



## Position Description

<b>Position title</b>	Incident Coordinator
<b>Classification</b>	APS6
<b>Division</b>	Technology Services Division
<b>Location</b>	Brisbane/Sydney/Canberra
<b>UPI number</b>	Multiple
<b>Date of approval</b>	30 September 2021
<b>Category</b>	Customer Service, Call Centre
<b>Job evaluation reference</b>	JER_292_09/21
<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

**Technology services** – responsible for the operation of high quality, trusted, reliable and secure national digital health infrastructure and health support systems.

## Primary purpose of position

The APS6 Incident Coordinator is accountable under limited direction to perform complex work for the ongoing provision of day to day incident coordination, triage and action involving the Agency's digital health products and services.

They will have reasonable autonomy to perform their work and make decisions within their area of responsibilities and will be included in a 24/7 on call roster to provide emergency incident response.

The APS6 Incident Coordinator will have considerable stakeholder contact in relation to complex, difficult and sensitive issues and will be required to exercise both initiative and judgment in the interpretation and application of the relevant Agency policies, practices and procedures.

## Relevant duties

### 1. Leadership and Accountability

- Provide accurate and specialised advice for the coordination of the Agency's incident response activities; applying an in-depth understanding of the technology, system and business requirements and functionalities of the Agency's digital health products and services to achieve outcomes.
- Acquire, maintain and apply a well-developed knowledge of the Agency's incident management requirements; working with consumers, partners and clinicians to understand their key issues; providing support and advice that contribute to the effective resolution of the incident.
- Accountable to provide incident coordination for day to day and emergency incidents relating to the Agency's digital health products and services; undertaking complex incident response activities involving containment, remediation and restoration of services.

### 2. Management Diversity and Span

- Responsible to review, analyse and action reported incidents; coordinating responses, setting tasks and priorities to work through established processes to achieve outcomes.
- Ensure accurate incident and problem logs are maintained in Agency's IT Service Management system, using this information to provide reporting and data analysis relating to Incident Management.
- Work as part of a team to provide a 24x7 on call roster availability to provide emergency incident response.

### 3. Job Context and Environment

- Coordinate incident management activities; taking responsibility to perform work that is complex and involves various tasks that often are different and unrelated, identifying clarity within established processes and methods; selecting an appropriate course of action from a number of options.
- Maintain awareness of the short to mid-term operational outcomes for the Agency's digital health products and services; identify probable and possible impacts of reported incidents on the Agency outcomes; escalate to seek clarification from a manager on the more complex incidents to determine a way forward.
- Provide support to business continuity planning and the development and implementation of recovery plans including incorporating the requirements of the Clinical Governance Framework into areas of incident management.

### 4. Independence and decision-making

- Work under limited direction to perform work that coordinates incident management activities that are guided and governed by the Agency's policies, Event and Incident Management Framework and the relevant standard operating procedures.
- Make decisions within the work area to ensure compliance with established priorities, practices, methodologies and standard operational procedures to assure appropriate service levels and quality of service are maintained.
- Maintain an awareness of the work area's workload and priorities, including having an active involvement with other areas of the Agency to understand, analyse and recommend actions for emerging issues that may impact on the incident management function.

### 5. Stakeholder Management

- Manage relationships with stakeholders to achieve work area and agency goals; establishing and maintaining a sustainable collaboration model to achieve outcomes within the Incident and Problem Management processes.
- Represent the agency; take responsibility to Chair business related tele-conference calls with external and internal stakeholders and Agency partners to share and receive information on technical and business functionality issues that have been identified in a reported incident.

## Essential requirements

Ability to obtain and maintain a Baseline security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

## Restriction duty

Yes

## 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