

Position Description

Position title	Parkville EMR Education Lead
Department / Division	Parkville EMR (Operations)
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Parkville EMR Release Manager
No. of direct & indirect reports	NA
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 Parkville EMR is a digital partnership between The Royal Children's Hospital (RCH), Peter MacCallum Cancer Centre (Peter Mac), The Royal Melbourne Health (RMH) and The Royal Women's Hospital (RWH). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR Service for the benefit of all 4 health services. The Parkville precinct partners are committed to continuing the success of the EMR to deliver the vision as a world class EMR, shared with patients, to support the delivery of safe, high quality and seamless healthcare across Parkville and improve health outcomes for all Victorians.

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is to be a great children's hospital – delivering Great Care, Everywhere.

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/>.

Peter MacCallum Cancer Centre



The Peter MacCallum Cancer Centre (Peter Mac) is a Victorian public health service and a world-leading comprehensive cancer centre seeking to excel across all spheres of clinical care, research, and education. We have the largest cancer research enterprise in Australia and provide treatment to about 40,000 people with cancer each year.

We have a leading role in fundamental, translational, and clinical cancer research that drives excellence in cancer care. We are dedicated to lifting the standard of cancer care for all Australians and continuously innovating to increase access to care, maximise quality of life and improve patient outcomes. We work in collaboration with partners across the state to ensure every Victorian gets access to the best cancer care. We are also increasing our national and global presence and furthering our existing impact on cancer care through education and by leading and collaborating on landmark cancer research locally and worldwide. Everything we do is underpinned by our core values, excellence, compassion, and innovation.

The Royal Melbourne Hospital

The Royal Melbourne Hospital (RMH) is one of Victoria's largest public health services, employing approximately 10,000 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services:

The RMH – City Campus, The RMH – Royal Park Campus, North Western Mental Health and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.

The RMH provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All The RMH services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

The Royal Women's Hospital

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated and advocating for the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centres, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services. The Women's believe that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

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 EMR Release Management team is responsible for the management of the EMR Release Management team which includes EMR Education Lead and the testing coordinator. This team is responsible for supporting all EMR releases with a focus to support all training and testing release initiatives and liaising with the Parkville health services on change impacts introduced with the new EMR functionality and for the completion and tracking of application testing, reporting to the EMR Release Manager

ROLE PURPOSE

The EMR Education Lead is responsible for maintaining the education systems to support the business as usual function for the EMR. The Education Lead plays an integral role leading the design and development of the EMR software upgrade impacts, quality and function of MST and educational materials including tip sheets, eLearnings and other materials that are generic to all four hospitals.

MST is the Epic training environment, being integral to onboarding and ongoing education executed by Parkville hospitals and part of the software upgrade communication strategy. The Education Lead is responsible for keeping MST functioning and in sync with the production environment.

The role is a critical nexus between applications teams and educational and optimisation teams at each of the Parkville sites. The Education Lead brings high level of technology competence to enhance learning through web and multimedia materials. The Education Lead works collaborative with Parkville education leads to support local delivery of EMR onboarding and ongoing education. The Education Lead will support this function with development and maintenance of course catalogue content in a format for local sites to upload in their own learning management system when consistent approach is taken across all sites.

You will work collaboratively with the EMR leadership team, EMR team, EMR vendor, adoption managers, technical teams and local health services to ensure the EMR is maintained, operates and optimised for the Parkville EMR Service for the benefit of all 4 health services.

KEY ACCOUNTABILITIES

Training Application Support – MST

- Leads the MST and training environment strategy which will include maintenance and build, access and training in MST;
- Ensure that MST is a reflection of PRD, particularly managed during upgrades and ensuring best practice data courier by EMR analysts;
- Facilitates MST to be utilised by a wide range of groups across the Precinct;
- Troubleshooting any issues and lead improvements to MST and training environments;
- Lead MST refuel or rebuild project using own expertise and technical knowledge of MST, EMR applications / analyst resources and site based education needs;
- Implement a process through SNOW for reporting of MST issues from stakeholders including any broken or missing build in MST, or broken or incorrect patient scenarios, overall training environment performance and slowness;
- Manage and implement MST improvement strategy through either 'refuel' or 'rebuild' strategies;
- Ensure Parkville health service based educators understand MST and training environments.
- Epic Software Upgrades and enhancements implemented with upgrades
- Develop and implement a customer driven process to identify EMR upgrade and enhancement impacts for end users;
- Work with local optimisations teams and CXIOs to document impacts in a format that can be easily translated for the Parkville health services;
- Maintain centralised resources eg web pages, tip sheets to support the EMR upgrades in collaboration with EMR analysts;

- Understanding of what enhancements are being delivered to assess education support required and liaise with local health service Optimisation teams.

