

Position Description

Position title	Digital Health Partner – Mental Health
Department / Division	EMR & Digital Innovation & Mental Health
Classification	Multidisciplinary – Allied Health Clinician Grade 3 (Year 1–4) or equivalent Psychologist / Pharmacist / Nurse / Administrative Officer
Position reports to	Chief Clinical Informatics Officer, EMR & Digital Innovation
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

<p>The Royal Children's Hospital</p> <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>

<p>ROLE CONTEXT</p> <p>This position sits within the RCH Campus Mental Health Strategy and is funded by the Commonwealth Department of Health, administered via the Royal Children's Hospital Foundation and Good Friday Appeal.</p> <p>The role supports the next stage of activity under the Campus Mental Health Strategy, with a specific focus on digital enablement of mental health screening and support across the campus.</p>
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The position is to support project initiation and rollout. The position holder will be expected to contribute to quarterly Steering Committee reporting, monthly working group reports, mid-term review processes, and provision of information required for Commonwealth reporting obligations.

ROLE PURPOSE

The primary purpose of this position is to provide Digital Health consultancy, project management, implementation support, education as part of the RCH Campus Mental Health Strategy and associated digital enablement initiatives.

The Digital Health Partner – Mental Health will work as part of the Digital Innovation team and the Campus Mental Health Strategy Steering Committee to deliver sustainable reform by ensuring mental health digital tools such as the Behaviour Support Profile (BSP) and SAPHER: The Suicide and Self-Harm Prevention Tool are adopted and embedded as part of routine clinical care across the RCH.

The position will work with the broader team to deliver effective and scalable consultancy, education and digital solution design services, including within the electronic medical record (Epic). They will have strong informatics skills and contribute to digital capability and continuous improvement practice across the Mental Health Strategy program team and relevant clinical workforce.

The position will involve assisting with and completing EMR development and configuration for mental health digital tools, as well as to deliver change management and workforce education and training to support safe service delivery, data analysis and reporting, and overall engagement of clinicians in EMR workflows and digital health programs.

KEY ACCOUNTABILITIES

Provision of Care and Program Support

- Provide leadership, direction and support to clinical staff and program partners regarding digital health innovation and improvement within the Campus Mental Health Strategy programs, specifically around the BSP and SAPHER digital tools.
- Function as a subject matter expert and liaison between the Digital Innovation team, EMR teams and community partners to develop and identify solutions for BSP / SAPHER digital workflows, data entry and reporting.
- Support the Campus Mental Health Strategy Steering Committee in planning, developing and delivering digital components of the program.
- Lead the development of digital capability across clinical staff involved in BSP/SAPHER tools, working alongside clinical digital champions to embed this capability.
- Contribute to the development and implementation of a digital strategy for the Campus Mental Health Strategy
- Assist clinical staff with utilisation and personalisation of EMR tools to support BSP/SAPHER use within clinical workflows.
- Contribute to governance of clinical documentation relevant to mental health, including oversight of documentation templates to optimise efficiency and data quality.
- Assist managers and senior leaders with utilisation of data dashboards and digital applications to support operational needs, KPI reporting and Steering Committee requirements.

- Support regular reporting against project timelines and KPIs to the Steering Committee, including mid-term review and annual budget acquittal processes, and provision of data required for Commonwealth reporting.
- Represent the Campus Mental Health Strategy at RCH digital health forums, as required or directed.

Digital Innovation and Agile Delivery

- Translate clinical and program requirements for culturally appropriate developmental screening into actionable design artefacts and user stories that innovation teams can develop and implement.
- Conduct discovery sessions with clinical end users, community partners 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 workflows, clinician roles, and access for patients and families.
- Work collaboratively with analysts during solution development as a subject matter expert with awareness of the requirements of the BSP/SAPHER tools, including further RAFTs.
- Design and implement communication plans that clearly articulate the why, what and how of digital changes to clinical staff and program partners.
- Develop and deliver change management strategies tailored to different clinical and community audiences within the Mental Health Strategy program.
- Conduct impact reporting to measure adoption, utilisation and satisfaction with digital solutions across the program.
- Actively participate in agile development and delivery practices with the Digital Innovation team.

Lifelong Learning

- Commitment to ongoing learning to remain abreast of digital health innovations in mental health and developmental screening in paediatric health contacts.
- Establish connections across the Parkville Precinct, Melbourne Children's Campus and other key stakeholders for networking, resource-sharing and collaboration opportunities.
- Work closely with the clinical education team to design and deliver education for staff involved in Mental Health Strategy delivery, supporting and maximising interprofessional learning opportunities.
- Embody the values, principles and approaches that underpin best practice in relation to adult learning and culturally safe practice.

Collaborative Practice

- Develop and maintain collaborative working relationships with the Mental Health Strategy program team, Digital Innovation team, Decision Support Unit, Centre for Health Analytics and other key internal stakeholders across the Melbourne Children's Campus.
- Develop and maintain collaborative relationships with key external stakeholders
- Work collaboratively with stakeholders to ensure digital workflows are safe, align with community expectations, and enhance usability at the point of care.
- Provide support and act as a point of contact for clinical digital champions involved in the Mental Health Strategy program, including targeted upskilling in digital workflows.

Communication

- Communicate developments, program progress and key issues and provide briefings as required to the Steering Committee and key program stakeholders.

- Communicate effectively with clinical staff, program partners, community organisations and digital teams to ensure their understanding, views and needs are included in digital solution design and implementation.
- Prepare high-quality written reports and materials for Steering Committee meetings, mid-term reviews, annual acquittal and Commonwealth reporting requirements.

Continuous Improvement

- Work with program leadership and the Digital Innovation team to optimise digital workflows to ensure quality of care, cultural safety, and data integrity.
- Identify potential clinical and data risks associated with use of the EMR and digital tools and develop and implement agreed mitigations.
- Recognise inefficiencies in program digital processes and develop/implement improvement strategies.
- Promote and develop systems to routinely collect program performance data and report against KPIs to the CCIO and Steering Committee.
- Contribute to program evaluation and research activities, supporting the evidence base for BSP, SAPHER and the Campus Mental Health Strategy.
- Participate in EMR testing and validation as required for program digital tools.
- Other portfolios and duties as delegated by the CCIO.

Research

- Contribute to and support research initiatives associated with the Campus Mental Health Strategy, including data analysis, reporting and dissemination activities.
- Work collaboratively with the Department of Paediatrics and Murdoch Children's Research Institute to support the evidence base for culturally appropriate developmental screening.
- Support program evaluation requirements for Commonwealth reporting, Steering Committee oversight and peer-reviewed publication.

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)
- Experience leading or contributing to quality improvement, service development, or project management

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.

- Demonstrated understanding of and commitment to culturally safe practice, with the ability to apply this to digital health solution design and implementation.
- 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 a health environment, including contribution to funder reporting requirements.
- Demonstrated experience in paediatric, mental health or developmental health settings.
- Motivated, energetic, enthusiastic and committed to excellence in culturally safe paediatric health.
- 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 systems thinking with attention to detail; diagnoses trends, obstacles and opportunities in internal and external environments.
- 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; 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 including clinical teams, community organisations and government funders.

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 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	May 2026
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