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SA Health Job Pack

Job Title	Programmer / Analyst
Job Number	683115
Applications Closing Date	8 March 2019
Region / Division	Department for Health and Wellbeing
Health Service	eHealth Systems – Technology and Infrastructure
Location	Adelaide CBD
Classification	ASO5
Job Status	Full Time / Ongoing Appointment
Salary	$79,030-$88,097

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

☒ Child Related Employment Screening - **DCSI**

☐ Vulnerable Person-Related Employment Screening - **NPC**

☐ Aged Care Sector Employment Screening - **NPC**

☒ General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Cindy Falco
Phone number	74255715
Email address	cindy.falco@sa.gov.au

Government of South Australia
SA Health

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -
- **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to http://www.sahealthcareers.com.au/information/ for further information regarding
- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements

Government of South Australia

SA Health

ROLE DESCRIPTION

Role Title:	Programmer/Analyst
Classification Code:	ASO5
LHN/ HN/ SAAS/ DHA:	Department of Health and Wellbeing
Hospital/ Service/ Cluster	Pathology Systems
Division:	Finance and Corporate Services
Department/Section / Unit/ Ward:	eHealth Systems – Technology and Infrastructure
Role reports to:	Applications Development Team Leader
Reviewed Date:	November 2018
Criminal History Clearance Requirements:	☐ Aged (NPC) ☒ Child- Prescribed (DCSI) ☐ Vulnerable (NPC) ☒ General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

> The Programmer/Analyst will be responsible for undertaking system analysis, design, programming and implementing activities relating to the development and support of information systems under the direction of the Applications Development Team Leader. The incumbent will participate in project teams and undertake the programming of complex or critical elements of systems as required.

Key Relationships/ Interactions:

Internal

> Reports to Pathology Systems, Applications Development Team Leader.
> Close working relationship with SA Pathology ICT staff.

External

> Interacts with and provides support to SA Pathology staff and clients as required.

Challenges associated with Role:

Major challenges currently associated with the role include:

> **Maintaining up to date with technology**
Keeping up to date with clinical applications within the changing eHealth environment, including an understanding of end user functions as SA Pathology move towards emerging technology,

Delegations:
> None

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities

Responsible for efficient and effective ICT development and maintenance through:	• Provide expert input technical into documentation of software solutions in accordance with the various phases of software development lifecycle.
	 • Ensure that SA Pathology and SA Medical Imaging information systems satisfy the business and staff requirements by maintaining and enhancing existing systems and resolving problems relating to those systems.
	 • Ensure success achievement in requirements analysis, system analysis, design, specification and maintenance of computing system.
	 • Provide programming experience with most or all of the following languages:
	      • Microsoft .NET (C#) – including Winforms, WPF
	      • Microsoft SQL Server
	      • Apache and PHP/HTML
	      • MySQL
	      • ASP .Net MVC

Actively contribute to a culture and ethos that is outcome and performance focused, through:	> Analyse the use and operation of existing IT systems and identifying points for improvement. > Work with staff from security, engineering, and other IT services jobs to ensure the proper function of IT systems. > Ensure appropriate ICTS tools, system services; environments, data sets, and documentation are prepared, in place and operational to maintain the supply of production data, system outputs, and to enable/support the activities associated with software releases and updates. > Communicate and collaborate with a range of business and technical stakeholders involved in the planning, analysis, development, testing, release, use and quality review of application software enhancements. > Maintain a contemporary, industry knowledge of software application management and take a leading role in the continuous improvement of ICTS based products and services. > Provide ICTS advice and support services to users, work colleagues and service partners, pro-actively contributing to knowledge sharing, mentoring and skills transfer. > Actively contribute and maintain a culture that is outcome and performance focused. > Contribute to the development of a quality culture including conduct of quality assessment reviews and performance management and succession planning. > Work with external service providers, consultants, contactors, vendors and partners to ensure seamless end-to-end operational support. > Demonstrate strong customer focus and a commitment to service excellent by consistently anticipating, investigating and taking action to meet and/or exceed customer needs. > Sharing knowledge and information with other ICT team members to deliver a cohesive and united ICT service to the customer base. > Promoting the corporate interest and living up to the values of SA Pathology, SA Medical Imaging and eHealth Services. > Placing importance of self-development and being open to learning new skills.

