



## Position Description

<b>Position title</b>	Senior Benefits Officer
<b>Classification</b>	EL1
<b>Division</b>	Digital Strategy Division
<b>Location</b>	Sydney
<b>UPI number</b>	ELL10218
<b>Date of approval</b>	P&C to enter date
<b>Category</b>	Economics, Statistics
<b>Job evaluation reference</b>	P&C to enter
<b>Agency website</b>	<a href="https://www.digitalhealth.gov.au/">https://www.digitalhealth.gov.au/</a>

### About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that’s accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the Australian Digital Health Agency (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

### Our values



Working together  
collaboratively



Respect and  
trust



Transparent



Accountable



Innovative

## Division overview

**Digital strategy** – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

## Primary purpose of position

The Senior Benefits Officer will be required to undertake work that is often very complex or sensitive while operating under broad direction. In this role, you will need to exercise a considerable degree of independence and perform a leadership role.

The Senior Benefits Officer must exercise sound decision making and judgement to produce high level policy advice. Some of the work undertaken will require complex problem solving and issues management including coordinating and undertaking detailed or sensitive projects. Work undertaken may impact on strategic, political or operational outcomes for the Agency. A critical element of this role will require active management of key stakeholder relationships within and outside the Agency.

Reporting to the Director of Research and Insights, the Senior Benefits Officer is responsible for best practice benefits evaluation methodologies to clearly articulate the impact of digital health initiatives.

The role is responsible for the design, development and delivery of benefits methodologies that convey accurate and true representations of user needs and behaviours for clear and actionable recommendations to policies, products and services for digital health system management.

## Relevant duties

### 1. Leadership and Accountability

- Recommend strategic directions for area of responsibility and consider wider Agency implications when making decisions.
- Provide expert advice on policy, complex problem solving and issues management for internal and external stakeholders.
- Provide a significant contribution to innovation and business improvement strategies.
- Contribute to building a robust evidence base of digital health which can be used to measure and evaluate benefits for ongoing organisational funding, influence policy, and encourage adoption and use of digital health services.

### 2. Management Diversity and Span

- Undertake measurement and evaluation management as a business service for priority Agency initiatives using a structured, evidence-based approach to drive continual improvement in Agency products and services.
- Coordinate and undertake detailed or sensitive projects that impact on the strategic, political or operational outcomes of the Agency.
- Build capability in a team environment through coaching others, providing performance feedback, conflict resolution and encouraging career development.
- Ensure quality outputs including that employees maintain a high level of specialist, professional and/or technical expertise.

### 3. Job Context and Environment

- Undertake work activities with an awareness of their possible impact on strategic, political or operational outcomes for the Agency/program.
- Attain and maintain an extensive understanding of the role and responsibilities of the Agency, including and understanding of the APS operating environment more broadly.
- Prepare high quality written communications including reports, briefing papers and presentations in a timely manner to support an ongoing dialogue around needs and behaviours and demonstrate insight for identification of evaluation opportunities.
- Contribute to continually promote and drive improvement in measurement and evaluation approaches within the Agency.

#### **4. Independence and decision-making**

- Contribute to providing benefits advice to inform strategy development, planning, and management decision making.
- Communicate and make decisions that are based on professional judgement, evaluating risks and in the context of a complex and changing environment.
- Work with a focus on research, analysis and judgement to manage complex issues.
- Work with a level of independence, under broad direction, with a concurrent need to resolve issues and deliver quality outcomes.

#### **5. Stakeholder Management**

- Develop partnerships and collaborations with Agency partner organisations and stakeholders on benefits measurement and evaluation
- Manage stakeholders through change, resolving conflict and managing sensitivities.
- Engage and collaborate with key stakeholders to identify opportunities, achieve outcomes and facilitate cooperation.
- Promote the Agency's business objectives through key strategic relationships with range of stakeholders.

### **Essential requirements**

Select security clearance level required

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

### **Restriction duty**

Not applicable

### **Capabilities**

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

## Qualifications

- Tertiary qualification in a relevant health, behavioural insights, or analytics discipline with associated experience.
- A post graduate qualification in a related discipline would be highly regarded.

## Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.