

Position Description

Position title	Chief Nursing Information Officer (CNIO)
Department / Division	Digital and Allied Health Division
Classification	As per the Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024–2028 Div Clinical Director 8A - RN61 NM6A
Position reports to	Professional: Executive Director Nursing & Chief Nursing Officer Operational: Chief Clinical Information Officer (CCIO)
No. of direct & indirect reports	4
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C – Works in a non-clinical, 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

The Digital Innovation & EMR team sits in the Digital Portfolio within the Digital and Allied Health Division. The Digital and Allied Health Division leads the hospital's digital transformation agenda, and is responsible for the

implementation, optimisation and governance of digital health technologies, including the Electronic Medical Record (EMR), the RCH Patient Portal, artificial intelligence clinical solutions and virtual care platforms.

RCH has made significant investments in digital health capability, including the implementation and ongoing optimisation of the Epic Electronic Medical Record (EMR) shared across the Parkville precinct, expansion of virtual and digitally enabled models of care, maturation of enterprise data and analytics platforms, and the emerging adoption of artificial intelligence (AI) in clinical and operational settings.

Nurses are the largest clinical workforce at RCH and the most intensive users of the EMR and point-of-care technologies. Realising clinical value from the hospital's digital investments requires credible, senior nursing leadership at the intersection of nursing practice, information technology, data and education.

The CNIO is the executive nursing leader responsible for nursing informatics and digital nursing practice across RCH. Working in partnership with the Executive Chief Nursing Officer the CNIO ensures digital strategy, EMR optimisation, data, analytics and AI align with nursing professional standards, workforce priorities and contemporary models of care.

The CNIO is a member of the Nursing Professional Council and contributes to organisation-wide nursing strategy, governance, workforce capability and professional standards.

The CNIO also works in close partnership with the Executive Director Digital Health, the Chief Clinical Information Officer (CCIO), the Chief Medical Information Officer (CMIO), the Chief Allied Health Information Officer (CAHIO) and the Chief Pharmacy Information Officer (CPIO), collaborating across the Parkville precinct and within the nursing craft group to improve the use and functionality of the shared Parkville EMR. The CNIO leads the nursing informatics structure within the Digital Innovation & EMR Team, comprising the Nursing Informatician(s), and the rotational Nursing Informatics Fellow program.

ROLE PURPOSE

The Chief Nursing Information Officer provides strategic nursing leadership for the safe, effective, equitable and innovative use of digital technology, clinical informatics, data, analytics and AI across RCH.

The role provides the professional nursing leadership for informatics across the organisation, ensuring digital transformation advances nursing practice, professional standards, workforce capability and patient outcomes.

The CNIO acts as the principal advisor to the Executive Chief Nursing Officer on digital nursing strategy, informatics, and emerging technologies.

The CNIO ensures the EMR and associated digital technologies support current and future nursing workflows, reduce documentation burden, and contribute to measurable improvements in the safety, quality, efficiency and experience of patient and family-centred care. The role champions the engagement of the nursing workforce in the use of data, technology and eHealth to deliver interoperable, patient-centric, user-friendly and evidence-based care.

The CNIO leads the nursing informatics team, sets the nursing digital health and informatics strategy, owns the nursing EMR governance and optimisation agenda, and builds a sustainable pipeline of nursing informatics capability through the Nursing Informatician role and the rotational Nursing Informatics Fellow program. The CNIO also provides nursing leadership for areas such as the responsible adoption of AI, predictive analytics and other emerging technologies as they affect nursing practice and patient care.

KEY ACCOUNTABILITIES

Strategy and Leadership

- Provide, develop and lead the nursing digital health and informatics strategy across RCH, ensuring alignment of nursing and hospital strategy with clinical systems, data, analytics, AI and broader technological advancement
- Lead planning, development and implementation of strategic and tactical clinical information systems and associated technologies to support current and future nursing workflows and models of care
- Build and maintain relationships with key stakeholders including RCH and Parkville Executive, fellow CxIOs (CCIO, CMIO, CAHIO, CPIO and precinct CNIOs), the Executive Director Nursing Services, MCRI, The University of Melbourne and external digital health bodies
- Represent nursing on Parkville EMR, campus and state-wide digital health governance committees, and act as the senior nursing advocate for paediatric-specific and nursing-specific requirements in digital system design
- Undertake horizon scanning for best practice in nursing informatics, digital health, data and AI, and translate emerging evidence into local strategy
- Ensure compliance with RCH policies and financial responsibility according to delegations and budget parameters
- Advise the Executive Chief Nursing Officer on digital strategy impacting nursing practice.
- Ensure nursing informatics initiatives align with the Nursing Strategic Plan.
- Ensure nursing data supports nursing-sensitive quality indicators, professional practice evaluation and strategic nursing decision-making.

