Role Description
Digital Specialist – Organisational Collaboration

Role Description Fields	Details
Cluster	NSW Health
Agency	eHealth NSW
Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 3
Employment Status	<permanent/temporary – full time/part time>
Location	Chatswood or St Leonards
Directorate/Business Unit	
Reports to	<manager's position title>
Roles reporting to	<subordinates' position title>
Position Number (StaffLink)	<Enter information>
Date of Approval	<workforce version control>
Agency website	www.ehealth.nsw.gov.au

Primary Purpose of the role

The Digital Specialist is responsible for delivering ongoing application support and service improvements for the organisation, by applying specific functional and technical expertise and relevant domain knowledge to achieve optimal business outcomes.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers' and consumers see eHealth NSW as an organisation with customer centric values, behaviours and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable, and easy-to-use products and services that meet our customers' needs. We share customer feedback and data and use the insights to continually improve our customers' experience.

Key accountabilities

- Provide functional, technical, and associated application support and advice to relevant stakeholders, developing key relationships across teams to ensure information is shared.

- Elicit business process requirements by using a broad range of effective engagement techniques, including designing, leading, or facilitating workshops with the various stakeholders, to understand and clarify business issues and work on development of solutions for business needs.
- Design and document solutions that address business requirements, including expanding or improving systems interoperability and performance for end users.
- Build and maintain complex or large-scale application configuration so that information supports business and organisational requirements, including testing, and developing relevant supporting documentation and communications.
- Resolve complex incidents in a timely manner as specified within relevant service level agreements and perform critical incident management collaboratively with support team staff and other relevant stakeholders, escalating issues as required.
- Undertake activities aligned with policy directives to support state-built functionality of applications for users, providing insights to senior Digital Specialist to highlight continual improvement opportunities.
- Research emerging domain trends and technologies, contribute to developing learning materials that assist with building streamlined ways of working for Digital Specialists across eHealth NSW.

Key challenges

- Establish collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Effectively balance competing demands.
- Contribute to creating and maintaining a constructive workplace culture.

Key relationships

Internal

Who	Why
Delivery Manager	- Escalate issues, keep informed, advise and receive instructions - Provide regular updates on strategic deliverables, issues and priorities
Capability Manager	- Capability related learning and alignment - Workforce and employment relations management
Work Teams	- Share knowledge and deliver roadmaps - Resolve escalated technical issues

Role dimensions

Number of Direct reports

Nil

Number of Indirect reports

Nil

Budget ($)

Nil

Financial Delegation

As per eHealth NSW Delegations Manual

Management Reporting

Line Manager	TBC
Delivery Management Support	TBC
Capability Management Support	Capability Manager

Essential requirements

- Demonstrated experience in implementing or expanding and maintaining Organisational Collaboration solutions, including relevant qualifications or the equivalent.
- Demonstrated experience using a broad range of analytical tools to resolve complex business issues and implementing effective solutions for customers.
- Demonstrate ability to prioritise and manage or meet deadlines, using a customer-centric approach.

Capabilities for the role

The NSW public sector capability framework describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.
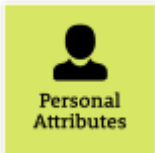
The capabilities are separated into focus capabilities and complementary capabilities.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

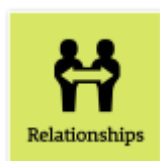| Capability group/sets	Capability name	Behavioural indicators	Level
Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	- Represent the organisation in an honest, ethical and professional way and encourage others to do so - Act professionally and support a culture of integrity - Identify and explain ethical issues and set an example for others to follow - Ensure that others are aware of and understand the legislation and policy framework within which they operate - Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept

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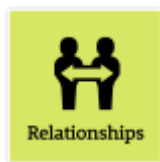
	Commit to Customer Service	• Focus on providing a positive customer experience	Intermediate
Relationships	Provide customer-focused services in line with public sector and organisational objectives	• Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	
Relationships	**Work Collaboratively** Collaborate with others and value their contribution	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units • Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services	Adept
Results	**Deliver Results** Achieve results through the efficient use of resources and a commitment to quality outcomes	• Seek and apply specialist advice when required • Complete work tasks within set budgets, timeframes and standards • Take the initiative to progress and deliver own work and that of the team or unit • Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals Identify any barriers to achieving results and resolve these where possible • Proactively change or adjust plans when needed	Intermediate

