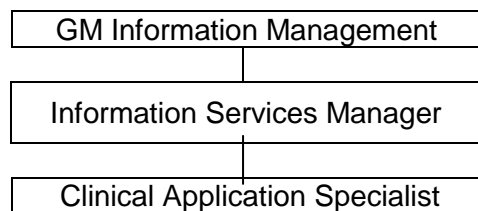


POSITION DESCRIPTION

Job Title:	Clinical Application Specialist
Work Unit:	Information Management
Responsible To:	Information Services Manager
Responsible For:	N/A
Position Purpose:	This job exists to provide analysis, identify business information requirements and provide on site support for users by enabling use and implementation of clinical information technology solutions to support the organisation's desired outcomes.
Date:	November 2009

Position No: 15911-004

Organisation Context:



The Bay of Plenty District Health Board:

The District Health Board's fundamental purpose is to work within the resources allocated to it to improve, promote and protect the health of the whole population within its district, and to promote the independence of people with disabilities.

The Bay of Plenty District Health Board

Vision: Healthy, thriving communities

Mission: Enabling communities to achieve good health and independence and ensure access to high quality services.

Values: **BOPDHB** - Cultural values, trustworthiness, accountability and commitment, communication, flexibility, integrity, good employer.

Key Outcomes:

- Improved access and inclusiveness
- Effective, responsive health programmes
- Improved Maori health and independence to reduce disparities
- Improved health and independence for children and families
- Healthy, independent and dignified ageing

Functional Relationships:

External

Vendors
Service Partners

Internal

Bay of Plenty District Health Board staff
Information Management Team

Key Achievement Areas:

The position of Clinical Application Specialist encompasses the following major functions or Key Achievement Areas:)

- ❑ Develop and maintain a thorough understanding of the organisation's clinical information processing capabilities, procedures, software and services.
- ❑ Identify and analyse business process and information requirements to facilitate customer service improvements through information technology solutions.
- ❑ Specification of clinical applications' functional and reporting requirements to assist with RFI and business case cost/benefit analysis or in-house development.
- ❑ Customisation of appearance and functionality development within the frameworks provided by application vendors (web page design, interactive web form design).
- ❑ Participation in projects involving purchase and implementation of Clinical Applications to represent Information Services expert knowledge base.

The requirements in the above Key Achievement Areas are broadly identified below:

Jobholder is accountable for	Jobholder is successful when
<ul style="list-style-type: none"> • Providing day to day operational support for Clinical systems to BOPDHB staff • Commitment to customer service and effective communication with appropriate management and resolution of concerns, requests and issues raised by Customers • Utilising change management processes in areas of responsibility 	<ul style="list-style-type: none"> • Behaviour consistently reflects a commitment to customer service and effective communication with users • Customer management processes exist for timely logging, prioritisation, resolution and communication. Helpdesk Database is maintained appropriately relating to calls • Change management events are appropriately planned, documented and managed to ensure desired outcomes and minimum disruption to users
<ul style="list-style-type: none"> • Work closely with other members of the Information Management team in sharing accountability and providing advice relating to the Clinical applications • To assist in the investigation of business requirements, scoping of application enhancements, implications on current business practices 	<ul style="list-style-type: none"> • Close collaboration within the IM team and the BOPDHB customers results in improvements in both the use of the Clinical applications and the business results • Users are effectively engaged to ensure process change arising from projects is appropriately identified, planned, communicated and implemented to ensure desired outcomes and minimum disruption. • Expert knowledge used in business case development

<p>and development of business cases.</p> <ul style="list-style-type: none"> • Systems and processes are developed & maintained to ensure data integrity & appropriate records management 	<ul style="list-style-type: none"> • Effective, automated data validation & reconciliation processes are: <ul style="list-style-type: none"> • identified & developed • documented and monitored • regularly reported & distributed to appropriate users
<ul style="list-style-type: none"> • Active contribution to CQI activities within the Service including management of process change activities • Active contribution to the performance and development of the Information Management team 	<ul style="list-style-type: none"> • Developed and maintain thorough understanding of the Organisations information processing capabilities, providing ways in which the user needs can be better met and productivity enhanced, liaising with vendors where appropriate • Actively participates in team processes, including meetings and learning opportunities, shares in the work and the successes of the team

Health and Safety

You are expected to meet the health and safety requirements set out in BOPDHB policies and protocols and any other requirements set out in the Health and Safety in Employment Act 1992.

Treaty of Waitangi/Cultural Competencies

BOPDHB is committed to the principles of the Treaty of Waitangi

Person Specification:

Qualifications

Essential

A relevant tertiary qualification such as a clinical tertiary qualification, health management qualification or IT qualification is required.

Desirable

Developed leadership and analytical skills are needed as well as an operational and strategic understanding of Information Systems Analysis. Business analysis qualifications would be preferable.

Knowledge / Experience / Skills / Capabilities

Essential

- Sound analytic skills
- Proven project management experience
- Being a self starter, proactive, energetic, versatile, flexible, innovative
- Ability to develop and maintain effective relationships
- Work well under pressure
- Excellent communication skills, listening and eliciting needs

Desirable

- Knowledge of information systems, business processes and workflows in the Public Health arena
- A desire to both learn from and share knowledge with others