

# Position Description

Position Title	Virtual Care Business Specialist
Position Number	30010291
Division	Innovation & Digital Services
Department	Information Technology Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector) (Single Interest) Enterprise Agreement 2021-2025
Classification Description	Administrative G5 L1
Classification Code	HS5
Reports to	Manager Virtual Care Office
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 4,500 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 Innovation & Digital Services Division

The Innovation and Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Research and Development, Innovation, ePR project, Project Management Office, Clinical Analytics and associated resources including the Chief Clinical Information Officers.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. Critical to this is the successful implementation of an ePR in the acute setting and the development of innovative ways to use the data this will create. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

## Loddon Mallee Shared Services

The Loddon Mallee Shared Services (LMSS) model provides for a single Regional Chief Information Officer who oversees delivery of the core and non-core services to all members of the Loddon Mallee Rural Health Alliance (LMRHA). The services delivered by the LMSS enable a supported delivery of core services to all Agencies within the region, and access to non-core services as required, whilst leveraging its position to engage services to support all Agencies.

## The Virtual Care Office

Working under the governance of the Loddon Mallee Shared Services and the Loddon Mallee Health Network, the Virtual Care Office is a regional service providing governance and guidance to the Loddon Mallee region on Virtual Care initiatives. The Virtual Care Office delivers initiatives to the region, that enable care to be delivered in new ways. The office works collaboratively with all LMHN health services and engage actively with clinicians and consumers to achieve optimal outcomes.

## The Position

The Virtual Care Business Specialist work alongside the Virtual Care Office Manager to deliver Virtual Care initiatives, such as Remote Patient Monitoring. They will performing an integral role in establishing the region's Virtual Care capability, with a focus on the business requirements and change management to enable adoption of Virtual Care regionally.

## Responsibilities and Accountabilities

### Key Responsibilities

The Virtual Care Business Specialist will be responsible for the following:

- Identify and document business processes as they relate to Virtual Care, to support the implementation of Virtual Care initiatives.

- Coordinate readiness activities with participating clinical services regionally, engaging them in preparation for implementation and post implementation, with the goal of increasing adoption.
- Support collection of baseline data and ensure health services are capturing necessary clinical data to support benefits realisation reporting.
- Support collation and reporting of benefits realisation data, as captured by health services.
- Support research in Virtual Care, leading the regional evaluation working group and providing subject matter expertise to PhD candidate.
- Lead equipment procurement, distribution and troubleshooting for Remote Patient Monitoring.
- Support the development and delivery of systems training for clinical services for Virtual Care initiatives.
- Facilitate continuous improvement activities, identify opportunities for system enhancements and workflow improvements through consultation with regional clinical services.
- Build and maintain effective relationships with regional stakeholders including senior clinicians and operational leadership teams, with a focus on regional collaboration.
- Create and foster a Virtual Care network, including peers from across the state and nationally, actively gaining industry knowledge.
- Provide a range of secretariat and administrative services, including coordinating meetings, facilitation of workshops and preparation of papers.
- Travel as required across the region, supporting relevant project activities.

## 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

### Essential

1. Understanding of Health Services in order to deliver measureable operational and clinical value through Virtual Care initiatives
2. Demonstrated capability in digital health, with expertise in Virtual Care
3. Experience in working in large scale projects and/or change processes
4. Capacity to work collaboratively with stakeholders including vendors, staff and patients to ensure the delivery of safe and high-quality services
5. Ability to communicate effectively, network across health services and maintain positive working relationships
6. High level verbal and written communication skills, including proficiency and confidence in delivering training and presentations as well as generating high quality documentation and reports.
7. Strong analytical, conceptual and writing skills and the ability to prepare concise and timely reports and project artefacts
8. Experience in utilising robust project methodologies to deliver projects on time and within allocated resources

### Desirable

9. Knowledge and experience of health service clinical information systems
10. Tertiary qualifications in a relevant health and/or business discipline

## 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.*