

Health Informatic and Systems Support Officer

- A supportive workplace that will help you to develop your skills further
- Not for profit Salary Packaging available

About the Organisation

The Victorian Aboriginal Health Service (VAHS) was established in 1973 to address the specific medical needs of Victorian Aboriginal communities. 2023 marked a landmark year as VAHS proudly celebrated its 50-year of providing a comprehensive range of medical, dental, allied health and social services for our community.

As well as providing a variety of medical services, VAHS is committed to supporting the well-being of the community through contributions to community events and activities. VAHS is also committed to assisting research into the ongoing needs of the community.

VAHS is a child safe organisation, committed to child safety and wellbeing, and recruits' staff in accordance with the Child Safe Standards Victoria.

About the Opportunity

This position sits within the 'Health Informatics Team' (or HIT team). The HIT team are responsible for all health informatics activities, including MMEx training and support, data cleansing, data extraction and analysis, organisational reporting requirements, data sovereignty and MMEx system development.

The Health Informatics & Systems Support Officer role will have a specific focus on system administration, staff training and support, data quality and continuous quality improvement.

Key responsibilities

- System administration of an Electronic Healthcare Record (MMEx), including user management, permissions/access management and other types of system admin requirements.
- Supporting all staff with MMEx issues and enquiries, including at times following up with the MMEx development team from ISA.
- Providing training to all new staff, as well as regular refresher training to all existing staff, across all sites.
- Supporting staff with improving data entry, data quality and data integrity.
- Draft and publish resources, including procedures and 'how to' guides as required outlining current and new operating processes relating to MMEx.
- Support with MMEx system development projects to meet VAHS evolving needs.
- Commitment to the values of confidentiality, privacy and sovereignty of health information.
- Working collaboratively with other members in the HIT team and attending all team meetings.
- Other duties as requested by Team Lead and/or management.

Key Selection Criteria

To be considered for this role you must have the following:

- The capability and engagement to understand the philosophy and principles of Aboriginal Community Control and transforming it into practice.
- Demonstrated capability to achieve the key responsibilities.
- Demonstrated commitment to Health, Safety and Wellbeing of self and others and Child Safety.
- Experience in system administration of an Electronic Healthcare Record (preferably MMEx).
- Experience in delivering training and providing ongoing support to an entire health workforce in using an Electronic Healthcare Record.
- Experience in preparation of manuals and training materials, ensuring that the material follows a consistent style/format.
- Demonstrated ability to communicate complex technical issues in easy-to-understand ways, especially for staff with varied skill levels and confidence levels.
- Demonstrated ability to communicate health data and having a sound understanding of data quality and integrity issues.
- Demonstrated understanding of privacy and the ability to manage confidential and sensitive information.
- High attention to detail and commitment to consistent team workflows.
- Excellent written and interpersonal communication skills, such ability to communicate effectively via email.
- Great time management skills, ensuring that tasks are completed on time.
- High proficiency using Microsoft Office programs, including Microsoft Excel, Microsoft Teams, Microsoft Outlook and Microsoft Word.
- The demonstrated ability to work effectively as part of a multi skilled team.
- Knowledge of and demonstrated understanding of and commitment to the principles of equity, diversity and occupational health and safety

How to Apply

Please send your application, which must include a cover letter, resume and responses to the selection criteria, via employment@vahs.org.au before Wednesday 9pm, 1 January 2025.