

Position Description

Position title	Parkville EMR Pathology Connect Principal Trainer
Department / Division	Parkville EMR
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Parkville EMR Pathology Connect Project Manager
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

The Royal Children's Hospital
The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>. RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts. RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries. We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/. RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact. Further information on RCH is available at www.rch.org.au

ROLE CONTEXT
Pathology Network West is an exciting transformation program spanning the four health services of the Parkville Precinct: The Royal Melbourne Hospital, The Royal Women's Hospital, The Royal Children's Hospital and Peter MacCallum Cancer Centre. This strategic program will amalgamate the pathology services within the Parkville

Precinct forming a new public pathology entity that will provide world-class, research-led public pathology services. The Parkville Precinct has a strong history of collaboration with each health service taking responsibility for precinct-wide reforms. The Royal Melbourne Hospital is the lead site for the PNW Program, maintaining continued close relationships with the hospitals throughout the PNW Program.

One of the key pillars of the PNW Program is the Pathology Connect Project. The objective of the Pathology Connect Project is to implement a single Laboratory Information System (LIS) solution to support the delivery of pathology services across the new public pathology entity. The Pathology Connect Project will focus on the seamless integration of the LIS solution with Parkville Precinct health systems and services. To deliver the integrated solution the project requires a dedicated team. The team will work with stakeholders to implement agreed workflows and designs for each discipline across the services, building on the information gained in the Implementation Planning Study and stakeholder consultations.

ROLE PURPOSE

As the Parkville EMR Pathology Connect Principal Trainer will develop the training curriculum, course materials and training approach for the LIS application implementation. This includes defining the training approach, the scope of training and the number of trainers and super users required, as well as development of the training curriculum and course materials. This position is also responsible for the design, development, and maintenance of the EMR training environment for the LIS implementation.

Reporting to the Parkville EMR Pathology Connect Project Manager you will work collaboratively with Pathology Connect Implementation team, the Parkville Health Services, the Parkville EMR team and the LIS solution vendor(s) to review existing workflows, content and configuration of applications/functions. You will work with the Credentialed Trainers and Super Users, supporting the Specialist Pathologist trainers as needed to deliver the training program.

KEY ACCOUNTABILITIES

Principal Trainer Duties

- Develop and maintain training curriculum, course materials, on-line learning modules for a broad range of areas for the LIS Solution.
- Work with the Pathology Connect Implementation team Credentialed Trainers, Super Users, Lead Analysts, Application Analysts and laboratory services Advisors at each Parkville Health Service to determine the LIS training curriculum for each role and standardise where possible across each laboratory.
- Work with the Pathology Connect Implementation team and Operations Directors at each laboratory site to assist in defining the training logistics including the required training resources given the number of staff to be trained, their roles and their specific training needs.
- Work with Pathology Connect Implementation team and Operations Directors team members and local health services to deliver a training program that is fit-for-purpose for each Health Service.
- Work closely with the Pathology Connect Implementation team, PNW Change Manager and Operations Directors to ensure a current knowledge of the system, and that any transformational process changes are reflected in your training program.
- Recruit, train and manage credentialed trainers to deliver go-live training and support.

- Assist in the development and support of super-users to provide users with at-the-elbow assistance at go-live.
- Work closely with the Pathology Connect application teams to understand the decisions made during the analysis and design process.
- Participate in build of test scripts, plans and undertake system and training environment testing.
- Assist with management of the training schedule and registration processes.
- Evaluate staff training including routine project performance updates.
- All Application Analysts must attend EMR application training and successfully achieve certification.

Program Delivery and Governance

- Monitor progress, key milestones, and deliverables to deliver the project according to plan with strict adherence to deadlines and communication with Pathology Connect management and other teams.
- Develop and critically review project documentation including specifications, project plans, status reports, change requests, work plans, risk, and issues logs.
- Communicate and track all allocated project activities and objectives within including weekly reporting of status and risks.
- Identify risks and issues and develop and implement strategies / mitigation activities accordingly.
- Support the Super Users who act as systems experts for the LIS solution's functionality and relevant interfaces, providing trouble shooting, process expertise and guidance.
- Define, articulate, and document training materials, processes and procedures.

Stakeholder Engagement

- Proactively build and maintain a good working relationship with relevant stakeholders across the pathology services and health services to ensure the system configuration aligns with the Parkville EMR and PNW Program requirements and strategic direction.
- Establish and maintain close communication with vendor staff, Pathology Connect team and Parkville Health Services.
- Facilitate regular communication with stakeholders, providing consultation and problem-solving on process design alternatives and decisions, to ensure mutually agreed upon outcomes.
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution.

Assist in management of problems and address questions from staff.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience with many years' experience across several disciplines (minimum 7 years total)
- EMR certification and/or equivalent experience with ideally 3-4+ years EMR application experience, is required;
- Experience and understanding of health care systems and processes;

Desirable:

- Clinical experience in public hospitals within the Parkville Precinct is favourable

- Experience working in a tertiary hospital environment is highly desirable
- Operational knowledge of one (or more) pathology department/associated clinical settings.
- Experience in LIS solutions and/or EMRs and/or patient administration systems highly regarded.
- Extensive experience across an ICT project lifecycle (design, build, testing, cutover, and support) with previous Laboratory Solution project experience highly regarded

KEY SELECTION CRITERIA

- Demonstrated experience in build, maintenance, and support of the EMR system
- Demonstrated competence as end user / clinician / EMR analyst to demonstrate knowledge of hospital workflows
- Advanced skills in workflow review and design and proven ability to deliver solutions that meet the needs of end users
- Demonstrated knowledge of EMR environment including application, infrastructure, and end user devices
- Broad experience and knowledge of other health care applications used within Parkville health services
- Ability to achieve work deadlines, prioritise workload and competing demands and outcome focused with a proven ability to achieve project timelines
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation, and consultation and to work in a team environment
- Demonstrated knowledge of contemporary curriculum design theory and practice, including digitally literate, technology enhanced learning and teaching;
- Demonstrated ability and experience in instructional, multimedia design and developing learning and teaching resources in technology enhanced delivering modes through sound application of contemporary pedagogy;
- Highly developed analytical and innovative problem-solving skills
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding
- Excellent oral and written communication skills
- Advance MS Visio, Excel, and Word skills
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers
- Demonstrated ability to lead others in the pursuit of team goals
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION	
All employees are required to adhere to the Royal Children's Hospital Values: • Curious - We are creative, playful and collaborative • Courageous - We pursue our goals with determination, ambition and confidence • Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together • Kind - We are generous, warm and understanding RCH COMPACT All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture. • We do better work caring for children and families when we also care for each other • I bring a positive attitude to work – I share, I laugh, I enjoy other's company • I take responsibility for my behaviour and its impact on others • I am curious and seek out ways to constantly learn and improve • I celebrate the good stuff, the small stuff, the big stuff – it all matters • I speak up when things aren't right • I value the many different roles it takes to deliver great patient care • I actively listen because I want to understand others and make better decisions • I am inclusive and value diversity • When it comes to teamwork, I don't hold back – I'm all in QUALITY, SAFETY AND IMPROVEMENT RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by: • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.	

Position description last updated	August 2026
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