

## Position Description

<b>Position title</b>	Chief Pharmacy Information Officer (CPIO) & Deputy Director of Pharmacy
<b>Department / Division</b>	Pharmacy/Operations
<b>Classification</b>	SZ4, Deputy Director of Pharmacy – Group 2 Hospital
<b>Position reports to</b>	Director of Pharmacy; Chief Clinical Information Officer
<b>No. of direct &amp; indirect reports</b>	7
<b>Location</b>	The Royal Children's Hospital, Flemington Road, Parkville
<b>Risk category</b>	Category B - works in a patient facing setting but rarely or unlikely to have contact with blood or body fluids (or aerosols without PPE)

<b>The Royal Children's Hospital</b>
<p>The Royal Children's Hospital's (RCH) vision is A world where all kids thrive.</p> <p>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.</p> <p>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.</p> <p>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 <a href="https://www.rch.org.au/quality/child-safety/">https://www.rch.org.au/quality/child-safety/</a>.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at <a href="http://www.rch.org.au">www.rch.org.au</a></p>

## ROLE CONTEXT

The RCH has a fully integrated Electronic Medical Record (EMR), with a team of dedicated staff that continuously develop and implement quality improvements to improve safety, communication, and care for patients. There are Chief Medical Information, Chief Nursing Information, Chief Allied Health Information and Chief Pharmacy Information Officers across all sites that work collaboratively across the precinct and within their own craft groups to improve use and functionality to the EMR. At RCH, we also have a Chief Clinical Information Officer (CCIO) who provides overall leadership to the digital health team. The Chief Pharmacy Information Officer (CPIO) will lead and develop a small team of digital health pharmacy staff to support optimisation, innovation and ongoing delivery of digital medicine management

The CPIO also holds a Deputy Director of Pharmacy appointment and is a member of the Pharmacy senior leadership team. The Pharmacy Department comprises approximately 70 staff and is led by a Director of Pharmacy supported by two Deputy Directors of Pharmacy, who share responsibility for operational leadership, workforce management and strategic service development across the department.

## ROLE PURPOSE

The Chief Pharmacy Information Officer (CPIO) and Deputy Director of Pharmacy is responsible for providing clinical leadership and facilitating engagement of pharmacists in EMR workflows and other Digital Health programs focusing on delivering safe, timely, quality patient care. The CPIO will work closely with Digital Health and Pharmacy leadership groups to optimise clinical workflows and implement strategic objectives to innovate and standardise practices and processes that support the clinical workforce.

As well as reporting to the Director of Pharmacy and the Chief Clinical Information Officer, they will also work closely with the Chief Medical Information Officer (CMIO), Chief Nursing Information Officer (CNIO), Chief Allied Health Information Officer (CAHIO), and Parkville EMR Application Leads.

This role will also provide a leadership role for internal logistics and other Pharmacy services, including staff management responsibilities, leading recruitment activities, and providing operational oversight of the relevant teams within the Pharmacy Department.

## KEY ACCOUNTABILITIES

### Chief Pharmacy Information Officer (CPIO)

- Collaborates with Chief Medical Information Officer (CMIO), Chief Nursing Information Officer (CNIO) and Chief Allied Health Information Officer (CAHIO) to provide direction to project managers and working committees regarding pharmacy and hospital requirements for EMR workflows and clinical data
- Provides support across the RCH EMR & Digital Innovation Team and the Parkville team to design, develop and optimise digital solutions, ensuring pharmacy requirements are appropriately represented.
- Assist in the implementation and monitoring of the EMR benefits plan that includes strategies to ensure benefits can be realised.
- Provides regular feedback to Director of Pharmacy and CCIO on IT/EMR issues

- Participates in governance and leadership committees and working groups involving digital health across Medication Safety, Pharmacy, RCH and the Parkville Precinct.
- Maintains current knowledge of the health services clinical systems, databases, and electronic patient record applications and communicates to health service committees such as the executive and operations leadership committees as appropriate
- Communicates with pharmacy and other clinical staff across RCH regarding digital information projects
- Foster external relationships with government and universities and key education providers as a means of influencing policy direction and being aware of opportunities for initiatives in digital health relevant to pharmacy practice.
- Makes recommendations to project managers on the user interface designs, report requirements and formats, and data standards for clinical reporting based on knowledge and feedback from clinical staff.
- Supports system testing as required
- Supports training programs for users of clinical applications
- Oversee the update of any Medicines Management and Pharmacy Procedures considering changes required because of development of clinical pharmacy processes.
- Represent the Pharmacy Department when required to attend communication meetings outside and inside the Hospital.
- Lead on digital transformation of Pharmacy processes to meet the current and future needs including development of Pharmacy reporting, device integration and provide analysis of Pharmacy business requirements
- Lead the evaluation of Pharmacy practice in the use of the EMR and other digital health systems and ensure compliance with relevant legislation, the professions' expectations, RCH policy and procedures, clinical practice guidelines and accreditation requirements.

