# Position Details

## Research Projects- CSOF7

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| The following information is for applicants | |
| Advertised Job Title | NCTS Implementation and Engagement Lead |
| Job Reference | 101061 |
| Tenure | Specified Term of 2 years  Full-time |
| Salary Range | AU$157k - AU$174k per annum (pro-rata for part-time)  plus up to 15.4% superannuation |
| Location(s) | Sydney (Westmead) or Brisbane (Herston)  Flexible 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 | NCTS Lead |
| Client Focus – Internal | 30% |
| Client Focus – External | 70% |
| Number of Direct Reports | 0 |
| Enquire about this job | Contact Sarah Kong via email at Sarah.Kong@csiro.au or phone +61 2 9325 3002 |
| 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](mailto: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).

**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).

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

The AEHRC is leading a number of national projects as part of our work in interoperability, including the National Clinical Terminology Service (NCTS) with the Australian Digital Health Agency (ADHA) and the Sparked FHIR Accelerator program.

The NCTS Implementation and Engagement Lead will join the Health Data Semantics and Interoperability Group in the Australian e-Health Research Centre (AEHRC). The NCTS projects are focused on the adoption of standard terminologies – such as the Australian Medicines Terminology (AMT) and SNOMED CT throughout Australia’s healthcare system as part of the Australian Digital health Agency’s interoperability plan.

As the NCTS Implementation and Engagement Lead you will have a key role in ensuring the development and delivery of an Adoption and Engagement strategy for NCTS including but not limited to a high standard of implementation support for NCTS users, and effective stakeholder management across diverse interests in NCTS. In addition, the role will be responsible for leading the planning and delivery of the adoption, outreach, and education activities to ensure a breadth and depth of SNOMED and AMT implementation.

This is a great opportunity for the successful candidate to work with other innovative individuals in a leading government organisation which is engaged in world class scientific research projects, and offers excellent career development and professional support. CSIRO is strongly committed to Diversity and offers flexible working arrangements. The successful candidate will have a unique opportunity to translate their research into practice with impact on both Australian and international e-Health programmes.

### Duties and Key Result Areas

NCTS Implementation

* Be responsible for developing and delivering the NCTS Implementation and Engagement Strategies
* Providing high quality adoption and implementation support, education and training, which includes both proactive implementation engagement as well as coordination of responses to queries from stakeholders and customers, and act as the escalation point for complex support queries and liaise with relevant teams to provide support.
* Work with relevant Sparked project members and the ADHA to identify existing and emerging implementation support needs stemming from national standards and programs such as AU Core, AU Patient Summary, and eRequesting.
* Analyse the nature and frequency of support request types to identify trends and areas for improvement, and provide actionable insights and recommendations for outreach, adoption and education activities.
* Be responsible for the development, uplift, and maintenance of support documentation such as user guides, training and education materials, and reports.
* Lead role in the in the incident management processes for managing both internal and external stakeholders, and other components of the process; including the process of prioritising of the incident, themes or areas for improvement in education, processes and services.

Stakeholder Management

* Identify and map key internal and external stakeholders across relevant initiatives and activities.
* Act as the key point of contact for stakeholders and build and maintain strong relationships by proactively identifying regular communication, engagement, and collaboration opportunities.
* Lead and facilitate stakeholder consultations, user groups, and engagement sessions to gather feedback and translate these insights into actionable strategies, roadmaps, and plans.

Outreach, Education and Adoption

* Be responsible for facilitating activities and events for outreach, education and adoption; focusing on strong engagement to drive the implementation of SNOMED CT and AMT into all parts of the wider ecosystem.
* Provide in-depth analysis and evaluation of user needs to inform activity and event planning and adoption strategy development.
* Develop user-facing materials such as communications and workshop documentation.
* Be responsible for outreach, education and adoption reporting requirements under the established governance framework to ensure transparency and compliance with the agreed strategy and roadmap.
* Be responsible for developing and maintaining the outreach, education and adoption strategy and plan by working closely with and coordinating input from key contributors
* Work in partnership with internal and external stakeholders to deliver outreach and implementation activities.

General

* Contribute to the Health Data Semantics & Interoperability Group alongside colleagues, peers and managers.
* Act as a trusted advisor and demonstrate creativity to determine, anticipate and adapt to client or industry needs.
* Be proactive in identifying risks and opportunities for improvement to maximise quality of service to users and user satisfaction, leading to improved engagement and adoption.
* 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 and/or digital healthcare domain.
2. Understanding of data standards and clinical terminology implementations in Australia, the barriers and opportunities of existing and future implementations.
3. Experience in stakeholder management, including consultation and facilitation of user groups.
4. Experience in planning and facilitating small to large workshops.
5. Proven negotiation, consultation, facilitation and effective written and oral communication skills for use in a complex project environment.
6. Demonstrated ability to deliver against contract obligations and client expectations.
7. Experience working with clinical peak bodies, clinical software industry and government agencies.

## **Desirable**

1. Understanding the effective design and implementation of health data standards, especial FHIR and FHIR Terminology Services.
2. 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:** Provides leadership that fosters an environment that encourages new ideas and provides support for the development of emerging skills. Creates trust by displaying consistency and understanding through integrity and patience. Plans, seeks, allocates and monitors resources to achieve outcomes.
* **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:**Is flexible in response to external change or when faced with external constraints. Identified and promotes the opportunities arising as a result of change.

## **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 |
| **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 |
| **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 |
| **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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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.