

## POSITION DESCRIPTION

# Emergency Department/Surgical Data Data Support Officer

### 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	<i>Team Lead ED/Surgical Data HSM3</i>
Does this role manage or supervise others?	No
Vaccination Category	
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## 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 position fulfils an integral role in the coordination of eMR data management and associated work practices across the ISLHD in accordance with District and Hospital Policies and NSW Health directives.

The Data Support Officer is responsible for the creation of regular statistical reports to local Health Management and government bodies, plus staff education and management of all aspects of eMR.

The Emergency Department/Surgical Data 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)

- Ensure a stable information system that supports clinical, clerical and management requirements.
- Provide regular statistical analysis and updates as required to reflect the changes in healthcare facility needs.
- Provide education, advice and support to relevant staff in aspects of the eMR information system, data entry requirements, and required adjustments in work-standard practice and procedure.
- System administration support including management of users and facilities across ISLHD.
- Analysis and reporting of data, both routine and ad hoc, required to meet the District's reporting requirements and access performance.

- Provide support, training and education to data entry clerks responsible for data collection.
- Responsible for extracting and timely submission of data to the Ministry of Health and other reporting authorities as directed by the Performance Manager.
- Liaise with nominated Facility/District 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.
- Remain informed of current trends and developments related to the current position.
- Extracting patient level data from EDWARD and presenting the data in a meaningful and accurate manner.
- Deliver high quality work within the agreed timeframes.
- Responsible for extracting data from various sources to support the Performance Unit's routine reporting requirements, such as WebDohrs, CHIME.

## SELECTION CRITERIA (max 8 selection criteria)

1. Demonstrated understanding and knowledge of the Patient Administration systems in use across ISLHD.
2. Demonstrated understanding of the patient journey and the clinical systems used to collate patient data, and to then develop performance measures.
3. Comprehensive knowledge of the eMR environment required for transfer of knowledge to users across the ISLHD.
4. Ability to provide input and interpret, monitor and evaluate policies, data sets and related information for ISLHD customers.
5. Demonstrated experience in capturing data from multiple sources and collating into a single meaningful repository.
6. Demonstrated experience in using the Health Information Exchange Server and Business Objects.
7. Experience with querying and maintaining of reports and databases using office computer systems, particularly Excel and Access from the Microsoft Office suite.
8. A high level of personal and communication skills with the ability to work independently to strict deadlines.

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

1. Ability to immediately respond to ad hoc requests for data analysis and to understand where to source the data.
2. Daily communication with the Performance Unit team.
3. Ongoing support of ISLHD users of systems that data is being extracted from.

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

WHO	WHY
ED/Surgical Data Team Lead	Direct line of supervision. 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 within the Performance Team. Work cohesively in delivering ISLHD strategic vision.
ISLHD key stakeholders	Establish and maintain relationships to ensure submission of timely and accurate performance reporting data and reports.

# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

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

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sitting</b>	Remaining in a seated position to perform tasks				X		
	<b>Standing</b>	Remaining standing without moving about to perform tasks		X				
	<b>Walking</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b>	Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b>	Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b>	Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b>	Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b>	Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b>	Ascend/ descend stairs, ladders, steps, scaffolding		X				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X				
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b>	Arms fully extended forward or raised above shoulder		X				
	<b>Pushing/ Pulling/ Restraining</b>	Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b>	Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b>	Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b>	Gripping, holding, clasping with fingers or hands						X
	<b>Work at Heights</b>	Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b>	Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sight</b>	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b>	Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b>	Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b>	Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b>	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 ↓						
	<b>Distressed people</b> eg. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X