

Position description

Position title	Parkville EMR Lead		
Department / Division	Office of the CEO		
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)		
Position reports to	Parkville EMR Application Manager		
No. of direct & indirect reports	Up to 10		
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		

Parkville Electronic Medical Record (EMR)

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 *A world where all kids thrive*.

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

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.

At Peter Mac we aim to continuously improve cancer care, research and education across all cancers and for all people affected by cancer: changing lives, breaking new ground. Everything we do is underpinned by our core values, Excellence, Compassion and Innovation. Welcoming people from a wide variety of different backgrounds and experiences is critical to fostering innovation, cultivating compassion, attracting and retaining top talent and providing the best possible cancer care for our patients.

The Royal Melbourne Hospital

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

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 campus at Parkville 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.

ROLE PURPOSE

Parkville EMR Leads are responsible for managing their Application Team to deliver 24 x 7 application support, EMR incident management, updates and changes to EMR build/configuration including new projects, enhancements, releases and software upgrades. Parkville EMR Leads report to their respective Parkville EMR Application Manager and work collaboratively with them on priorities as well as resolution and escalation of issues.

Parkville EMR Leads manage the Analysts/Senior analyst/s within their respective application team to complete system configurations to support that application. The role work with other relevant departments to align local requirements and strategic directions to ensure the delivery of the Epic solutions that meet the needs of all 4 health services.

KEY ACCOUNTABILITIES

Application Support

- Responsible for the deliverables for their application team.
- Actively monitor, resolve and troubleshoot incident and service requests to provide a responsive and agile day to day support service that meets the needs of supporting the Parkville EMR Team and Parkville Health Services;
- Perform analysis of workflows, enhancement requests and other technical issues associated with the EMR and develop functional and technical solutions that reflect an in-depth understanding of the user's requirements;
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained;
- Manage the delivery of the approved EMR enhancements to ensure that end users are effectively engaged in the continuous improvement of the EMR to continue to support and improve the delivery of care provided;
- Coordinate the review of and deployment of all special updates and system upgrades including review of release notes, build, testing and identification of training and workflow impacts;

- Design, validate and confirm any new or changed system functionality with impacted stakeholders;
- Perform system testing, including the development and maintenance of test plans, scripts, execution of testing and supervision of prioritisation and remediation of issues identified through testing;
- Maintain system, training and support documentation;
- Serve as a systems expert for your application's functionality and relevant interfaces, providing trouble shooting, process expertise and guidance;
- Provide work estimates and project scoping for all optimisation requests to the EMR Application Manager;
- Maintain a working knowledge of downstream applications.
- This position may be required to work on a rotating on call roster after hours and will be remunerated as per the award entitlements.

Team Leadership, Management & Support

- Create a positive and supportive work environment for all EMR Application Team members;
- Responsible and accountable for the outcomes and deliverables for your application, delivering a solution that meets the needs of the end users, the required service levels and enables efficient operation and support;
- Pro-actively build and maintain a good working relationship with a wide range of stakeholders from all 4 health services including Executives, Heads of Departments and Nurse Unit Managers to ensure the EMR meets requirements and strategic directions;
- Provide leadership, guidance, mentoring and support overseeing and managing the performance of individual team members and team dynamics;
- Facilitate cross training and opportunity for shared learnings amongst EMR Application team members;
- Report incident and service request resolution progress and overall team activities on a weekly basis to the EMR Application Manager.
- Provide day to day staff management for analyst and senior analysts including recruitment, rostering, leave management, workplace health and safety, identifying and coordinating any specific training and education, monitoring project staff performance for their EMR Application Team;
- Work with the application manager to identify and manage all their application team related risks and issues and develop and implement strategies/mitigation activities to reduce/eliminate identified risks and issues.

Incident Management, Business Continuity & System Outage Management

- Assist with coordination of planning for system outages, upgrade and system updates;
- Perform EMR Triage role out of hours when rostered;
- Lead post-implementation reviews for relevant critical EMR incidents and planned outages;
- Monitor and maintain the EMR Business Continuity Access systems;
- Provide 2nd level helpdesk support and manage emergency changes required for fixes and production support.
- Manage common incidents that may require further education material or updated build requirements

Training Support

- Identify changes required and update training materials and training environment;
- Collaborate with education leads and local trainers to identify and manage any changes to the users or training curriculum;
- Support education leads with training environment build when required;
- Deliver EMR training when required.

Technical Expertise

- Demonstrated knowledge of Epic EMR environment (or similar software) including; design, build, overall architecture, end user devices and interfaces;
- Maintain working knowledge of interfaced applications;
- Work with the report writers in the application and the reporting team, to ensure that the application can produce the necessary reports;
- Work closely with other EMR application teams to ensure workflows across applications are integrated and meet the needs of patients and clinicians.