Results	**Think and Solve Problems** Think, analyse and consider the broader context to develop practical solutions	• Research and apply critical thinking techniques in analysing information, identify interrelationships and make recommendations based on relevant evidence • Anticipate, identify and address issues and potential problems that may have an impact on organisational objectives and the user experience • Apply creative-thinking techniques to generate new ideas and options to address issues and improve the user experience • Seek contributions and ideas from people with diverse backgrounds and experience • Participate in and contribute to team or unit initiatives to resolve common issues or barriers to effectiveness • Identify and share business process improvements to enhance effectiveness	Adept
Business Enablers	**Technology** Understand and use available technologies to maximise efficiencies and effectiveness	• Identify opportunities to use a broad range of technologies to collaborate • Monitor compliance with cyber security and the use of technology policies • Identify ways to maximise the value of available technology to achieve business strategies and outcomes • Monitor compliance with the organisation's records, information and knowledge management requirements	Adept

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Change and Transformation** Business Change Management, Business Analysis	• Investigates operational requirements, problems, and opportunities, seeking effective business • solutions through improvements in automated and non-automated components of new or changed processes. • Assists in the analysis of stakeholder objectives, and the underlying issues arising from investigations into business requirements and problems, and identifies options for consideration. • Works with stakeholders, to identify potential benefits and available options for consideration, and in defining acceptance tests. • Contributes to selection of the business analysis methods, tools and techniques for projects; selecting appropriately from predictive (plan-driven) approaches or adaptive (iterative/agile) approaches.	Level 4 - BUAN

SFIA	**Change and Transformation** Business Change Management, Requirements Definition and Management	• Defines and manages scoping, requirements definition and prioritisation activities for small-scale changes and assists with more complex change initiatives. • Follows agreed standards, applying appropriate techniques to elicit and document detailed requirements. • Provides constructive challenge to stakeholders as required. • Prioritises requirements and documents traceability to source. • Reviews requirements for errors and omissions. • Provides input to the requirements baseline. • Investigates, manages and applies authorised requests for changes to base-lined requirements, in line with change management policy.	Level 3 - REQM
SFIA	**Delivery and Operation** Service Transition, Configuration Management	• Applies tools, techniques and processes to track, log and correct information related to configuration items. • Verifies and approves changes ensuring protection of assets and components from unauthorised change, diversion and inappropriate use. • Ensures that users comply with identification standards for object types, environments, processes, lifecycles, documentation, versions, formats, baselines, releases and templates. • Performs audits to check the accuracy of information and undertakes any necessary corrective action under direction.	Level 3 - CFMG
SFIA	**Delivery and Operation** Service Operation, Incident Management	• Prioritises and diagnoses incidents according to agreed procedures. • Investigates causes of incidents and seeks resolution. • Escalates unresolved incidents. • Facilitates recovery, following resolution of incidents. • Documents and closes resolved incidents according to agreed procedures.	Level 4 - USUP

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Adept
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate
Relationships	Communicate Effectively	Communicate clearly, actively listen to others, and respond with understanding and respect	Adept
Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Intermediate
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Intermediate
Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Intermediate

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

COVID-19 Vaccination Compliancy

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW. Acceptable proof of vaccination is the Australian Immunisation Register (AIR)

Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations. For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

Respirator Use

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal. At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Rostering Management

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements,

and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

Workplace Diversity

Support the organisations workplace diversity goals and policies.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

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

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks			X			

	I	O	F	C	R	N
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks	X					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	X					
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	X					
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms					X	
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			

SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X

PSYCHOSOCIAL DEMANDS - Description (comment)	**FREQUENCY**					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X

ENVIRONMENTAL DEMANDS - Description (comment)	**FREQUENCY**					
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues	X					
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain	X					
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X					

Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	X					
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X					
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X

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