

Position Description

Position title	Digital Health Partner - Ambulatory Services
Department / Division	Digital Innovation / Ambulatory Services
Classification	Multidisciplinary Allied Health Clinician Grade 3 year 1 – 4 or equivalent Psychologist / Pharmacist / Nurse / Administrative Officer
Position reports to	Operational: General Manager Ambulatory Services Professional: Director Digital Innovation
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
<p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</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 https://www.rch.org.au/quality/child-safety/.</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 www.rch.org.au</p>

ROLE CONTEXT

Digital Health is an integral component of care and service planning at RCH. This role will play a pivotal part in progressing Digital Health within Ambulatory Services. This role will report to the Director of Digital Innovation and work as part of the Digital Innovation team, with operational reporting also to the General Manager Ambulatory Services. The Digital Health Partner (Ambulatory Services) will work closely with Digital Innovation, Ambulatory Services, Parkville EMR teams, Chief Information Officers across RCH and relevant external providers.

ROLE PURPOSE

The Digital Health Partner (Ambulatory Services) will be a key driver of digital innovation activities within Ambulatory Services, from problem discovery through to implementation and benefits realisation across RCH's digital platforms. They will provide consultancy, digital expertise and recommendations to progress the digital health footprint, with a laser focus on service improvement. The Digital Health Partner (Ambulatory Services) will be an active leader, ensuring Digital Health plays a part in all forums and innovation within Ambulatory Services.

In addition, this role provides consultation and expertise on evidence-based practice, continuous improvement, and support for increasing digital and data literacy in staff across all RCH platforms. The role requires a strong digital health skills and capabilities, as well as capability in improvement science, user experience or service design.

KEY ACCOUNTABILITIES

Leadership and Strategy:

- Lead and drive consultation on the design, development and implementation of digital innovation
- Ensure timely and relevant reporting to internal and external stakeholders / regulatory bodies
- Contribute to strategic planning for digital health innovation across Ambulatory Services
- Provide technical leadership in Digital Health
- Work closely with colleagues to achieve mutually beneficial outcomes
- Act as the digital health expert for all Ambulatory Services digital health decisions, providing digital guidance to clinical teams within and ensuring digital standards and approvals are followed
- Identify and evaluate emerging digital health technologies and innovation opportunities, and present evidence-based recommendations to leadership for strategic consideration

Communication and Education:

- Professionally prepare and present proposals, discovery presentations and reports, in line with Digital Innovation artefacts
- Conduct education or upskilling digital health sessions for Ambulatory Services team members, when needed
- Engage with key stakeholders within RCH (e.g. Heads of Department and senior medical staff, Nurse Unit Managers, Team Leaders, Parkville EMR etc) and external to RCH (e.g. General Practitioners, community-based Paediatricians, patients and families)
- Foster collegiate relationships with external stakeholders including our referrers and service users

Administration:

- Identify opportunities for innovation and contribute to appropriate business cases
- Develop and implement policies and procedures as required
- Understanding of how processes and techniques interaction with other related functions and proactively advocate for congruent workflows

Quality:

- Maintain currency in user knowledge of the digital and clinical platforms, data base, and electronic patient record applications
- Work with managers and clinical teams to identify and drive key EPIC improvements ensuring they are patient centric, focused on delivery of safe care, efficiency and support best practice care
- Collaborate with the digital innovation team, Parkville EMR team and Ambulatory teams to co-ordinate and monitor the progress of the EPIC improvements.
- Identify potential service and organisational risks related to digital health and develop and implement any agreed risk mitigations or actions
- Provide advice, guidance and support and ensure compliance with policy and procedures

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in Allied Health / Nursing / Psychology / Pharmacy or relevant administrative area.
- AHPRA registration or eligible for professional body registration for relevant professions
- Demonstrated understanding of improvement science, service design or user experience design
- Demonstrated competence in digital health
- Extensive experience in large hospital organisations, with an interest in digital workflows, best practice innovation and healthcare informatics or transferable experience
- Experience working with an electronic medical record and systems and process improvements.

Desirable:

- Post graduate qualification in Health Leadership, Digital Health, informatics or related fields (or working towards completion)
- Significant experience in EPIC functionality
- Experience in leading quality improvement activities, service development and project management.

KEY SELECTION CRITERIA

- Highly motivated and solution focused with strong ability to adapt in the situation to problem solve through challenges as they arise
- Consultative leadership style that promotes participation and meaningful engagement
- Established organisational and planning skills with the ability to independently prioritise workload and competing demands
- Open to working in agile, transparent and collaborative ways, with a growth mindset
- Demonstrated experience with data analytics and monitoring frameworks
- Proven ability to balance between broad systems thinking and being detailed focused to achieve desirable outcomes for clinicians and the organisation

- Highly developed written and verbal communication skills, including the ability to work with key stakeholders effectively across a variety of communication platforms
- Proven track record in the development and implementation of strategic initiatives
- Established effective report writing abilities
- Comfortable with complexity and a proven capacity to use analytical and conceptual skills to reason through complex challenges
- Demonstrated self-driven commitment to ongoing personal and professional 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 LGBTIQI community and people with disability.

Position description last updated

June 2025