Team Leadership and Workforce Development

- Lead the development of digital capability across the nursing workforce to support the use of digital technologies, analytics and AI to improve care delivery and career pathways.
- Contribute to professional nursing governance, career pathways and standards
- Lead the nursing informatics team, setting clear goals, managing resources and supporting the professional development of team members
- Provide professional leadership, mentorship and supervision to the Nursing Informatician, and oversight of the rotational Nursing Informatics Fellow program, building a pipeline of nursing informatics capability
- Sponsor and continuously improve the Nursing Informatics Fellowship as a development pathway that pairs informatics placements with clinical practice
- Contribute to a strong people culture, supported by strategy, informed by People Matters, that focuses on a culture of inclusivity and respect
- Champion an innovation and learning culture through coaching, mentoring and guiding nursing staff across the organisation

EMR and Clinical Systems

- Lead the nursing EMR strategy, including governance, prioritisation, optimisation and benefits realisation for nursing workflows
- Ensure the EMR and associated technologies support safe, efficient, high-quality and patient and family-centred nursing care, with attention to paediatric medication safety, growth, developmental and safeguarding considerations
- Identify opportunities to optimise nursing workflows, documentation, flowsheets, care plans and clinical decision support, with a deliberate focus on reducing nursing documentation burden
- Provide senior nursing oversight of point-of-care technologies, including device integration, barcode medication administration, patient monitoring and mobility solutions
- Support incident review and system improvement where digital systems contribute to clinical risk, and participate in digital clinical governance and safety structures
- Oversee assessment of EMR upgrades, changes of workflows and functionality as they affect nursing, in partnership with the Parkville EMR program

Data, Analytics and AI

- Provide senior nursing leadership for the hospital's data and analytics agenda, championing the use of EMR and enterprise data to drive nursing-sensitive quality indicators, workforce insights, operational performance, benefits realisation and research
- Work with nursing leadership (NUMs / ANUMs and directors) to embed the use of reports, dashboards and Epic nurse utilisation data (e.g. PEP / NEAT) in operational decision-making
- Provide nursing governance leadership for the safe, ethical and effective adoption of AI, machine learning and predictive analytics affecting nursing practice, including evaluation, validation and monitoring of AI-enabled tools
- Collaborate with multidisciplinary teams – including data scientists, software engineers, analysts and researchers – to create and test high-impact, innovative digital and analytical approaches to care delivery
- Lead and encourage nursing research in the use of digital technology, data and AI, in partnership with MCRI, The University of Melbourne and campus research infrastructure

Innovation and Models of Care

- Contribute nursing leadership to digitally enabled models of care including virtual care and telehealth, remote patient monitoring, hospital-in-the-home and digital care pathways
- Support the review, assessment and proof-of-concept evaluation of new innovations from third-party suppliers of clinical devices, systems and applications, using evidence and clearly identified success criteria to inform business cases for wider rollout
- Drive the use of My RCH Portal and other consumer-facing digital tools to enable patient and family-centred, connected care

Capability, Education and Engagement

- Provide executive sponsorship of the nursing EMR education curriculum and optimisation programs delivered by the nursing informatics team, ensuring alignment with the EMR Optimisation Plan
- Identify and respond to learning, development and training needs of nursing staff related to the EMR, reporting, analytics, AI literacy and clinical informatics
- Act as a translator between technical and clinical workforces, articulating the value of informatics, data and AI to all levels of the organisation and ensuring the nursing voice is engaged in digital projects
- Foster collaborative relationships with nursing staff across RCH, the Parkville precinct, MCRI, The University of Melbourne (including the Centre for Digital Transformation of Health) and external education providers
- Consult with RCH Executive, nursing staff and the Parkville EMR team on digital workflows, technologies, data and AI

QUALIFICATIONS AND EXPERIENCE

Essential:

- Registered Nurse with current AHPRA registration
- Senior nursing credibility with demonstrated ability to provide professional nursing leadership across a large health service while operating effectively within a matrix reporting environment.
- Experience advising executive nursing leaders and influencing organisation-wide nursing strategy including leading change
- Expert understanding of EMR functionality to support nursing workflows, with experience in EMR implementation and/or optimisation
- Experience with health data, analytics platforms and data-driven quality improvement
- Understanding of clinical governance, patient safety and quality improvement

Desirable:

- Certification in health informatics (e.g. CHIA, FAIDH)
- Masters level or higher postgraduate qualifications in nursing, health informatics, digital health, public health, data science or related fields
- Experience in the evaluation, governance or deployment of AI and predictive analytics in healthcare
- Experience in external digital health stakeholder engagement, including national or state digital health programs
- Experience leading education programs for a large clinical workforce

KEY SELECTION CRITERIA

- Senior nursing credibility with demonstrated experience in clinical informatics, digital health, EMR systems and data-driven improvement in a hospital environment
- An understanding of the broader digital health landscape, including national digital health activity (e.g. My Health Record, interoperability standards), the Victorian digital health agenda, and the safe adoption of AI in healthcare
- Ability to translate digital, data and AI solutions into nursing practice, and nursing requirements into technology solutions
- Proven ability to initiate and manage large, complex enterprise-wide projects and to meet strategic and operational objectives
- A positive and effective track record of innovation, continuous improvement and change management, including delivering innovation in informatics
- Strategic thinking, organisational and planning ability, analysis and judgement
- Demonstrated experience in managing and developing high-performing teams, and in building career pathways and pipelines for a professional workforce
- Ability to build rapport and maintain effective relationships with employees at all levels of an organisation, and to lead, mentor and develop nursing informatics staff
- Highly developed oral and written communication skills, particularly in reporting, public presentation and consultation, with the ability to convey complex technical concepts to non-technical stakeholders and negotiate with internal and external stakeholders

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
- Employees are required to maintain compliance with RCH's "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**

July 2026