



POSITION DESCRIPTION			
Position Title	Service Development Lead – Digital Health		
Location	Richmond	Employment status	Fixed Term to 30 June 2023
Reports to	Digital Health Services Manager	FTE	0.6
Employee Name			
Sign		Date	
Position Purpose:	<p>RFDS Victoria is here for remote, rural and regional communities. We break down barriers to accessing healthcare, wellbeing support and social connection. Our vision is better health, wellbeing and social connection. We “go further” to provide people with the quality healthcare and wellbeing services they need to thrive.</p> <p>RFDS Digital Health provides a toolbox of technologies and techniques that support the development of new, innovative patient and caregiver-centred models of care, driving improved engagement, accessibility, quality, safety, efficiency and sustainability - particularly where healthcare is limited due to geography or the tyranny of distance.</p> <p>The Digital Health Service Development Lead supports the Digital Health Services Manager in the delivery of the <i>RFDS Victoria Digital Health Strategy: 2021-2025</i>.</p>		
Position Tasks and Responsibilities:	<ul style="list-style-type: none"> • Support the Digital Health Services Manager in the delivery of <i>RFDS Victoria Digital Health Strategy: 2021-2025</i> • Document user requirements in support of the strategy’s procurement process • Assist in technology procurement, such as tender development and evaluation • Assist with technology implementation and user training • Assist in business process reengineering resulting from technology implementation • Assist in the development of business cases, needs analysis and use cases • Assist in the project management of digital health initiatives • Act as the first point of contact for digital health change requests • Meet KPIs and reporting requirements • Coordinate digital health contract and SLA management • Coordinate digital health risk management activities 		
Key Working Relationships:	<p>Internal</p> <ul style="list-style-type: none"> • Digital Health Services team members • Primary Health Services, including Health Services Managers, Medical Director, and GM Primary Health Care • RFDS IT • Digital health consultant • Digital Health Working Group <p>External</p>		

	<ul style="list-style-type: none"> • Vendors • Project partners, such as PHNs
Qualifications and Experience:	<p>Essential</p> <ul style="list-style-type: none"> • Holder of a current National Police check and Working With Children’s check <p>Desirable</p> <ul style="list-style-type: none"> • Digital Health qualifications or equivalent experience • Project Management qualifications or equivalent experience • Business administration qualifications or equivalent experience
Skills, knowledge and competencies:	<p>Essential</p> <ul style="list-style-type: none"> • High level technological literacy • Experience in business administration • Ability to develop and deliver strong, collaborative stakeholder and community relationships • Excellent interpersonal skills with the ability to communicate, motivate, consult and negotiate, while building and maintaining relationships with colleagues, clients and other health providers • Excellent written and verbal communication skills with the ability to contribute to high-level reports and present findings to inform decision-making • Professional knowledge and technical skills that are up to date with new developments and relevant trends in order to deliver high quality, client oriented and outcome focused clinical services. <p>Desirable</p> <ul style="list-style-type: none"> • Working knowledge of the Australian and Victorian health care landscape • Business administration skills • Financial literacy
Workplace Health and Safety	<ul style="list-style-type: none"> • Take reasonable care for own health and safety • Take reasonable care for the health and safety of others including the implementation of risk control measure within their control to prevent injuries or illnesses • Comply with all reasonable instruction to safeguard their health and safety • Cooperate with any reasonable RFDS policies and/or procedures including the reporting of OH&S hazards or incidents
Code of Conduct & Organisational Values	<p>All employees, contractors, members and volunteers of the Royal Flying Doctor Service of Victoria are mutually responsible for the success of the organisation.</p> <p>The organisation is committed to creating an environment in which all employees can realise their full potential. In return all RFDS Victoria employees are expected to make contributions that positively impact our customers, our patients, our communities, our business and each other.</p> <p>This includes:</p> <ul style="list-style-type: none"> • Conduct to the highest degree of ethics and integrity • Creative thinking and openness to new challenges • Appreciating diversity in the workplace and treating everyone with courtesy and respect • Effective communication, which is open and honest • Modelling best practice and leadership <p>Our organisational values are detailed in the ‘Strategy 2025’ Document.</p>