

Position Description

Position title	Digital Health Partner
Department / Division	Digital Innovation & EMR (DI & EMR) / Digital & Allied Health
Classification	Multidisciplinary – Dependent on qualifications and background of the successful candidate Allied Health Clinician (Grade 3 Year 1 to Grade 3 Year 4) or equivalent Clinical Nurse Consultant A as per the Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024–2028, Grade 8 Year 1 – Grade 8 Year 5 (AO81-AO85) as per the Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027
Position reports to	Chief Clinical Innovation Officer (CCIO)
No. of direct & indirect reports	Nil
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C – predominantly non-clinical, non-patient-facing role with infrequent attendance in clinical areas

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 Health Partner works as part of the DI & EMR team and is a key driver of digital innovation within nominated divisions, clinical services or specialty areas, supporting initiatives from problem discovery through to implementation and benefits realisation across RCH's digital platforms.

Operating in a consultative and partnering capacity, the role provides digital health expertise, evidence-based advice, and practical recommendations to support service improvement and transformation. The Digital Health Partner ensures digital health considerations are embedded in clinical, operational, and innovation forums, balancing local service needs with enterprise-wide digital strategy and governance.

In addition, the role supports evidence-based practice, continuous improvement, and the uplift of digital and data literacy among staff. The position requires strong digital health capability, alongside experience or expertise in improvement science, service design, or user experience design, to enable safe, effective, and patient-centred care across diverse clinical contexts.

KEY ACCOUNTABILITIES

Leadership and Strategy

- Lead and drive consultation on the design, development, and implementation of digital health and innovation initiatives
- Contribute to strategic planning for digital health across assigned services, specialties, or divisions
- Provide digital health leadership and expert advice to clinical and operational teams
- Ensure digital initiatives align with organisational standards, governance, and approval processes
- Identify, assess, and communicate emerging digital health technologies and innovation opportunities
- Work collaboratively with stakeholders to achieve shared outcomes that support safe, effective, and efficient care

Stakeholder Management and Education

- Prepare and present discovery outputs, proposals, reports, and recommendations using Digital Innovation & EMR artefacts
- Deliver education, coaching, or upskilling sessions to build digital capability when required

- Engage effectively with internal stakeholders (e.g. Heads of Department, senior clinicians, nurse leaders, team leaders, EMR teams)
- Where appropriate, engage with external stakeholders including referrers, community providers, patients, and families
- Foster strong, collegiate relationships that support co-design and adoption of digital solutions

Administration and Governance

- Identify opportunities for innovation and contribute to business cases and prioritisation processes
- Support the development and implementation of policies, procedures, and standards as required
- Understand interdependencies between systems, processes, and workflows and advocate for alignment and optimisation

Quality, Safety, and Improvement

- Maintain up-to-date knowledge of RCH digital platforms, clinical systems, databases, and the electronic medical record
- Partner with organisational clinical and operational teams to identify and deliver digital improvements that are patient-centred and evidence-based
- Collaborate with Parkville EMR, and other service teams to coordinate, track, and report on improvement initiatives
- Identify digital-related risks and contribute to mitigation strategies and actions
- Provide advice and ensure compliance with relevant policies, procedures, and standards

QUALIFICATIONS AND EXPERIENCE

Essential

- Tertiary qualification in Allied Health, Nursing, Psychology, Pharmacy, or relevant administrative discipline
- Eligible for or holding registration with the appropriate professional body (where applicable)
- Demonstrated understanding of improvement science, service design, or user experience design
- Demonstrated digital health capability and applied experience
- Experience working in large or complex healthcare organisations or equivalent environments
- Experience working with electronic medical records and digital workflow or process improvement initiatives

Desirable

- Postgraduate qualification in Digital Health, Health Informatics, Health Leadership, or related field (or working towards)
- Experience with enterprise EMR platforms (e.g. Epic), including certification where applicable
- Experience leading or contributing to quality improvement, service development, or project management

KEY SELECTION CRITERIA

- Highly motivated, solution-focused, and adaptable problem solver
- Consultative and collaborative leadership style
- Strong organisational and prioritisation skills with the ability to manage competing demands

- Comfortable working in agile, transparent, and multidisciplinary environments
- Experience using data, analytics, or monitoring frameworks to inform decision-making
- Ability to balance system-level thinking with operational and clinical detail and nuance
- Highly developed written and verbal communication skills
- Proven capacity to work effectively with complexity and ambiguity
- Commitment to ongoing professional and personal development, including in adjacent digital health areas such as artificial intelligence and health data and analytics

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