

Position Description

Position title	Allied Health Digital Health Lead
Department / Division	Allied Health Directorate, Ambulatory Services
Classification	Allied Health Clinician Multidisciplinary Grade 4 Year 1 – Grade 4 Year 4
Position reports to	Professional: Chief Allied Health Information Officer Operational: Associate Director Allied Health
No. of direct & indirect reports	2 indirect reports
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 <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 Allied Health Digital Health Lead supports digital health initiatives across the RCH Allied Health Therapy and Science professions. The AH Digital Health Lead will work closely and collaboratively with the Digital Innovation

team, Parkville Chief Allied Health Information Officer and Parkville EMR (EPIC) teams with priorities set by the Allied Health Directorate, including Workforce Unit, Research and Clinical Education Teams.

ROLE PURPOSE

The primary purpose of this position is to provide Digital Health consultancy, education and solution design services for the Allied Health area at RCH. The Allied Health Digital Health Lead will work as part of the Digital Innovation team to deliver effective and scalable consultancy, education and digital solution design services. They will work closely with the Allied Health senior leadership team to support service delivery, data analysis reporting, overall engagement of Allied Health clinicians in EMR workflows and other Digital Health programs focusing on delivering safe, timely, quality patient care.

The position will provide a comprehensive program of digital health capabilities including but not limited to, optimisation of processes for efficiency, evaluation of new initiatives, introduction of new technologies, education, EMR reporting and analysis of other data sets to evaluate services. The Allied Health Digital Health Lead will have strong informatics skills and help develop digital capability and continuous improvement practice across the Allied Health workforce.

KEY ACCOUNTABILITIES

Provision of Care

- Together with the Chief Allied Health Information Officer (CAHIO), provide leadership, strategic direction and support to Allied Health managers and staff regarding digital health innovation and improvement.
- Function as a subject matter expert and liaison between the Digital Innovation team and Allied Health Managers, clinicians, Digital Team and DSU to develop and identify solutions for workflows, data entry and reporting.
- Work closely with the Allied Health Director, Associate Director, Clinical Education and Workforce Development Leads in planning, developing and delivering clinical services across RCH
- Lead the development of digital capability across the Allied Health workforce alongside Allied Health digital champions to embed this capability
- Lead the development and implementation of an Allied Health Digital Strategy
- Provide strong leadership to motivate and coach staff to perform at a high level and to optimise use of EMR and digital health applications.
- Assist with clinician utilisation and personalisation of EMR
- Contribute to the governance of allied health clinical documentation including oversight of smart phrases to optimise efficiency and revenue generation, working closely with CAHIO and DSU.
- Support managers and senior leaders with utilisation of data dashboards and other digital applications to support operational needs and service development
- Contribute to the review and optimisation of Allied Health clinical activity guidelines and processes
- Support managers and senior leaders to appropriately utilise digital communication channels in line with RCH procedures, optimising safety and efficacy of communication
- Undertake regular audits (e.g. VINAH reporting, clinical documentation, VHIMS) to identify opportunities for efficiencies
- Represent Allied Health at RCH forums, as required or directed.

Digital Innovation and Agile Delivery

- Translate clinical requirements into actionable design artefacts and user stories that our innovation teams can develop and implement

- Conduct discovery sessions with Allied Health end users to identify problems and opportunities, test innovation ideas, validate assumptions and gather feedback for iterative improvements
- Create impact assessments to understand how digital solutions will affect clinical workflows, roles, and patient care
- Work collaboratively with developers during solution development as a subject matter expert
- Design and implement communication plans that clearly articulate the why, what, and how of digital changes
- Develop and deliver comprehensive change management strategies tailored to different clinical audiences and contexts
- Conduct impact reporting to measure adoption, utilisation, and satisfaction with digital solutions
- Actively participate in agile development and delivery practices, and iterate on these with the Digital Innovation team

Lifelong Learning

- Commitment to ongoing learning opportunities to remain abreast of digital health innovations within healthcare and education.
- Meet the annual Continuing Professional Development standards required to maintain professional registration with AHPRA (where required) or membership of an appropriate professional body
- Establish connections across the Parkville Precinct, Local Health Service Network, tertiary partners, industry partners (EPIC) and other key stakeholders for networking, resource-sharing and collaboration opportunities.
- Work in collaboration with the Allied Health Clinical Education team to design and deliver education for staff, interns and/or students, as required, supporting and maximising interprofessional learning opportunities across RCH.
- Embody the values, principles and approaches that underpin best practice in relation to adult learning.
- Develop and foster a lifelong learning culture across the department, and support others to develop and accomplish their professional goals and objectives

Collaborative Practice

- Develop and maintain collaborative working relationships with all Allied Health Departments (across the Therapy and Science professions at RCH), Medical Education, Nursing Education, The Education Hub, Organisational Development, Decision Support Unit, Digital Innovation team, Chief Allied Health Information Officer (CAHIO) and other key internal stakeholders across the Melbourne Children's Campus.
- Provide support and be point of contact for Allied Health Digital Champions including through targeted upskilling in digital workflows
- Develop and maintain collaborative working relations with key external stakeholders including the Local Health Services Network and industry partners (EPIC).
- Work closely and collaboratively with cross-discipline partners including medical, nursing, technical leads across a range of complex digital projects
- Work with initiative and autonomy while leading others in the pursuit of team goals
- Work collaboratively with stakeholders to ensure digital workflows align with clinical and administrative processes, enhancing usability and safety at the point of care
- Provide regular opportunities for connection and collaboration among Allied Health Digital Champions

