

Position Description

Position title	Chief Clinical Information Officer (CCIO)
Department / Division	Digital & Allied Health
Classification	Medical: As per the Medical Specialists (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement 2022 – 2026 Nursing: RN61 as per Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024 - 2028 Allied Health: Director level equivalent as per Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Agreement 2021 - 2026 or Medical Scientists, Pharmacists and Psychologists Victorian Public Sector (Single Interest Employers) Enterprise Agreement 2021 - 2025
Position reports to	Executive Director Digital Health & Chief Allied Health Officer
No. of direct & indirect reports	11 direct reports, 6 indirect
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 *A world where all kids thrive*.

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

RCH has made significant investments in digital health capability, including the implementation and ongoing optimisation of an Electronic Medical Record (EMR), expansion of virtual care services, and development of data and

analytics platforms. These initiatives are essential to enabling integrated care, improving clinical workflows, and supporting innovation in models of care.

To ensure these digital capabilities deliver meaningful clinical value, clinical leadership and engagement are required. The Chief Clinical Information Officer (CCIO) plays a critical role in bridging the gap between clinicians and digital teams, ensuring that digital systems are designed and implemented in ways that support safe, effective and family-centred paediatric care.

Working in partnership with the Executive Director Digital Health and other senior clinical leaders, the CCIO provides strategic clinical oversight for digital initiatives across the organisation. The role ensures that digital technologies align with clinical priorities, enhance patient safety, and support the transformation of care delivery through innovation, data-driven insights and emerging technologies such as artificial intelligence and predictive analytics.

As a senior clinical leader, the CCIO also plays an important role in fostering clinician engagement, building digital capability within the workforce, and supporting a culture of continuous improvement and innovation. The role contributes to the hospital's broader strategy to develop a paediatric-focused digital healthcare system and continually transform services through digitally enabled models of care that improve outcomes for children, young people and their families.

ROLE PURPOSE

The Chief Clinical Information Officer (CCIO) provides strategic clinical leadership for the safe, effective and innovative use of digital technologies across the hospital. The role ensures digital health initiatives align with clinical priorities, improve patient outcomes, and enhance the experience of children, young people and their families.

The CCIO acts as the primary bridge between clinicians and digital health teams, ensuring that digital systems such as the Electronic Medical Record (EMR), clinical decision support tools and emerging technologies are designed, implemented and optimised to support high-quality paediatric care.

Working closely with clinical leaders, operational executives and digital teams, the CCIO leads clinical engagement in digital transformation, drives adoption of new technologies, and ensures digital solutions support safe, efficient and family-centred care.

The CCIO also contributes to the hospital's digital strategy and supports innovation including virtual care, predictive analytics, artificial intelligence and digitally enabled models of care.

KEY ACCOUNTABILITIES

Clinical Digital Leadership

- Provide senior clinical leadership in the design, implementation and optimisation of digital health systems, particularly the EMR.
- Ensure digital initiatives support safe, high-quality paediatric clinical care and align with clinical priorities.
- Champion clinician engagement and adoption of digital technologies.
- Advocate for paediatric-specific clinical requirements in digital system design.
- Lead a diverse team of clinical and IT professionals, driving a culture of innovation, collaboration, and excellence.
- Contribute to a strong people culture, supported by strategy, informed by People Matters, that focuses on a culture of inclusivity and respect.
- Identify opportunities for cross team collaboration and align with a comprehensive training plan.
- Ensure compliance with RCH policies and financial responsibility according to delegations and budget parameters

- Act as a change agent, utilizing change management methodologies to lead cultural shifts and ensure technology serves as an enabler for quality improvement.

Clinical Governance & Safety

- Ensure digital systems support clinical safety, quality and regulatory compliance.
- Participate in digital clinical governance structures including clinical advisory or informatics committees.
- Support incident review and system improvements where digital systems contribute to clinical risk.
- Promote safe digital practice and appropriate use of health information.
- Lead clinical governance and engagement for the EMR and related clinical systems.
- Identify opportunities to optimise workflows, documentation and clinical decision support.
- Ensure systems reflect paediatric dosing, growth, developmental and safeguarding considerations.
- Work with clinical departments to improve usability, safety and efficiency.

