

Position Description

Position title	Digital Innovation (DI) & EMR Team Lead
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 8 Year 1 – Grade 8 Year 5 (AO81-AO85)
Position reports to	Chief Clinical Innovation Officer (CCIO)
No. of direct & indirect reports	6
Location	The Royal Children's Hospital, Flemington Road, Parkville

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
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, 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 Team Lead will be responsible to lead improvements to all 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 leading the contribution 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.

This senior position reports to the Chief Clinical Innovation Officer and will collaborate with them on strategic design, work priorities as well as resolution and escalation of issues.

KEY ACCOUNTABILITIES

Solution Design, Build, Configuration & Support

- Manage and oversee analysis of workflows, enhancement requests and other technical issues associated with the EMR and develop functional and technical solutions that reflect an in-depth understanding of the user's requirements and software configurability
- Explore creative digital solutions that meet the needs various clinical divisions, departments and craft groups
- Oversee configuration, building, testing and system maintenance tasks to ensure the EMR application is available, current and well maintained
- Develop business cases and project plans, provide work estimates, benefits and project scoping for digital innovation and EMR initiatives
- Oversee and manage the delivery of the approved RCH EMR enhancements to ensure that end users are effectively engaged in the continuous improvement of the EMR to continue to support and improve the delivery of care provided
- Lead system testing, including the development and maintenance of test plans, scripts, execution of testing and supervision of prioritisation and remediation of issues identified through testing
- Maintain system, training and support documentation

Teamwork & Leadership

- Create a positive and supportive work environment for all DI & EMR team members
- Contribute to the RCH digital strategy and provide inputs into how DI & EMR can contribute to broader organisational digital strategy
- Responsible and accountable for key deliverables of the DI & EMR analyst team
- Pro-actively manage, build and maintain good working relationships with the Parkville EMR team and a wide range of broader RCH stakeholders
- Oversee training and professional development needs of DI & EMR analysts
- Facilitate cross training and opportunity for shared learnings amongst DI & EMR team members
- Mentor and motivate other DI & EMR analysts and manage team member performance
- Responsible for allocation and accountability of build resources

- Upskill team members and facilitate knowledge transfer across organisations and precinct

Stakeholder Management & Customer Service

- Develop a customer focused team environment and culture
- Work closely with CCIO to ensure understanding of executive and division priorities, optimisations and service requests that support workflows
- Provide fit for purpose solutions to problems identified and communicate options with stakeholders and agree a way forward.
- 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

Quality

- Create an environment of continuous improvement
- Identify changes required and advise of any required updates to training materials and training environment for any enhancements to be implemented
- Provide reporting data to leadership and the wider DI & EMR team, to inform and support the design, interventions and evaluation of optimisation projects
- Work with Parkville EMR reporting, Centre for Health Analytics, Decision Support Unit teams to ensure collaborative projects are delivered
- Liaise with other DI& EMR team members to gain highest clinical benefit and work effort

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
- Epic certification and or equivalent experience – minimum of 4 years
- Leadership & experience in the configuration, build and support of enterprise electronic medical record systems and/or digital health platforms or information systems
- Proven leadership experience in a team environment and ability to work well as a senior team member driving digital strategy
- Substantial experience working in or alongside healthcare services, with an understanding of clinical workflows and patient-centred care principles, as well as engaging and build strong relationships with internal and external stakeholders

Desirable

- Proven track record of strategic business engagement involving complex IT and business change projects from conception to delivery applying a variety of analysis and modelling techniques
- Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations

KEY SELECTION CRITERIA

- Demonstrated experience in the configuration, build, maintenance, and support of EMR and clinical applications in a healthcare setting

- Demonstrated management and leadership skills, including the ability to manage and lead projects and initiatives
- Demonstrated knowledge of EMR change control and support procedures and ability to independently advocate for organizational priorities and build
- 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
- Strong understanding of the National Safety and Quality Health Service Standards (NSQHS)
- Demonstrated ability to manage teams from a delivery and performance perspective including an ability to develop skills and capabilities of others
- Experience in motivating and managing teams from a delivery and performance perspective
- 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
- Demonstrated ability to develop and deliver effective working relationships with colleagues across clinical areas and the wider business
- 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