Position Description

Position title	Digital Innovation (DI) & EMR Senior Analyst
Department / Division	Digital Innovation & EMR (DI & EMR) / Digital & Allied Health
Classification	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 Grade 7 Year 1 – Grade 7 Year 5 (AO71- AO75)
Position reports to	Team Lead, Digital Innovation & EMR
No. of direct & indirect reports	Nil
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

The DI & 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), artificial the RCH Patient Portal, intelligence clinical solutions and virtual care platforms.

The Digital Innovation & EMR (DI&EMR) team is led by the Chief Clinical Information Officer (CCIO). The team comprises CXIOs across the professional craft groups (medical, nursing, allied health and pharmacy), clinical informaticians, clinical analysts, educators and digital health partners. The team works with RCH leadership, staff, consumers and Parkville precinct partners to optimise the EMR, deliver digital innovation and education programs, and ensure digital systems support safe, effective and family-centred paediatric care.

ROLE PURPOSE

The Digital Innovation & EMR Senior Analyst will be responsible for improvements to clinically facing digital platforms at RCH. In particular, this spans the premier clinical application in use across the organisation, the electronic medical record (Epic Systems). Alongside this, the position is responsible for contributing to the delivery of clinically facing digital applications and projects, including artificial intelligence solutions and health data/analytics initiatives.

The position will work with clinical stakeholders to identify opportunities for improvement and then work to design and implement solutions. The work of the team is driven by strategic organisational priorities and the overarching RCH digital health strategy.

KEY ACCOUNTABILITIES

Solution Design, Build, Configuration & Support

- Perform analysis of workflows, enhancement requests and other technical issues associated with the EMR and other digital platforms and develop functional and technical solutions that reflect an in-depth understanding of the user's requirements
- Oversee management, configuration, build, test and execution of system maintenance tasks to ensure the EMR is available, current and well maintained
- Design and build approved EMR and digital platform improvements to ensure that end users are effectively engaged in the continuous improvement of the digital experience to continue to support and improve the delivery of care provided
- Understand the process of special updates (SU) and system upgrades process undertaken by EMR team and by other ICT teams
- Design, validate and confirm any new or changed system functionality with impacted stakeholders
- Provide consultation and advice on EMR and digital innovation design options for clinical issues and improvements

Teamwork & Leadership

- Contribute as a member of the DI & EMR Team contributing to improving ways of working, developing processes and reporting on KPIs
- Facilitate regular conversation and collaborate with the clinical informatics teams, CXIOs and digital health partners to deliver clinically relevant EMR and digital solutions and initiatives
- Supervise and manage EMR analysts in the delivery of initiatives, projects and ticket requests

Stakeholder Management & Customer Service

- Maintain strong working relationships with the Parkville EMR application teams and other ICT teams who provide build expertise, platform expertise & build process support
- Develop, build and maintain productive working relationships with clinical divisions, nursing, allied health, virtual care, AI automation and Parkville EMR colleagues to ensure platform configurations align with clinical requirements and strategic directions
- Lead and facilitate end-user workshops, meetings and solution demonstrations to assess functionality, gather workflow requirements, inform design decisions, provide solution options and gain consensus
- Communicate and collaborate with users to ensure solutions are designed to meet clinical service and business requirements
- Present technical concepts in simple and understandable terms to both technical and non-technical audiences
- Communicate and collaborate with users to ensure decisions are made and that the solution is designed to meet service and business requirements

Technical expertise

- Working across digital platforms such as the EMR, identify opportunities for improvement across all areas of application architecture including design, build, test and deployment
- Assist and advise the DI & EMR Team in relation to best way to use new build and improvements, including upgrades
- Leverage the RCH technical landscape to enhance experiences through the use of devices and application interfaces
- Application of technical understanding of the EMR build and workflows to impacts on patient and staff experience
- Develop adjacent technical digital skillsets such as artificial intelligence and health data analytics which complement digital innovation project delivery
- Assist with end user EMR support as required

Quality

- Create an environment of continuous improvement
- Consolidate learning on reporting and data extraction to ensure digital solutions produce necessary reports and metrics to support evaluation and monitoring
- Lead team member participation in and support system outages and planned downtimes as required
- Collaborate with Parkville EMR team to monitor and maintain the EMR Business Continuity Access systems

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a related field (e.g. health, health informatics, information technology or equivalent) and/or relevant industry experience in a digital health or ICT role
- Experience in the configuration, build and support of enterprise electronic medical record systems and/or digital health platforms or information systems

- Experience working in or alongside healthcare services, with an understanding of clinical workflows and patient-centred care principles
- Experience and understanding of clinical workflows with demonstrated ability to engage and build strong relationships with internal and external stakeholders
- Proven leadership experience in a team environment and ability to work well as a senior team member

Desirable:

- Experience and certification with Epic EMR, with equivalent EMR experience
- Experience delivering training to clinical end users in a hospital environment
- Experience with project management and delivery of technology initiatives together with a multi-disciplinary team

KEY SELECTION CRITERIA

- Demonstrated experience in the configuration, build, maintenance, and support of EMR and clinical applications in a healthcare setting
- Strong understanding of clinical and hospital workflows, either as an end user or clinician, and the ability to translate user requirements into practical, well-tested system configurations
- Advanced skills in workflow review and design and proven ability to deliver improvements in clinical care
- An understanding of the National Safety and Quality Health Service Standards (NSQHS)
- Excellent stakeholder engagement and communication skills, with the ability to liaise effectively with both clinical and technical colleagues
- Demonstrated ability to produce high-quality technical documentation, test plans and training materials
- Track record of delivering quality work within time-limited programs and managing competing priorities effectively
- Adaptable to change and ability to learn new platforms and technical skills (eg. artificial intelligence, data and analytics) quickly in a fast-moving program environment
- Proven ability to work collaboratively in a multidisciplinary team environment
- Strong analytical and problem-solving skills with meticulous attention to detail and a proactive approach to identifying and resolving technical issues
- Excellent written and verbal communication skills, including the ability to produce clear technical and user-facing documentation

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 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	**July 2026**