EMR Learning Resources

- Development and maintain consistent, online learning resources to support onboarding and optimisation education in collaboration with Parkville health services. This may include tip sheets, eLearnings and supporting course materials;
- Maintain Parkville EMR services learning resources on EMR website;
- Manage the EMR website;
- Adhering to quality processes and frameworks for education resources including eLearnings, web based and printable materials;
- Collaboration with local educators to develop a partnership approach to development of central learning resources;
- Develop catalogue for agreed central education courses for shared roles, with a review schedule;
- Apply education design principals to develop and deliver engaging learner centred education materials;
- Lead a customer review of educational materials;
- Produce style guidelines for centralised educational materials.
- Ability to clearly define, articulate and document strategy, processes and procedures;
- Ability to present to groups of people;
- Engage in ongoing improvement and innovation;
- Able to foster collaboration and be customer centred;

EMR Education Leadership

- Establishment of governance and collaboration mechanisms for EMR education and optimisation;
- Lead collaboration with local health services to centralise education resources where applicable;
- Support local sites with whole of Parkville EMR service curriculum and supporting materials for roles which may include eLearnings, exercise booklets, TRNPLY information;
- Advising and supporting Parkville health service education leads in the application of technology enhanced learning to educational practices, creation and review of web, multimedia and print based materials, MST and training environments;
- Organise and facilitate education collaborative groups based around projects, meetings and workshops to support EMR education;
- Supporting stakeholders to ensure key release and communication dates are met;
- Analyse Epic education resources and distribute new resources and links to Parkville health service education teams;
- Advise and support requirements for education support for 4 Parkville health services.

Relationship Management & Communication

- Develop and maintain a good working relationship with EMR leadership team, EMR application teams, local health service EMR teams, EMR vendor, technical teams and local health services to ensure the system configuration aligns with local requirements and strategic directions;
- Develop stakeholder map of local health service EMR education contacts, local EMR optimisation teams and relevant system analysts e.g. Webmaster, IT, Communication Advisors;
- Work collaboratively with educational providers on sites to create superior learning experiences for Parkville EMR Service;
- Work collaboratively with local Optimisation teams;
- Work collaborative with EMR analysts, ICT, DBAs and leadership;
- Manage all stakeholders across the Parkville health services, promote engagement and a customer centric approach;
- Participate and support Parkville EMR governance committees;

- Other duties as directed by EMR leadership.

Education technologies

- Develop high quality interactive eLearnings and prepare in the correct format for upload to local Learning Management Systems;
- Expertise in Learning Management Systems at an administrator level, adhering to quality processes. •

QUALIFICATIONS AND EXPERIENCE

This is a senior position and would suit a candidate with:

Essential:

- Degree or higher in a relevant area or an equivalent combination of relevant experience, education and /or training
- Ability and experience in instructional, multimedia design and developing learning and teaching resources
- Proven ability and experience in using a range of technologies including learning management systems
- Proven experience in a leadership position and experience working as a senior team member
- Demonstrated ability to engage and build strong relationships
- Demonstrated commitment to lead and contribute as part of a team
- Demonstrated proficiency in the use of established administrative processes
- Experience in continuous improvement
- Ability to work autonomously

Desirable:

- Clinical experience in public hospitals within the Parkville Precinct
- Experience working in a tertiary hospital environment is highly desirable
- Experience working with EMRs and/or Healthcare/eHealth applications will be highly regarded

KEY SELECTION CRITERIA

- Experience in managing complex work environments and harnessing stakeholder engagement and consensus;
- Demonstrated experience in working collaboratively with a range of stakeholders in producing a high quality education resource and outcomes;
- High level interpersonal, communication and organisational skills with the demonstrated ability to build and maintain; effective, collaborative professional relationships, and manage conflicting priorities and tight deadlines;
- Excellent customer service skills with ability to provide accurate timely advice in a helpful and supportive manner;
- Demonstrated knowledge of contemporary curriculum design theory and practice, including digitally literate, technology enhanced learning and teaching;
- Demonstrated experience in learning support technologies including MST, learning management systems, content management and elearning platforms;
- Demonstrated ability and experience in instructional, multimedia design and developing learning and teaching resources in technology enhanced delivering modes through sound application of contemporary pedagogy;
- A focus on achieving outcomes and demonstrated skills in effective project management;
- Proven leadership capabilities and high level organization and planning skills;
- Experience in leveraging relationships required to deliver your own work outcomes;
- Broad experience and knowledge of health care roles and strategies to support onboarding and ongoing education;

- Highly developed analytical and innovative problem solving skills;
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders;
- Highly developed attention to detail;
- Ability to handle confidential and sensitive information with discretion;
- Ability to work with initiative, autonomy and lead a team;
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise;
- Ability to prioritise workload and competing demands;
- Advanced MS Visio, Excel and Word skills.

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	October 2025
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