Position Description

Position title	Parkville EMR Inpatient Application Manager
Department / Division	Parkville EMR (Office of the CEO)
Classification	AO99
Position reports to	Parkville EMR Director
No. of direct & indirect reports	Greater than 15
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.

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 hospitals 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 Inpatient Application Manager will be responsible for the management and leadership of the EMR Inpatient Stream. You will work collaboratively with the EMR leadership team, EMR application teams, local health service EMR teams, EMR vendor, 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.

ROLE PURPOSE

The EMR Inpatient Application Manager will manage and lead the following EMR solutions - Inpatient. This position reports to the EMR Director and will collaborate with them on work priorities as well as resolution and escalation of issues.

The EMR Inpatient Application Manager will be responsible for managing the EMR Inpatient Application Leads 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. You will provide leadership, expert advice and oversight to all Inpatient application leads.

This role will facilitate appropriate decision making and ensuring overall governance is facilitated, supporting health service clinicians to make design and workflow decisions and deliver a solution that meet the needs of the end users, the required service levels and enables efficient operation and support.

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

KEY ACCOUNTABILITIES

Application Support

- Monitor incident and service request response and resolution time to ensure the EMR Inpatient Application Stream provides a responsive and agile day to day support service that meets the needs of the Parkville EMR Service;
- Coordinate the EMR Inpatient Applications optimisation process 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;
- Provide application leadership to effectively manage the EMR Inpatient Application Stream within a sustainable support framework through implementation of best practices that align with industry standards to ensure the EMR application is available, current and well maintained;
- Oversee the operational management of change control within the EMR Inpatient Application Stream to effectively manage change and minimise risks associated with planned changes;
- Coordinate the review and analysis, design, development and implementation of new or updated system functionality related to Inpatient Application Stream to ensure they are aligned with Parkville EMR Service operational and strategic requirements; this includes the role of cross application coordination
- Lead the EMR Inpatient Application Stream in engaging with and facilitating Parkville EMR Service clinical staff to make design and workflow decisions and coordinate the build and implementation of these decisions into the EMR;
- Support the development and review of the application and integrated scripts, scenarios and oversee the execution of system and user acceptance testing;
- Facilitate appropriate decision making and ensuring overall governance is facilitated and required documentation of processes and procedures is completed;
- Assist in conducting and reporting results of application and performance testing; provide quality assurance review of all application and system testing;
- Coordination of all EMR Inpatient Application Stream resources;
- Maintain system and support documentation.

Staff & Department Management

- Create a positive and supportive work environment for all EMR Application Team members;

- Mentor application team members on work assignments, customer service, troubleshooting, problem analysis, and work completion;
- Manage EMR Inpatient Application staff resources to provide day-to-day technical support of the service both in-hours and out of hours;
- Provide clear direction to EMR Inpatient Leads on responsibilities, plans and ensure staff are trusted, accountable and work is a completed within agreed timeframes;
- Facilitate cross training and opportunity for shared learnings amongst EMR Application Team members;
- Provide day to day staff management for application leads including recruitment, rostering, leave management, workplace health and safety, identifying and coordinating any specific training and education, monitoring project staff performance for the EMR Application Leads;
- Identify and manage all Inpatient application stream 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

- Support EMR Inpatient Application Stream with all system outages, upgrades and special updates (SU) including review, Nova processes, testing and end user change impact identification;
- Perform EMR Incident Manager role in and out of hours when rostered;
- Participate in post-implementation reviews for all critical EMR incidents and planned outages;
- Maintain the EMR Business Continuity Plans relevant to EMR Inpatient Application Stream;
- Maintain system and support documentation.

Training Support

- Oversee the development and delivery of training curriculum relevant to Inpatient Application stream.

Technical Expertise

- Epic certification or proficiency and demonstrated knowledge of Epic Inpatient applications;
- Demonstrated knowledge of Epic EMR environment including; design, build, overall architecture, end user devices and interfaces;
- Maintain working knowledge of interfaced applications.

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 (ICT) teams responsible for supporting the Parkville EMR Service at each of the Parkville health services and other health service Departments to provide a coordinated support model for the Parkville EMR Service;
- Facilitate, support and participate in Parkville EMR committee meetings;
- Work closely with health service clinical services to understand and prioritise enhancement requests that support clinical workflows;
- Provide multiple solutions to problems identified and communicate options with stakeholders and agree a way forward;
- 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.

Generic/Other Requirements

- 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.

QUALIFICATIONS AND EXPERIENCE

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

Essential:
- A tertiary qualification in healthcare, science or IT related field (or equivalent experience)
- A minimum of 3+ years of EMR, eHealth or hospital management experience
- Experience in leading and managing a large complex team
- Project management experience
- EMR certification and or equivalent experience – minimum of 2 years

Desirable:
- Experience in software application management
- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Expert knowledge and demonstrated EMR application management experience;
- Demonstrated experience in managing a highly effective team of staff;
- Demonstrated knowledge of EMR environment including application, infrastructure and end user devices;
- Demonstrated experience in IT support processes and systems;
- Demonstrated experience in implementation and integration of health care and knowledge of integration standards (e.g. HL7);
- Broad experience and knowledge of PAS and other common health care applications;
- Proactive management style and takes initiative and responsibility;
- Proven leadership capabilities and strong stakeholder management skills with particular emphasis on influencing, negotiating and gaining consensus;
- 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;
- Experience in managing complex work environments and conflicting stakeholder interests;
- Well-developed organisational skills and ability to manage conflicting priorities in order to meet deadlines;
- Highly developed analytical and innovative problem solving skills;
- Demonstrated ability to providing multiple solutions to a problem and communicate with stakeholders and agree a way forward.
- Excellent oral and written communication skills.

Competent in using MS Project, Visio, Word and Excel to support project management functions.

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 renumerated 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.

| Position description last updated | June 2025 |