Ensure that continuous quality improvement programs and activities are in place and are linked to the organisation's strategic and corporate directions and targets by:	> Contribute to the Occupational Health and Safety of SA Pathology by taking reasonable care to protect personal health and safety of other staff, wear protective clothing and use safety equipment as directed. > Provide services for the South Australian community consistent with the policies of the elected Government by complying with the Code of Ethics for South Australian Public Sector Employees, SA Pathology Code of Ethics and with all other policies contained in SA Pathology Corporate Manual. > Comply with the Principles of the Code of Fair Information Practice, adopted by the Department of Health, which regulate the collection, use, disclosure storage and transfer of all personal patient/client information within the organisation and throughout its funded service providers. > Providing information on SA Pathology departmental policies and procedures.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- Nil

Personal Abilities/Aptitudes/Skills:

- Demonstrates capacity for independent judgement and decision making.
- High level of organisational skills while working in a complex and high-pressure or changing environment.
- Ability to communicate effectively, both written and verbal, with a wide array of people at all levels of government, the private sector, and the IT industry.
- Ability to negotiate effectively and utilise problem solving techniques.
- Ability to work as a member of a team and contribute positively to the spirit of team cooperation.
- Ability to meet deadlines with minimal supervision, whilst working in several multi-disciplinary project/service teams.
- Ability to process conceptual and apply analytical skills appropriate to system development and system support.

Experience

- Experience and demonstrated success and achievement in requirements analysis, system analysis, design, specification and maintenance of computing system.
- Experience participating in and contributing to complex technical analysis and design sessions.
- Experience in medium to large scale application software implementation projects.
- Experience in applying project management disciplines to ensure the timely, high standard and cost effective delivery of milestones and tasks.
- Experience with UNIX operating system and relational database management systems.
- Significant programming experience with most or all of the following languages:
  - Microsoft .NET (C#)
  - Microsoft SQL Server

Knowledge

- Knowledge and understanding of systems analysis and design.
- Knowledge of good programming techniques and practices.
- Good understanding of the important considerations in the development/support of successful computer-based systems.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> A relevant degree in IT with or equivalent professional experience in software development.

Personal Abilities/Aptitudes/Skills:

- Ability to communicate effectively with senior management, staff and consumers both verbally and in writing.
- A capacity to plan, organize and implement computing projects effectively within resource constraints.
- Ability to assign priorities, work to schedules and to meet deadlines.
- Ability to support and develop systems using relational databases.
- Ability to evaluate and analyse problems and to formulate solutions.
- High degree of self-motivation, personal integrity and initiative, well organised and capable of achieving results.
- Ability to supervise and train staff in s technical and user environment as required.

Experience

- Experience in a laboratory or scientific environment or in communicating with technical staff.
- Experience with pathology and medical imaging systems.
- Significant programming experience with most or all of the following languages:
  - Microsoft .NET (C#) – including Winforms, WPF
  - Microsoft SQL Server
- Programming experience with the following languages:
  - Apache and PHP/HTML
  - MySQL
  - ASP .Net MVC

Knowledge

> An understanding of systems analysis, structured programming and data analysis methodologies.
> An understanding of large computer application systems and the requirements and techniques for interfacing to them.
> An understanding of object-oriented programming.

Special Conditions:

> Generally working 5 days/week (Mon - Fri). May be required to be rostered on call for providing emergency computing assistance.
> Some out of hours work may be required, including week-ends and public holidays.
> Depending on work requirements the appointee may be transferred to other locations within eHealth Systems to perform work of a similar nature appropriate to the classification either on a permanent or temporary basis.
> Appointment is subject to a satisfactory Criminal History Report obtained through the Screening and Licensing Branch, Dept Families & Communities, to be renewed every three years thereafter from date of issue.
> The incumbent will uphold the values of eHealth Systems as reflected in the Strategic Plan.
> It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
> *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Background Screening and National Criminal History Clearance through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
> Background Screening and National Criminal History Clearances must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* (Cth) or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 1998* made in pursuant to the *Aged Care Act 2007* (Cth).
> Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
> The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:
> *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
> *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
> *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
> *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
> *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
> *Disability Discrimination.*
> *Independent Commissioner Against Corruption Act 2012* (SA)
> *Information Privacy Principles Instruction*
> *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
> *Relevant Australian Standards.*
> *Duty to maintain confidentiality.*
> *Smoke Free Workplace.*
> *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
> *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Wellbeing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Department for Health and Wellbeing:

The Department for Health and Wellbeing assists the Minister for Health and Wellbeing and Minister for Mental Health and Substance Abuse to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

eHealth Systems Division

Our Mission at eHealth Systems is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develop a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state. Our vision at eHealth Systems is to provide the right information, to the right person, at the right time, in the right place.

eHealth Systems has 3 key directorates:

Customer Services	Comprises the Service Delivery team and eHealth Systems Service Desk functions, who are responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to eHealth Systems including financial management, human resources and corporate support. Provides the primary customer interface between SA Health business units and eHealth Systems.
Portfolio & Strategy	Manages and delivers all eHealth Systems projects as approved by the eHealth Systems Steering Committee. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to eHealth Systems.
Technology & Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- We are committed to the values of integrity, respect and accountability.
- We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- Democratic Values - Helping the government, under the law to serve the people of South Australia.
- Service, Respect and Courtesy - Serving the people of South Australia.
- Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- Accountability- Holding ourselves accountable for everything we do.
- Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: **Role Title:**

Signature: **Date:**

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document

Name: **Signature:**

Date: