# Position Details

## Research Projects- CSOF6

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| The following information is for applicants |
| Advertised Job Title |  Sparked and NCTS Implementation Engagement Lead  |
| Job Reference | 100019 |
| Tenure and Work Schedule | Specified Term of 3 years until 30/6/28Full-time |
| Salary Range | AU$131k - AU$153k per annum (pro-rata for part-time)plus up to 15.4% superannuation |
| Location(s) and Office Arrangements | Brisbane preferred, Open to Sydney or MelbourneFlexible work options available (mix of hybrid & onsite) |
| Relocation Assistance | Will be provided to the successful candidate if required |
| Applications are open to | Australian/New Zealand Citizens and Australian Permanent Residents only |
| Position reports to the | Sparked Community Lead |
| Client Focus – Internal | 20% |
| Client Focus – External | 80% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Kylynn Loi via email at kylynn.loi@csiro.au  |
| Support and Workplace Adjustments | We offer a range of reasonable supports and workplace adjustments. Please let us know via email to the Talent Acquisition Partner, Shree Chattopadhyay at shree.chattopadhyay@csiro.au if we can help you to equitably participate in our recruitment process or the role itself. |
| How to apply | Apply online at <https://jobs.csiro.au/> Internal applicants please apply via **Jobs Central**If you experience difficulties when applying, please email careers.online@csiro.au or call 1300 984 220. |

**Acknowledgement of Country**

CSIRO acknowledges the Traditional Owners of the land, sea and waters, of the areas that we live and work on across Australia. We acknowledge their continuing connection to their culture and pay our respects to their Elders past and present. View our [vision towards reconciliation](https://www.csiro.au/en/about/Indigenous-engagement/Reconciliation-Action-Plan).

### About CSIRO

As Australia's national science agency, CSIRO is solving the greatest challenges through innovative science and technology. Many of our iconic innovations were once considered impossible until someone, just like you, joined us and took on the challenge.

As one of the world’s largest multidisciplinary mission-driven research organisations, we are focused on the issues that matter the most: for our quality of life, for the economy and for our environment. We believe diverse teams are more effective and deliver more innovative outcomes. When we all focus on the big things that really matter, and work in partnership with our communities and [Indigenous Australia](https://www.csiro.au/research/indigenous-science), Australian science and technology can solve seemingly impossible problems and create new value for all Australians. Visit [CSIRO.au](https://jobs.csiro.au/job-invite/93076/) and [Australian e-Health Research Centre – Enabling the digital transformation of healthcare for Australians](https://aehrc.csiro.au/) for more information.

### Role Overview

The Australian e-Health Research Centre (AEHRC) is CSIRO’s national digital health research program. We’re championing the digital delivery of healthcare enabled by ​world-leading digital research and innovation​, industry partnerships, community connections​, and national trust. We’re a dedicated and committed team, passionate about transforming the health of Australians. You’ll find some of our health and biomedical informatics research:

* Delivered through virtual care to monitor health remotely.
* Informing evidence-based digital health solutions; or
* Transforming the efficiency of hospital and health systems – nationally and internationally.

With over 100 scientists and engineers across Brisbane, Sydney, Melbourne, Canberra and Perth, the AEHRC is Australia’s largest digital health research program.

The unparalleled demands of COVID-19 have been a catalyst for increased focus on digitisation and innovation in health. CSIRO, via the AEHRC, is leading a national agenda focused on innovation to foster continued transformation and sustainable healthcare delivery practices.

The Sparked and NCTS Implementation Engagement Lead role spans across the Sparked AU FHIR Accelerator team and the National Clinical Terminology Service (NCTS) team at the Australian e-Health Research Centre (AEHRC). It is a dynamic and multifaceted position and involves collaborative efforts with the two AEHRC teams and various stakeholders to advance the development, implementation management, and governance of open data exchange standards and clinical terminology standards in line with Australia’s healthcare system's evolving needs.

The Sparked and NCTS Implementation Engagement Lead is pivotal in fostering engagement and collaboration across diverse stakeholders to support the Sparked and NCTS community initiatives. This role demands active coordination and engagement with the leads of the two programs to enhance stakeholder engagement and facilitate the development of user stories, workflows, and value sets for new use cases and provide clinical terminology implementation expertise, contributing to the NCTS Implementation and Outreach activities.

### Duties and Key Result Areas

* Play a key role in engaging with stakeholders to coordinate the creation and dissemination of clear, accurate, and timely information to stakeholders through newsletters, reports, presentations, meetings, and digital media.
* Build and maintain strong relationships with critical stakeholders through regular communication, feedback mechanisms, and opportunities for meaningful involvement. Foster trust and collaboration within the program.
* Implement mechanisms for collecting feedback from stakeholders. Analyse feedback to gauge stakeholder satisfaction and identify areas for improvement in the organization’s strategies, policies, and projects.
* Address concerns and issues raised by stakeholders in a timely and effective manner. Facilitate discussions and negotiations to resolve conflicts and build consensus.
* Plan and regularly report on the progress and outcomes of project activities. Evaluate the effectiveness of strategies and make adjustments as necessary to improve future interactions.
* Be responsible to facilitate stakeholder workshops to elicit requirements, develop use cases and understand stakeholder priorities and preferences.
* Be accountable for the quality of the results delivered, the alignment of the project activities with the business, research and/or technology directions.
* Act as a trusted advisor and demonstrate creativity to determine and anticipate client or project needs.
* Identify and adapt quickly to changes in client or project needs and changes in the external environment.
* Gain the support of influential clients for the goals of their project(s).
* Communicate openly, effectively and respectfully with all staff, clients and suppliers in the interests of good business practice, collaboration and enhancement of CSIRO’s reputation.
* Work collaboratively as part of a multi-disciplinary, regionally dispersed research team to carry out tasks in support of CSIRO’s scientific objectives.
* Adhere to the spirit and practice of CSIRO’s Values, Code of Conduct, Health, Safety and Environment procedures and policy and diversity initiatives.
* Other duties as directed.

## **Selection Criteria**

#### Essential

*Under CSIRO policy only those who meet all essential criteria can be appointed.*

1. Relevant diploma/bachelor’s degree or equivalent relevant work experience in the medical healthcare domain.
2. Strong understanding of clinical healthcare practices, workflows, clinical data, key stakeholders and governance related the Australian health care.
3. Experience in leading projects in digital healthcare environment.
4. Proven negotiation, consultation, facilitation and effective written and oral communication skills for use in a complex project environment.
5. Strong implementation experience of SNOMED CT in clinical electronic medical record systems.
6. Experience in digital transformation and process improvement.
7. Understanding of FHIR
8. Experience running large clinical workshops
9. Experience working with clinical peak bodies, clinical software industry and government agencies

## **Desirable**

1. Strong understanding of program and project and clinical governance within health care environment including jurisdictional governance reporting requirements.
2. Understanding the effective design and implementation of health data standards.
3. Experience in managing change in complex clinical systems contexts.

**Not sure if you meet all the criteria?**

While it is CSIRO policy that the successful candidate must meet all the essential criteria, there are many ways to demonstrate this. Don’t let the list discourage you. If you are unsure about applying, please reach out to the contact on page 1 of this document so we can discuss the role further.

## **Required Competencies**

* **Teamwork and Collaboration:** Cooperates with others to achieve organisational objectives and may share team resources in order to do this. Collaborates with other team as well as industry colleagues.
* **Influence and Communication:** Identifies critical stakeholders and influences them via an influential third party, for example through an established network, to gain support for sometimes contentious, proposals / ideas.
* **Resource Management/Leadership:** Sets up and maintains effective and efficient work teams and manages performance and resources, to achieve objectives. Chooses appropriate management strategies and communication styles to maintain high levels of motivation and productivity. Gives feedback for development purposes and provides support and direction for improvement.
* **Judgement and Problem Solving:** Anticipates and manages problems in ambiguous situations. Develops and selects an appropriate course of action and provides for contingencies. Evaluates, interprets and integrates complex bodies of information and draws logical conclusions, synthesises proposals and defends options with reasoned arguments.
* **Independence:** Assesses the risk and opportunity of identified strategies, options and actions. Overcomes problems and setbacks in achieving goals. Invariably includes consideration of value-added future impact on bottom line when determining the optimal and efficient use of resources.
* **Adaptability:**Demonstrates flexibility in thinking and adapts to and manages the increasing rate of organisational change by adjusting strategies, goals and priorities.

## **Setting You Up For Success**

We understand that not everyone works in the same way and sometimes people may require reasonable support and adjustments to perform at their best. Whether related to the recruitment process and or the role itself, this may include options such as providing different methods of communication, flexible hours or physical adjustments to work methods. If you feel comfortable, we encourage you to share any support and adjustments you may need to carry out the inherent requirements of the role. Please let us know via email if we can help you to equitably participate in our recruitment process or the role itself.

**Life at CSIRO and Flexible Working Arrangements**

We [work flexibly at CSIRO](https://www.csiro.au/en/careers/life-at-csiro/Flexible-work), offering a range of options for how, when and where you work.  We can discuss flexible work arrangements with you during the recruitment process. CSIRO also offers a range of leave entitlements, [benefits](https://www.csiro.au/en/careers/life-at-csiro/Benefits) and [career development](https://www.csiro.au/en/careers/life-at-csiro/Career-development) opportunities. To learn more, visit [Careers at CSIRO](https://www.csiro.au/en/careers).

We celebrate the uniqueness of our workforce and are committed to creating [diverse and inclusive teams](https://www.csiro.au/en/careers/life-at-csiro/Diversity-inclusion-belonging) where everyone feels they belong. CSIRO is an equal employment opportunity organisation dedicated to recruiting people based on merit, and reflecting the diversity of the community we serve. We recognise true diversity encompasses all ages, nationalities, abilities, cultures, genders, sexualities, faiths, levels of education, diversity of thought and many more aspects of identity. By empowering diverse teams, our community is reflected in the solutions we create.

**CSIRO Values**

CSIRO is a values-based organisation committed to values-based leadership.

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| **Value** | **Descriptor** | **Behaviour** |
| **People First** | Our priority is the safety and wellbeing of our people. We believe in, and respect, the power of diverse perspectives. We seek out and learn from our differences.  | * Respectful
* Caring
* Inclusive
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| **Further Together** | We achieve more together than we ever could alone. We listen and collaborate, in teams, across disciplines, across boundaries. We embrace ambiguity and use discussion and persistence to generate unique solutions to complex problems. | * Accountable
* Authentic
* Courageous
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| **Making it Real** | We do science with real impact. We thrive when taking on the big challenges facing the world. We take educated risks and defy convention. We celebrate successes and failures and leverage them to learn as we strive to be the force for positive change. | * Partnering
* Cooperative
* Humble
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| **Trusted** | We’re driven by purpose but remain objective. We fight misinformation with facts. We earn trust everywhere through everything we do. We trust each other and we hold each other accountable. Together our actions drive Australia’s trust in CSIRO. | * Curious
* Adaptive
* Entrepreneurial
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**Child Safety**

CSIRO is committed to the safety and wellbeing of all children and young people involved in our activities and programs. View our [Child Safe Policy](https://www.csiro.au/en/about/policies/child-safe-policy).

Special Requirements

Appointment to this role is subject to provision of a pre-employment background check and may be subject to other security/medical/character clearance requirements.

Include if relevant:

* The successful candidate will undertake a pre-employment background check. Please note that individuals with criminal records are not automatically deemed ineligible. Each application will be considered on its merits.