

Position Description

Position title	Parkville EMR Help Desk Analyst
Department / Division	Office of the CEO
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Parkville EMR Help Desk Lead
No. of direct & indirect reports	N/A
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 Hospital (RMH) and The Royal Women's Hospital (RWH) and Parkville Youth Mental Health and Wellbeing Service (PYMHWS). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR service for the benefit of all 5 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. <u>The Royal Children's Hospital</u> 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

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.

ROLE CONTEXT

The Electronic Medical Record (EMR) Support Services Team includes Help Desk, Patient Identity management to support the Enterprise Patient Master Index (EMPI), patient movement workflows and support, patient duplicates and merging, security profiles and templates, users and providers, external providers, management of end user devices, billing, reporting and data analytics, Release of Information (ROI), medico-legal support, privacy, chart corrections, deficiency tracking and coding workflows, reporting to the EMR Support Services Application Manager.

ROLE PURPOSE
The EMR Help Desk provides the first level of support for the EMR and acts as a single point of contact for telephone support, emails, logged requests from precinct staff regarding EMR issues including patients and consumers who are experiencing patient portal access problems. The EMR Help Desk Analyst work alongside EMR application analysts to complete this function to help resolve issues in a timely fashion and to provide a high level of customer service.
KEY ACCOUNTABILITIES
Help Desk Support • Provide a high level of customer service to relevant stakeholders and consumers • Respond to incidents report by precinct staff. Incidents may include, but are not limited to workflow issues, application errors, and user access; • Actively monitor, resolve, troubleshoot and report incident and service requests to provide a responsive and agile day to day support service that meets the needs of all users; • Escalate unresolved calls to the EMR application team/s and Help Desk Lead as required; • Actively seek advice on complex problems from EMR application analysts and application managers. Customer Service & Stakeholder Management • To maintain a high degree of customer service for all support queries and adhere to team processes; • Maintain strong working relationships with precinct ICT Services to provide a coordinated support model for the EMR; • Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward; • Ability to present to groups of people and present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution. Administration • Maintain working knowledge of interfaced applications. • Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained; • Log all calls in ticketing system (Service Now) in a timely manner; • Provision new users and assist with maintenance for existing users when required; • Maintain internal and external providers; • Provision new users and assist with maintenance for existing users when required; • Ability to clearly define, articulate and document processes and procedures; • Ability to critically review design documents and specifications with an eye for detail; • Other duties as directed and under the supervision of a Lead Analyst or Application Managers. Quality • Maintain system and support documentation; • Contribute to annual performance development plans in conjunction with the Application Manager to set performance direction and highlight training and development needs.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Technical/administration training with several years' experience or equivalent work experience;
- Experience with an EMR or Health IT;
- Customer Service experience;
- Previous help desk experience or end user support.

Desirable:

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Demonstrated experience supporting hospital staff in the use and maintenance of an EMR or equivalent clinical system;
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisations and ensuring a high level of service to customers
- Demonstrated knowledge of application change control and support procedures;
- Broad experience and knowledge of other health care applications with demonstrated knowledge of an EMR or equivalent clinical system environment including application, infrastructure and end user devices;
- Demonstrated experience with end user support or help desk experience;
- Excellent organisational and planning skills with the ability to achieve work deadlines, prioritise workload and competing demands;
- Able to demonstrate a collaborative and high quality service philosophy in all interactions with clinicians and colleagues;
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Demonstrated ability to work with colleagues in a team-based environment with individual and shared deliverables;
- Highly developed attention to detail with excellent oral and written communication skills;
- Ability to handle confidential and sensitive information with discretion;
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise;
- A good understanding of Microsoft Excel and Word.

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

November 2025