

POSITION DESCRIPTION

Sub-Acute/Non-Admitted Performance Support Officer



Health
Illawarra Shoalhaven
Local Health District

Our CORE Values

Collaboration
Openness
Respect
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	175231
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Reporting to	SNAP/NAP Data Team Lead HSM3
Does this role manage or supervise others?	No
Vaccination Category	
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE (max 3,800 characters **with spaces**)

ISLHD recognises that its data is one of its most valuable assets. The need for high quality data is increasingly important, as clinicians and managers use this data to make critical decisions which impact the quality of care and for Activity Based Management (ABM) purposes.

The Performance Support Officer for Sub-Acute (SNAP) and/or Non-Admitted (NAP) fulfils an integral role in the coordination of SNAP/Synaptix data management for non-designated Sub-Acute care and/or Non-Admitted data collection across the ISLHD, in accordance with District and Hospital Policies and NSW Ministry of Health Directives.

The role supports the monitoring of data quality in the Non-Admitted dataset and/or SNAP and Synaptix, is responsible for the regular statistical analysis and creation of reports to local health management and government bodies, provides staff education in correct data entry practices, responds to data requests and provides analysis and commentary for all levels of the organisation.

The SNAP/NAP Performance Support Officer sits within the Performance Unit, which is the strategic lever in strengthening and accelerating the analytics maturity in ISLHD. There will be a requirement for this position to attend clinical sites when necessary.

KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

Data collection, quality assurance and cleansing

- Ensure a stable Information System that supports clinical, clerical and management requirements, particularly management of the structure of ISLHD facilities and service units for reporting purposes
- Liaising with source system administrators to ensure extracts from their systems are compliant with NSW Health reporting rules
- Liaise with nominated Facility/Network and LHD representatives as required, in order to ensure strict adherence to deadlines and appropriate data definitions so that data is provided in a timely, reliable, comparable and standardised manner
- Monitor data errors, feedback to the stakeholders and assist in data cleansing
- Provide routine and ad hoc statistical analysis and update as required to reflect the changes in health care facility needs
- Extract Non-Admitted data from the NAP Datamart as required, in a meaningful and accurate manner.
- Working knowledge of the PAS (Patient Administration System), eMR, CHOC (Community Health Outpatient Care), HERO (Health Establishment Registration Online System) and SPaRC environments.
- Extract data from various sources, such as EDWARD, NAP Datamart, Synaptix, SPaRC, PAS (iPM) and eMR, and present the data in a meaningful and accurate manner to support routine reporting requirements to clinical staff, hospital executives and Ministry of Health
- Provide education, advice and support to non-clinical and multi-disciplinary staff, in aspects of data entry requirements and required adjustments in activity standard practice and procedure
- In liaison with management, assist multi-disciplinary teams to work within an Activity Based Funding health care model.
- Use health care data systems and apply high level interpretation skills to identify/rectify inaccurate data. This may include going into the source system and fixing the error or supporting a clinician to fix their own errors.

General

- Remain informed of current trends and developments related to the current position.
- Deliver high quality work within the agreed timeframes.
- Work collaboratively as part of a team and be open to providing and receiving coaching and mentoring

SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated understanding and knowledge of clinical and non-clinical health information systems in use across ISLHD.
2. Excellent interpersonal and communication skills and an ability to work within a technical team and also collaborate with non-technical stakeholders, particularly clinicians.
3. Demonstrated understanding of activity reporting rules at state and national level.
4. Ability to assist with the development and implementation of policies, procedures, standards and practices.
5. Demonstrated experience in capturing data from multiple sources and collating into a single meaningful information source or report.
6. Demonstrated high level computer skills, including ability to use and generate reports from the Microsoft Suite, Patient Administration and Electronic Medical Record systems.
7. A demonstrated ability to work autonomously and manage own workload so that competing deadlines are met.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Establish and maintain effective relationships with senior sponsors, managers and clinicians, source systems administrators, Ministry of Health and other ISLHD teams in relation to data quality and analysis.
2. Provision of education, error correction and ongoing support of clerical staff in the use of data sources to ensure accurate capture of activity in line with NSW Health care type change and data collection policies.
3. Ability to solve problems with staff in other departments particularly around the reporting of information from or the import of data into reporting systems.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
SNAP/NAP Data Team Lead	Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Planning & Performance Division	Provide support and drive continuous improvement initiatives with data integrity officers and support officers within the Performance Team.
ISLHD key stakeholders – Clinicians, Site Managers, Management	Establish and maintain relationships to ensure submission of timely and accurate performance reporting data. Collaboration of capabilities and development.

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting	Remaining in a seated position to perform tasks				X		
	Standing	Remaining standing without moving about to perform tasks		X				
	Walking	Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	Running	Floor type: even/uneven/slippy, 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, scaffolding		X				
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		X				
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & 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 body						X
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements	Repetitive movements of hands & 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	Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	Hearing	Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell	Use of smell is an integral part of work performance eg working with chemicals						X
	Taste	Use of taste is an integral part of work performance eg food preparation						X
	Touch	Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	Distressed people eg. emergency or grief situations						X
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness						X
	Unpredictable people eg. dementia, mental illness, head injuries						X
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	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 PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to 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 work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 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 & falls	X					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X