



Position Description

Position title	Digital Health Educator
Classification	APS6
Division	Digital Programs and Engagement Division
Location	Brisbane/Sydney/Canberra
UPI number	Multiple
Date of approval	14/09/2021
Category	Education, Training
Job evaluation reference	JER_276_09/21
Agency website	https://www.digitalhealth.gov.au/

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 programs and engagement – responsible for external relationships, implementation and change and adoption, as well as being the place of excellence for driving program delivery, reporting and outcomes.

Primary purpose of position

The APS6 Digital Health Educator is accountable under limited direction to perform complex work to drive the meaningful adoption and use of digital health technologies across multiple healthcare settings. The primary focus of this role will be to coordinate and deliver education and change management support for healthcare providers and consumers in support of the Australian Digital Health Agency's strategic plan. The APS6 Digital Health Educator will be responsible for working with stakeholders and subject matter experts to create online and digital learning resources for healthcare providers and consumers in support of the Australian Digital Health Agency's strategic plan.

Relevant duties

1. Leadership and Accountability

- Acquire and apply an in-depth knowledge of Electronic Prescribing, My Health Record and Secure Messaging functional requirements; providing expertise and technical advice to a diverse range of healthcare workforces; tailoring education solutions with an understanding of their workflows and potential challenges in their day-to-day practice.
- Acquire, maintain and apply a thorough understanding of contemporary eLearning methodologies and requirements when developing education materials, mentoring programs and curriculum; undertaking the technical build and testing of online resources using Agency approved development software.
- Apply demonstrated knowledge and experience in instructional design which includes development of digital, on the job, and face to face interventions that support training and maintaining the clinical training environments; marketing and presenting those web and digital eLearning solutions to diverse audiences.
- Develop learning analytics methodology to track uptake and learning impact of eLearning resources; reviewing the current state of eLearning and content on Agency website and in development
- Research, design and present online learning sessions, including selecting appropriate educational learning theories, strategies and interactive learning activities including interactive evaluation tools, data gathering and training modules.

2. Management Diversity and Span

- Responsible for driving and supporting locally tailored approaches to external provider education and adoption activities ensuring Agency-led projects and new product releases are coordinated and supported by targeted education that supports the implementation and sustainment of the Agency's digital health strategy.
- Coordinate internal resources and external providers in the development of online resources; taking responsibility for the implementation, testing, evaluation and on-going maintenance of allocated online resources; including version control and currency of documents and information.
- Lead user testing cycle and ensure compatibility with mobile devices, tablets and PCs.

3. Job Context and Environment

- Lead education and change management activities for the adoption of My Health Record; providing regular digital health priority 'train the trainer' education, training and updates for primary healthcare sectors, jurisdictional and Indigenous Health delivery partners.
- Work collaboratively with content writers, external providers and Clinical Reference Leads to ensure digital health education resources are fit for purpose and meet quality standards.
- Manage all stages of online resource development projects including the development of timelines, engaging relevant staff, key stakeholders and third-party providers as required; review and analysis of proposed content and development of project briefs for approval.

4. Independence and decision-making

- Work with independence, subject to limited direction, design, develop and implement flexible and innovative learning development initiatives for online learning, webinars, virtual classrooms, instructional manuals, digital content and video tutorials and other solutions to build capability within the healthcare workforce.
- Perform research and analysis to make decisions that involve defining evaluation approaches for both courses and ongoing change and adoption implementation; developing and applying learning analytical methodologies to track uptake and learning impacts.
- Provide assistance and support to stakeholders to resolve technical and useability issues; escalating relevant problems to help centre or software providers.

5. Stakeholder Management

- Create, manage and maintain relationships with key stakeholders to drive the use of key digital health technologies including, My Health Record, Electronic Prescribing, Medicines Safety and Secure Messaging.
- Represent the Agency; providing support to stakeholders and end-users through complex change; gathering their requirements and training needs; listening to their concerns, negotiating and providing advice on training.

Essential requirements

Ability to obtain and maintain a security clearance at a level designated by the Agency on request

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Restriction duty

N/A

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

N/A