#### **Operational Management**

- Efficient and effective operational management of the information related aspects of the department to ensure a consistent high quality, safe and innovative service is provided.
- Work with the Director of Pharmacy, the other Deputy Director of Pharmacy and other Team Leaders to ensure their needs are met across all aspects of the pharmacy service.
- Develop and report against key performance indicators for each area of responsibility.
- Ensure timely investigation of and response to incidents, consumer and staff complaints and other feedback on service provision in areas of responsibility.
- Financial responsibility and accountability for designated functions.

#### **Leadership & Strategic Planning**

- Contribute to the development and delivery of the Pharmacy's strategic goals for the service, aligned with the RCH strategic plan and values.
- Ensure an effective communication strategy within the Pharmacy Department by ensuring meetings are minuted, accessible and communicated to all team members.
- Ensure team members are orientated to their area of practice, and in-service education programs operate effectively.
- Provide leadership and support for direct reports, appraise their performance, manage performance/behaviour issues, ensure team members complete required training, and are provided with professional training and development opportunities.

- Build and maintain strong collaborative relationships with Parkville Precinct partners and other children's hospitals across Australia through CHA, to share learnings and align approaches to digital health and medicines management.

#### **Supervision, Leadership and People Management**

- Oversee the recruitment of Grade 1, 2, 3, and 4 Pharmacists, Technicians and Support staff through appropriate Human Resource processes and systems, including interviews and reference checking.
- Effective leave management to ensure all staff have a plan and take annual leave regularly
- Lead and promote a culture of positivity and speaking up
- Assist the Director of Pharmacy in the appointment of Team Leaders
- In consultation with the other Deputy Director of Pharmacy, supervise the management of all team leaders and members, including rostering, career development and team member concerns.
- Oversee that all staff have completed mandatory and other relevant training and annual PDAP discussions
- Manage staff through effective recruitment, retention, recognition, and development strategies, ensure there are effective consultation and communication processes in place.

#### Education and Research

- Develop and foster a supportive and effective interdisciplinary team environment that supports staff in the acquisition and application of new skills in digital health with utilisation of the Department of Health's Allied Health Clinical Informatics Capability Framework
- Lead and encourage pharmacy research in the use of technology and systems
- Contribute to and support pharmacy research initiatives and partnerships by collaborating with...

#### **General**

- Act as Quality Coordinator for the informatics in the Pharmacy department.
- Work collaboratively with the other Deputy Director of Pharmacy to develop and implement innovative practice and pharmacy services in the department and across the organisation
- Represent the RCH Pharmacy Department on Committees as required e.g. Medication Safety Committee or Drug Usage Committee.
- Carry out other duties and responsibilities as required by the Director of Pharmacy.
- Attend Pharmacy Leadership Group meetings.
- Deputise in the absence of the Director of Pharmacy as necessary.
- Participate and co-operate in consultative processes to improve health and safety.
- Complete all necessary personal training and professional development requirements.

### **QUALIFICATIONS AND EXPERIENCE**

#### **Essential:**

- Current registration with the Pharmacy Board of Australia administered through the Australian Health Practitioner Regulatory Agency (APHRA)
- At least 10 years postgraduate experience
- Recent practice in the areas of Informatics
- Proven leadership experience in a team environment and ability to work well as a senior team member

- Excellent written and verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders

**Desirable:**

- Postgraduate qualifications in healthcare of health informatics or working towards
- Demonstrated competency in the following areas:
  - quality use of medicines,
  - organisational and management skills,
  - clinical informatics,
  - electronic medicines management,
  - proficiency with pharmacy processes in operations, dispensary and clinical pharmacy including preparation or compounding of pharmaceutical products
- Demonstrated commitment to continuous quality improvement process and ongoing change
- Demonstrated strategic thinking, organisational and planning skills

**KEY SELECTION CRITERIA**

- Demonstrated effective interpersonal, written communication and negotiation skills.
- Demonstrated ability to set priorities, establish and achieve agreed objectives
- Proven capacity to function efficiently as part of a senior management team and to work successfully with other professionals in the management of health care services.
- Demonstrated organisational ability and excellent time management skills.
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders.
- Ability to develop and foster a culture that encourages positive working relationships, a safe workplace, financial responsibility, innovation, and productivity improvement.
- Demonstrated management and leadership skills with the ability to supervise and motivate staff.
- Commitment to continuing education and personal professional development and training of current and future pharmacists, pharmacy technicians and support staff.
- Demonstrated self-driven commitment to ongoing personal and professional development.
- Maintain an active commitment to hospital pharmacy professional activities and quality development.

**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

May 2026