Role Description
REGIS Support Officer & SME–

Program Delivery

Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 3
Employment Status	Temporary Full-Time
Location	North Sydney
Department	REGIS
Reports to	REGIS Program Manager
Roles reporting to	Nil
Position Number (Stafflink)	TBC
Date of Approval	TBC

Primary purpose of the role

Coordinate and undertake 2nd level support and projects to support the Research Ethics and Governance Information System (REGIS) solution, thereby enhancing the conduct of medical research in NSW. Provide support to the REGIS Operation Governance Forum in relation to policy advice, coordination of the REGIS User Group, and management of the Enhancement Log and associated activities to support the achievement of NSW Health's objectives.

About eHealth NSW

eHealth NSW is responsible for the delivery of information and communications technology (ICT) led investments in clinical care, business services and smart infrastructure, providing a digitally enabled and integrated health system that delivers quality patient centred health experiences to the people of NSW.

Key accountabilities

- Provide advice and support to the Office for Health and Medical Research (OHMR), Ministry of Health and NSW Health Service to interpret and apply relevant policies and procedures where they will enhance the performance and experience of using the REGIS solution.
- Participate in the implementation of NSW ethics and governance processes that assist with registration and tracking of users, management of training programs, review of service desk reports for process improvement, user testing of system enhancements, system reporting, user access requests, and management of related activities.
- Liaise with key staff in the Ministry, public health organisations, stakeholder representatives and non-PHO stakeholders (Universities, MRIs and alike) to communicate NSW Health's position, objectives, and priorities.
- Participate in the facilitation of REGIS Benefits Realisation through the Research and Ethics Governance Unit (REGU) and through PHO stakeholders to ensure that REGIS is delivering to expectations and commitments.
- Participate in interjurisdictional panels and meetings, to ensure that interjurisdictional interconnectivity requirements are understood, validated and delivered as ongoing enhancements to the REGIS solution.
- Facilitate the establishment and ongoing convening of a REGIS User Group, to provide operational feedback to the Operational Governance Forum is provided, together with prioritised suggestions for enhancements and improvements to the solution, and to policies, procedures and training to effect overall improvement of ethics and governance approval processes.
- Perform system configuration and admin functions as required, such as adding other Admin level Users, and making adjustments to configuration settings in line with evolving NSW Health organisations structures and selection options/lists as they evolve.

Key challenges

- Establish collaborative and influential relationships with stakeholders, customers and colleagues, to ensure easy and effective achievement of team / project / business goals.
- Effectively balance competing demands.
- Contribute to creating and maintaining a constructive workplace culture.

Key relationships

Who	Why
Internal	
Manager	Escalate issues, keep informed, advise and receive instructions
	Inspire and motivate team, provide direction and manage performance
Key staff within the Ministry of Health	Provide sound information and advice on health and medical research and related system improvement initiatives
	Build and maintain collaborative relationships
External	
Public Health and related Government Agencies	Provide sound information and advice on medical research ethics and approval processes, the REGIS solution, and related system improvement initiatives
Vendors (contractors and consultants)	Provide clear requirements for accurate quoting and delivery of enhancements
	Liaise with technical support staff for incident/problem resolutions
	Liaise on commercial responses for enhancement requests and detailed specifications
Stakeholders (Committees and conferences of Government)	Engage and consult on strategy, policy, projects and provide secretariat support for the REGIS User Group

Position Dimensions

Direct Report: Nil   Indirect Report: Nil

Financial Delegation

Budget ($): Nil   Financial Delegation: Nil

Essential Requirements

- Relevant qualification and/or strong experience underpinned by the following experience in Research (Governance) Office or as an Executive Officer with a Research Unit
- Demonstrated knowledge and understanding of clinical trials and health and medical research policies and procedures including those for research ethics and governance and the application of relevant legislation
- High level demonstrated experience and effective skills in project life cycle approaches phases and tools skills and the preparation of system requirements, and managing delivery and implementation of system enhancements

Selection Criteria

- Proven experience in development of operational standards and process within diverse organisations with reference to federated organisation structures including skills in identifying operational issues and recommending solutions

- Excellent oral and written communication skills and proven ability to define and deliver communications strategies to organisational units, in a manner that optimises awareness and take-up of the required messages.
- Proven ability to facilitate, manage and participate in stakeholder forums to generate high levels of engagement at all levels, and foster positive attitudes towards impending changes
- Demonstrated interpersonal and relationship management skills with the ability to motivate and influence stakeholders to share ownership of the solution, and the processes required to deliver optimum research ethics and governance services

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set which contains information from the Skills Framework for the Information Age (SFIA). The capability set is available at www.psc.nsw.gov.au/capabilityframework/ICTCapability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities. NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Advanced
	Act with Integrity	Advanced
	Manage Self	**Advanced**
	Value Diversity	Adept
Relationships	Communicate Effectively	Advanced
	Commit to Customer Service	Advanced
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Highly Advanced
Results	**Deliver Results**	**Advanced**
	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Demonstrate Accountability	Adept
Business Enablers	Finance	Adept
	Technology	Adept
	Procurement and Contract Management	Adept
	Project Management	**Advanced**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Work Collaboratively	Advanced	• Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Deliver Results	Advanced	• Drive a culture of achievement and acknowledge input of others • Investigate and create opportunities to enhance the achievement of organisational objectives • Make sure others understand that on-time and on-budget results are required and how overall success is defined • Control output of business unit to ensure government outcomes are achieved within budget • Progress organisational priorities and ensure effective acquisition and use of resources • Seek and apply the expertise of key individuals to achieve organisational outcomes
Business Enablers Project Management	Advanced	• Prepare scope and business cases for more ambiguous or complex projects including cost and resource impacts • Access key subject-matter experts' knowledge to inform project plans and directions • Implement effective stakeholder engagement and communications strategy for all stages of projects • Monitor the completion of projects and implement effective and rigorous project evaluation methodologies to inform future planning • Develop effective strategies to remedy variances from project plans, and minimise impacts • Manage transitions between project stages and ensure that changes are consistent with organisational goals

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of HealthShare NSW. The following specific requirements should be noted:

Culture
Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources
Manage allocated finance and resources efficiently and effectively in accordance with the HealthShare NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption
Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal
Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management
Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Training
Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Vaccination
Category B

Work Health and Safety
Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware. Everyone must Think Safe, Work Safe and Live Safe and follow the HealthShare NSW guide to safety excellence. This includes taking reasonable care for your own safety and others, participating with consultation arrangements and complying with safety instructions and work health and safety legislation, policies and procedures.

Workplace Diversity
Comply with and participate in the organisations workplace diversity goals and policies and procedures.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist, and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent   intermittent activity exists for a short time on a very infrequent basis
O = Occasional   activity exists up to 1/3 of the time when performing the job
F = Frequent   activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant   activity exists for more than 2/3 or the time when performing the job
R = Repetitive   activity involved repetitive movements
N = Not Applicable   activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks			X			
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks	X					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	X					
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	X					
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms					X	
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			
SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N

Description						
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X
PSYCHOSOCIAL DEMANDS - Description (comment)	**FREQUENCY**					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X
ENVIRONMENTAL DEMANDS - Description (comment)	**FREQUENCY**					
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues	X					
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain	X					
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X					
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	X					
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X					
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X