



Health Information Officer Position Description

Position	IT Health Information Officer
Team	Corporate
Hours	22.8 hours per week
Location	Based at TaskForce head office, Bentleigh. Will involve some travel to sites and option to do some work from home.
Reports to	Reports to COO and Director, Clinical Services
Effective date	January 2022

About TaskForce

Since 1973, TaskForce has provided specialist support for people in serious need in Victoria. Our core services focus on addressing social issues of alcohol and other, unemployment, mental health and high risk taking behaviours, supporting our clients to transition back into “mainstream” services and supports. The people who access our services have experienced significant disadvantage or a crisis in their lives and as a result are prevented from reaching their potential.

Position

The IT Health Information Officer will be responsible for monitoring and reporting on trends to inform service planning, highlight performance issues, oversee State Government reporting requirements and manage stakeholder relationships. As such, the role occupies a strategic place in supporting Alcohol and Other Drug Services to optimise performance while ensuring that we provide evidenced based care at all times. All state-funded community programs report into the Victorian Alcohol and Drug Collection (VADC) via the SRS Software system on a monthly basis.

The IT Health Information Officer is responsible for extracting and submitting data to the VADC and other DHHS areas, as well as feeding back performance data to the various program areas, ensuring data integrity, compliance and contributing to quality assurance. This role will also manage the submission of data for consortium Partners. The role relies on an advanced understanding of information technology, client management systems and data analysis, clear and appropriate communication skills and ability to liaise with stakeholders from an array of different program areas (i.e. from frontline clinical staff, to Department of Health and Human Services representatives).

Duties and Responsibilities

IT Health Information Officer Duties

- Act as point of contact for the allocated AOD Treatment Programs for external stakeholders, ensuring representation at network meetings and forums.
- Coordinate the team and consortium data management and reporting.
- Report to TaskForce Management, or as directed, on service trends relevant to program development and performance monitoring e.g. through the design, analysis and interpretation of standard and ad-hoc reports, using tools and techniques to extract, collate and present data and information from the reporting systems;
- Co-ordinate monthly data VADC data submission for Drug Health Services programs as well as Bayside partners, including;
- Investigate and analyse data integrity and management issues, providing appropriate support and advice, including the interpretation and dissemination of error reports to the relevant AOD Services programs and co-ordinating re-submissions and error resolution;
- Work on continuous quality improvement initiatives relevant to service data management;
- Lead and engage in software application mapping, updating and testing exercises as required by VADC specification updates to ensure that the system accurately reflects the VADC data set requirements;
- Liaise with software vendor InfoXChange to identify and ensure the software interface functions optimally for Service Delivery and data collection;
- Liaison with DHHS VADC and other DHHS program areas as relevant;
- Developing and maintaining user information to assist in the use of the application.
- Developing and delivering induction and ongoing training support for staff in the use of SRS
- Provide “Helpdesk” support to staff
- Developing and maintaining administration processes and information to assist in the effective and efficient administration of the application and identifying options or opportunities for improving business information to support strategic, tactical and operational decision-making processes.
- Liaising with internal stakeholder’s business information needs and develop new reports and information;
- Utilise other data sources to inform service planning
- Other duties as directed.

Qualifications

Tertiary Qualifications in Data Management, Allied Health or related field.

Skills and Experience (Key Selection Criteria)

Essential

- Sound ability to analyse performance data and reporting issues and identify and communicate treatment options and solutions.
- Highly developed conceptual and analytical skills including the ability to use computer-based tools and techniques to model, analyse, interpret and report performance related data and information.
- High-level of proficiency in the use of Microsoft Office suite, specifically Microsoft Excel.
- Excellent interpersonal and written skills and ability to communicate effectively with internal and external stakeholders including the ability to effectively consult and advise managers and staff to achieve organisational goals.
- Experience in delivering training in one-to-one and group environments and preparing training material
- Demonstrated ability to deal with confidential data.
- Ability to work autonomously and to work collaboratively with a multidisciplinary team.
- Ability to understand and interpret VADC Data Specifications and translate to clinical staff.
- Demonstrated appreciation of the role of compliance and good governance with an ability to foster staff commitment to compliance requirements.
- Strong ability to work to deadlines whilst maintaining a high level of quality, accuracy and an acute attention to detail.
- Must be technically savvy with the ability to think outside of the box.
- Strong experience in audit, governance and risk management.

Desirable

- Prior experience working within a public health and/or Alcohol and Other Drug service system.
- Prior experience with SRS and or experience with other Data Systems such as rediCASE, iPM, Trak Health and CERNA.

Terms and Conditions

- This is a 0.6 EFT contract position for 12 months with the possibility of extension
- Employment conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award 2010.
- As an organisation with public benevolent institution (P.B.I.) status, TaskForce offers all staff the opportunity to take up generous Salary Packaging.

To be employed in this position a person must:

- Be prepared to travel between the sites to meet the requirements of the job and to work out of various partnership locations.
- Undergo a police check and a Working with Children Check. Offers of employment are subject to the results of these checks.
- Hold a current Driver's License.
- Familiarise themselves with, and observe all TaskForce business, community, therapeutic and human resources policies, procedures and practices.

- Follow TaskForce’s codes of employee conduct, promote the interests and reputation of the agency and refrain from acting in way that would conflict with the best interests of TaskForce.

This position description is accepted by:

Job Holder Date

HR Manager Date

Our values



Client centred

We strive to support our clients and their extended networks to change their circumstances. We will collaborate so that our full range of services and supports are wrapped around them enabling each to reach their full potential.

Innovation and best practice

We will be cutting edge in all that we do leading to evidence-based best practice within the sector. Our people will be passionate and motivated to make a difference.



Thought leadership

We are committed to addressing the tough moral challenges faced and sensitivities that abound in our sector, leading consequent debate and adapting as broader positions held by society evolve.



Honesty and integrity

We do our utmost to communicate openly, honestly and respectfully. We collaborate and share accountability with colleagues and clients alike. We acknowledge that as we learn, mistakes may be made but that this learning will make us stronger.



Trust, respect and self care

We collaborate to create a work environment built on trust and respect where our people and consortium partners are supported and challenged to lead best practice. We recognise that responsibility for self-care is also a foundation to achieve excellence in the services we deliver.