managing time and prioritising workplans given the diverse range of issues encountered simultaneously and work demands flowing from a number of sources. Working in a complex multi-disciplinary team. Providing excellent written and verbal communication within the Psychology team, and more broadly with the other members of the multi-disciplinary team to ensure high standards of patient care and team functioning. Ability to effectively work as part of a team while demonstrating independent decision making in complex health settings. Working within the NSW Health Code of Conduct and ensure promotion of the same across the Psychology team.

KEY RELATIONSHIPS

Who	Why
To be discussed on commencement in the position	To be discussed on commencement in the position

SELECTION CRITERIA

- Recognised Post Graduate degree in Clinical Psychology with full registration with AHPRA and endorsement in Clinical Psychology
- Demonstrated experience in psychological assessment and treatment of people with anxiety, depression, adjustment to major life changes /illness and other mental health issues.
- Capacity to design and implement short and medium term treatment protocols for a range of psychological issues.
- Demonstrated experience working as part of a multi-disciplinary team, or shared care in a collaborative model.
- Demonstrated high levels of self-motivation, organisation and time management.

OTHER REQUIREMENTS

- All staff are expected to take reasonable care that their actions do not adversely affect the health and safety of others, that they comply with any reasonable instruction that is given them and with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying any hazards/risks or incidents to their managers
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/employees