Communication

- Apply excellent verbal communication and interpersonal skills with the ability to interact with and influence a variety of stakeholders, achieving mutual understanding and agreed outcomes
- Lead the communication of digital health initiatives and opportunities for Allied Health staff at RCH
- Communicate developments and key issues and provide briefing as required to all key stakeholders.
- Anticipate and identify conflict, and constructively address issues through respectful and influential communication
- Facilitate open and effective communication across all levels of Allied Health and more broadly across the organisation

Continuous Improvement

- Work with the CAHIO to optimise Allied Health EMR workflows to ensure quality of care, enhance patient safety, drive service improvements, enhance education and improve patient outcomes.
- Lead digital health service improvement activities, using data, stakeholder feedback, and best practice to enhance system adoption, clinical effectiveness, and user experience.
- Identify potential clinical risks and review clinical incidents associated with the use of the EMR and technology and develop and implement any agreed mitigations or actions.
- Identify potential for standardised documentation of clinical incidents in allied health practice including creation of templated VHIMS entries, enhancing safety culture and reporting
- Recognise inefficiencies and develop / implement improvement strategies.
- Lead and support implementation of new models of care harnessing digital health skills.
- Promote and develop the systems to routinely collect service performance data and report against KPIs to the Director, Associate Director Allied Health and Chief Allied Health Officer as required.
- Promote and develop the systems to routinely collect patient reported and clinical outcome measures across Allied health service provision.
- Provide EMR expertise for implementation of new processes and system changes.
- Lead EMR testing and validation of upgrades and new features in Allied Health
- Actively contribute to Allied Health quality improvement and research activities, working closely with CAHIO, Director Allied Health Research and senior leaders.
- Build support for change at a local level, using influence to positively support team to embrace and adjust to change
- Apply change management principles and strategies when implementing service improvements and project outcomes
- Empower the staff to identify, analyse, report and manage risks
- Manage local risks and escalate appropriately to line manager and relevant stakeholders
- Other portfolios and duties as delegated by the Director or Associate Director Allied Health.

Supervision, Leadership and People Management

- Participate in professional development activities to ensure that best practice is maintained.
- Develop and foster a lifelong learning culture across Allied Health and support others in developing and accomplishing professional goals and objectives.
- Promote a culture in which clinical supervision is treated as core business of contemporary professional practice.

- Participate in and provide regular supervision in accordance with local standard operating procedures and/or the RCH Allied Health Clinical Supervision Guideline.
- Operate with a high degree of autonomy
- Provide expert, evidence-based mentoring, education, training, consultation and supervision to staff in the area of digital health
- Report on key performance indicators
- Apply emotional intelligence and self-awareness, particularly in stressful situations, to manage the impact of own assumptions, values, attitudes and behaviours on others

Organisation and Planning

- Apply excellent organisational and planning skills with ability to prioritise workload and competing demands
- Lead the promotion and strategic positioning of Allied Health Digital Health across the organisation.
- Report on outcomes and developments in Allied Health Digital Health to the Director and Associate Director of Allied Health and senior leaders, including preparation of high-quality reports and other written materials.
- Contribute to the strategic utilisation of Digital Health across Allied Health.
- Develop, review and contribute to relevant policies, procedures and guidelines in consultation with key stakeholders.

Research

- Lead and encourage Allied Health research in the use of technology and systems.
- Identify digital health research gaps or opportunities
- Translate evidence into practice for service, department or area of clinical specialty
- Appropriately share research through a variety of methods including conference abstracts or journal publications
- Promote internal and external education related research collaborations
- Align local research plan with the research strategy of the organisation and strategic focus of the discipline/work area
- Contribute to and support Allied Health research initiatives and partnerships by collaborating with the Director Allied Health, Allied Health Research and CAHIO.

QUALIFICATIONS AND EXPERIENCE

Essential:

- An accredited qualification in one of the Allied Health Therapy or Science professions at RCH.
- Eligibility for professional registration with AHPRA (where required) or appropriate professional body (where applicable).
- Demonstrated understanding of contemporary issues and directions of Allied Health in tertiary health services.
- Excellent working knowledge, experience and competency with information management systems and electronic medical records.
- Extensive experience in hospital Allied Health practice, with an interest in digital workflows, best practice, innovation, clinical documentation, and healthcare informatics.

- Post Graduate qualification in Health Leadership, Digital Health, Informatics or a related field (or working towards) e.g. CHIA
- Significant previous experience with Epic – either as a Digital Champion, EMR Super User or Clinician Builder with formal Epic certification.
- Experience in leading quality improvement activities, service development and project management.

Desirable:

- Publication experience in peer reviewed journals and at relevant conferences
- Significant experience in provision of services in an Allied Health field (minimum 10 years)
- Experience in a coaching or mentoring role.

KEY SELECTION CRITERIA

- Well-developed ability to collaborate, foster and maintain working relationships and network effectively with key internal and external stakeholders in the design and delivery of digital health initiatives.
- Proven ability to work effectively across multidisciplinary teams as a strong team player, as well as demonstrated ability to work independently.
- Demonstrated capacity to manage programs, projects or service areas within an Allied Health environment.
- Demonstrated experience in Allied Health.
- Motivated, energetic, enthusiastic, and committed to excellence.
- Extensive working knowledge of EPIC or equivalent electronic medical record in the Victorian public health context, including build skills and reporting.
- Strong conceptual and analytical abilities – comfortable with complexity, proven capacity to use analytical and conceptual skills to reason through problems; creative and adaptive.
- Ability to balance between systems thinking and detail focused - diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between systems working within and external to the organisation; and demonstrates attention to detail.
- Solution-based and responsive – ability to problem solve and plan coherent responses to issues as they arise.
- Creativity and innovation - generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements.
- Excellent organisational and time management abilities
- Highly developed verbal and written communication skills, interpersonal skills and the ability to interact and negotiate with a variety of stakeholders.
- Ability to recognise issues that may lead to conflict and constructively address issues as they arise.

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

July 2026