Relationship Management & Communication

- Maintain strong working relationships with the EMR Directors, local health service EMR teams and Chief Information Officers (CXIOs) to ensure there is effective collaboration, communication and transparency in work plans and EMR initiatives to support the Parkville EMR Service;
- Maintain strong working relationships with the Information and Communications Technology teams responsible for supporting the Parkville EMR Service at each of the Parkville health services;
- Provide consultation on process design alternatives and decisions, proposing multiple solutions to problems identified, communicate options with stakeholders and agree a way forward;
- Pro-actively build and maintain a good working relationship with the relevant stakeholders within each health service to ensure the system configuration aligns with local requirements and strategic directions; where appropriate standardise and share workflows and build in EMR;
- Facilitate, support and participate in Parkville EMR committee meetings;
- Establish and maintain close communication with EMR vendor staff and Parkville precinct local teams;
- Develop an understanding of each health service's workflows and requirements and lead the team to gather and document information in your area of responsibility. This may include workflows, clinical guidelines, legislation and reporting requirements;
- Provide software demonstrations to stakeholders, end user workshops to assess functionality and design decisions;

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience with many years' experience across several disciplines (minimum 7 years)
- Experience in working with EMR or e-Health systems – minimum of 3 years
- Experience in leading and managing a team
- Experience in team leadership or senior roles is preferred – minimum of 5 years
- Experience in continuous improvement
- Ability to work autonomously

Desirable:

- Epic certification and/or equivalent experience;
- Experience and understanding of relevant healthcare workflows is preferred

KEY SELECTION CRITERIA

- Experience in managing complex work environments and conflicting stakeholder interests;
- Demonstrated experience in build, maintenance and support of the EMR system;
- Proven leadership capabilities and strong stakeholder management skills with particular emphasis on facilitating, influencing, negotiating and gaining consensus;
- Experience in motivating and managing teams from a delivery and performance perspective including an ability to develop skills and capabilities of others;
- Demonstrated knowledge of EMR change control and support procedures;
- Advanced skills in workflow review and design and proven ability to deliver solutions that meet the needs of end users;
- In depth experience and knowledge of EMR environment including application, infrastructure and end user devices;
- Broad experience and knowledge of other health care applications used within Parkville Precinct;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Well-developed organisational skills and ability to manage conflicting priorities in order to meet deadlines;
- Highly developed analytical and innovative problem solving skills;
- Strong interpersonal skills and excellent oral and written communication skills;

- Demonstrated proficiency in the use of established administrative processes
- Advance MS Visio, Excel and Word skills.
- Ability to clearly define, articulate and document strategy, processes and procedures;
- Ability to critically review design documents and specifications with an eye for detail;
- Ability to present to groups of people.

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's 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.
- This position may be required to work on a rotating on call roster after hours and will be remunerated as per the award entitlements.

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.

INHERENT REQUIREMENTS OF THIS ROLE

There are a number of critical work demands (inherent requirements) that are generic across all positions at The Royal Children's Hospital. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Workplace Health & Safety.

Physical Demands		Frequency
Work Hours	This role is typically performed during standard business hours	Yes
	This role requires shift work, including day, afternoon, night & weekends	No
	This role is required to participate in an on-call roster	Yes
Sitting – remaining in a seated position to complete tasks		Prolonged/Constant
Standing – remaining standing without moving about to perform tasks		Occasional
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting – turning from the waist to complete tasks		Not Applicable
Kneeling – remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching – adopting these postures to complete tasks		Not Applicable
Leg/Foot movement – to operate equipment		Not Applicable
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Frequent
Lifting/Carrying	Light – less than 5 kilos	Frequent
	Moderate – 5-10 kilos	Not Applicable
	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Occasional
	Moderate forces - 10-20 kilos	Not Applicable
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Frequent
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Prolonged/Constant
	Gripping, Holding, twisting, clasping with fingers/hands	Prolonged/Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's licence		Not Applicable
Sensory Demands		
Sight – use of sight is integral to most tasks		Prolonged/Constant
Hearing – use of hearing is integral to most tasks		Prolonged/Constant
Touch – use of touch is integral to most tasks		Prolonged/Constant
Psychosocial Demands		
Observation skills – assessing/reviewing in/outpatients		Not Applicable
Problem solving issues associated with clinical and non-clinical care		Prolonged/Constant
Attention to detail		Prolonged/Constant

Working with distressed patients and families	Not Applicable
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Rare

Definitions used to assess frequency of tasks/demands as above	
Prolonged/Constant	71-100% of time in position
Frequent	31-70% of time in position
Occasional	16-30% of time in position
Rare	0-15% of time in position
Not Applicable	

Position description last updated	November 2023
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