Digital Innovation & Models of Care

- Support development of innovative digitally enabled models of care including:
 - virtual care and telehealth
 - remote monitoring
 - hospital-in-the-home
 - digital care pathways
- Contribute clinical insight to the evaluation and adoption of emerging technologies such as AI-enabled decision support and predictive analytics.
- Promote the use of clinical and business intelligence systems to report variables that evaluate patient outcomes and support operational improvements.
- Lead the development of innovation concepts, identifying opportunities for workflow improvement, process enhancement or transforming consumer experience.
- Work with clinical subject matter expertise to support the review and assessment of new innovations from third party suppliers of clinical devices, systems and applications.
- Lead and deliver the set up and management of proof-of-concepts with clearly identified success criteria. Use evidence to support the development of a business case identifying costs and tangible benefits for a wider rollout.
- Work collaboratively to develop measures for success, derive insights and plans to improve and scale innovations.
- Champion an innovation culture, through coaching, mentoring and guiding others across the organisation and within the team.
- Work with the technology partnerships team to document business requirements for full implementation of innovative solution identifying costs, benefits and change and adoption considerations across RCH.
- Guide the Innovation team to prioritise work based on agreed priorities, maximising value and opportunities for improvement.
- Develop an annual work plan with broad focus areas and benefits to RCH, to ensure the right focus and direction.

Leadership

- Lead the clinical informatics team, setting clear goals, managing budgets, and supporting the professional development of team members.
- Lead the procurement, re-engineering, and optimisation of clinical information systems (such as Electronic Patient Records) to ensure they are safe, effective, and fit for clinical purpose.
- Lead a diverse team of clinical and IT professionals, driving a culture of innovation, collaboration, and excellence.
- Contribute to a strong people culture, supported by strategy, informed by People Matters, that focuses on a culture of inclusivity and respect.
- Work effectively with the Chief Digital Officer to implement and continually improve 'ways of working' within the Digital Innovation team and across the Digital portfolio.

- Identify opportunities for cross team collaboration and align with a comprehensive training plan.
- Ensure compliance with RCH policies and financial responsibility according to delegations and budget parameters

Stakeholder Engagement

- Act as a "translator" between technical and clinical workforces, articulating the value of informatics to all levels of the organisation and ensuring relevant clinical voices are engaged in digital projects.
- Work collaboratively with RCH clinicians and staff to drive technological improvements that enhance operational efficiency, improve patient outcomes and deliver exceptional experiences.
- Work closely with the Digital portfolio to ensure teams are well informed and engaged in the delivery of new ideas and concepts to ensure shared success.
- Partner with vendors for technology advancements and product roadmaps that inform the Innovation workplan.
- Lead innovative thinking with the latest technology trends and best practices, leveraging existing investment and recommend new technologies and approaches that can add value.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Current clinical registration with AHPRA for registered professions or eligibility for professional association membership for self-regulated professions.
- Significant clinical experience within the hospital environment
- Experience in clinical informatics, digital health and EMR systems
- Demonstrated ability to influence clinicians and lead change
- Understanding of clinical governance, patient safety and quality improvement
- Strong strategic thinking and vision, with the ability to align technology initiatives with clinical benefits.
- Proven experience in leading innovation initiatives from conception to execution.
- Demonstrated experience in digital transformation, reimagining ways of working.

Desirable:

- Degree, professional or postgraduate qualification in Information Technology, Public Health, Health Administration, Health Informatics (or relevant) or a minimum 7 years' work experience at an equivalent level
- Experience with data analytics, AI, or digital innovation in healthcare.

KEY SELECTION CRITERIA

- Significant clinical experience within the hospital environment
- Demonstrated experience in strategic thinking, with the ability to align technology initiatives with clinical outcomes.
- Experience in managing and developing high-performing teams.
- Excellent communication skills, with the ability to convey complex technical concepts to non-technical stakeholders.
- Demonstrated experience in leveraging digital solutions to enhance consumer experiences.
- Demonstrated ability to navigate and thrive in a dynamic and evolving environment.
- Proven change management experience and delivery of an enterprise level digital portfolio.
- Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations.
- A good understanding of the technologies used in the health sector (EMR, medical machinery, patient booking systems, etc.).

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

April 2026