

Position description

Position title:	Project Officer, Infection Prevention and Control
Position number:	20043302
Position level:	APS6
Salary:	\$101,601 to \$114,699 plus 15.4% superannuation
Employment type:	Full-time, Ongoing
Reporting to:	Manager, Infection Prevention and Control
Location:	Australian Commission on Safety and Quality in Health Care 255 Elizabeth Street, Sydney

Overview of the Commission

The Australian Commission on Safety and Quality in Health Care (Commission) leads improvements in the safety and quality of health care so all Australians receive better care, everywhere. It works in partnership with patients, carers, clinicians, the Australian, state and territory health systems, the private sector, managers and healthcare organisations to achieve a safe, high-quality and sustainable health system.

Key functions of the Commission include developing national safety and quality standards, developing clinical care standards to improve the implementation of evidence-based health care, coordinating work in specific areas to improve outcomes for patients, and providing information, publications and resources about safety and quality.

The Commission works in four priority areas:

- High-quality care in an evolving environment
- Strong outcome – focused clinical governance
- Empowered patients, carers and communities
- An improvement – driven workforce culture.

The Commission is an inclusive workplace, and we welcome and encourage applications from candidates with diverse backgrounds and experiences. We encourage everyone to be themselves without fear of discrimination or judgement about their ancestry, age, gender identity, religion, sexual orientation, cultural background and/or disability status.

Overview of the program

The Infection Prevention and Control (IPC) program supports the Commission's work on the National Quality and Safety Health Service Preventing and Controlling Infections Standard and the national standards for primary and community care and aged care, and coordination of the National Hand Hygiene Initiative. The work of the IPC team includes development of national policies, guidelines and strategies to respond to healthcare-associated infections (HAIs) and promote effective use of HAI data and data from the Antimicrobial Use and Resistance in

Australia surveillance program for patient safety initiatives to prevent and control AMR and HAIs.

Position duties and responsibilities

The Project Support Officer is responsible for ensuring the operation of the Commission's online systems and the currency of supporting resources.

The successful candidate will be expected to:

1. Coordinate the operation of a help desk service, including daily ticket triage, escalation for second level support, helpdesk rostering, maintenance of user support portal and managing the use and subscription of online customer support software
2. Document and communicate how administrators and health professionals use the online systems for the purposes of system customisations, training and reporting. This may be done in the form of user journeys.
3. Maintain up to date user databases.
4. Provide support to system users and support and training to Commission staff, as required, about the operation of the online systems
5. Manage contracts and contract deliverables related to the online systems
6. Liaise with internal and external stakeholders about system operation and improvement
7. Coordinate and prepare regular help desk performance reporting
8. Maintain the currency of support resources
9. Collaborate with other team members and other program teams within the Commission to support the work of the team, including providing administrative and secretariat support where necessary
10. Other duties as required which may include projects and providing assistance to the Commission's corporate functions, such as assistance with reception duties.

Skills and knowledge required

The successful candidate will have:

- Demonstrated understanding of the administration, configuration, and day-to-day operation of online learning management systems and related customer relationship management (CRM) platforms, ideally within a healthcare environment
- Demonstrated skill in providing online and telephone-based customer support, including the use of customer service management and ticketing
- Sound knowledge of privacy, cybersecurity, information governance, and data management principles relevant to the administration of LMS and CRM platforms, including user access controls, data protection, compliance requirements, and system security.
- Ability to develop and deliver training and ongoing support for internal and external system users
- Experience monitoring and reporting on the performance, functionality, and usage of online systems and CRM platforms, including identifying trends, resolving issues, and implementing continuous improvements
- Highly developed verbal and written communication skills, with the ability to translate technical concepts and system processes into clear, user-friendly information for clinical, student, and general audiences.

- Experience developing user guides, training materials, online support articles, and other digital learning and support resources.
- Strong analytical and problem-solving skills, with the ability to identify system issues, improve processes, and support continuous enhancement of online services.
- Ability to work collaboratively with vendors, ICT teams, business stakeholders, and end users to support system performance, upgrades, and enhancements.

Qualifications and experience

The successful candidate will have:

- Experience supporting large learning management systems, including user account administration, reporting, and user support
- Experience providing help desk, customer support, or service desk services, including the use of customer support, ticketing, and use of customer relationship management (CRM) software.
- Experience liaising with third-party vendors and service providers to support the operation, maintenance, and enhancement of online systems
- Experience monitoring system performance, functionality, and user feedback, and assisting with the identification and implementation of system improvements.
- Experience delivering training and providing user support for learning management systems
- Experience developing and maintaining online user support materials for a variety of audiences, preferably in the healthcare environment
- Experience coordinating projects and activities with competing priorities and deadlines.
- Experience maintaining user databases

Selection criteria

1. Demonstrated experience in managing high volume (>200k person) online customer management systems
2. Demonstrated experience in managing online learning systems
3. Demonstrated experience in systems mapping, including user stories and systems migration
4. Able to effectively communicate verbally and in writing to clinical or student end users and IT vendors
5. Demonstrated experience in providing effective systems training to others
6. Able to produce online user support materials for a variety of audiences

To apply

To apply for this position, please complete and submit an application form through <https://www.safetyandquality.gov.au/careers> and upload:

- A CV summarising your relevant experience and qualifications
- A statement of claims explicitly addressing your suitability against **each of the six** selection criteria (no more than 100 words per selection criteria).

Applications are due by **insert time and date**.

Candidates must be Australian citizens to be eligible to apply.

Please note: This position will be offered in a hybrid model of office based (Sydney) and working from home, where operationally feasible. A regular weekly presence in the office is required.

Selection process

The selection process is commonly made up of several forms of assessment, such as review of written applications, interviews, work sample tests, and referees checks. However appointments may be made based on assessment of written applications and referee checks only.

The Commission provides reasonable adjustments such as access, equipment or other practical support at relevant stages of the recruitment process. Please inform the Commission of any reasonable adjustments that could be considered in conjunction with your application.

RecruitAbility

RecruitAbility is a scheme which aims to attract and develop applicants with disability and also facilitate cultural changes in selection panels and agency recruitment.

The Commission is committed to supporting the employment and career development of people with disability. Our participation in APS RecruitAbility means we will progress an applicant with disability to a further stage in the recruitment process, where they opt into RecruitAbility and meet the minimum requirements for the vacancy.

How do I opt into *RecruitAbility*?

You will be asked to indicate if you wish to opt into RecruitAbility in the application form. You must tick the 'opt in' box to participate in RecruitAbility. Simply declaring that you have a disability will not automatically include you. More information on RecruitAbility can be found here: [RecruitAbility scheme: A guide for applicants](#)