

Position Description

Position title	Parkville EMR Senior Analyst
Department / Division	Parkville EMR / Office of the CEO
Classification	Grade 7 Year 1 – Grade 7 Year 5 (AO71 – AO75)
Position reports to	Parkville EMR Application 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), 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.

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 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.

Parkville Youth Mental Health and Wellbeing Service

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Sunshine, Footscray, Werribee and Cherry Creek, working closely with families, carers, supporters, and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

ROLE CONTEXT

The Parkville EMR Senior Analyst reports to the Application Lead and is to be the first line of support for the analysts within their assigned application and to help with the co-ordination of build activities, analyst mentoring as well as continuing to provide education and learning opportunities to increase the knowledge of EMR staff across application teams.

ROLE PURPOSE

Parkville EMR Senior Analysts are responsible for the design, build, testing, configuration, installation, and support of the Epic EMR. Parkville EMR Senior Analysts must have specialised knowledge in the Epic EMR software and are the systems expert within the application's functionality. The Senior Analysts use this experience to provide high quality support to the health services, the application leads and application managers with Parkville EMR governance, stakeholder discussions and EMR working groups. The role will ensure the delivery of Epic solutions meet the needs of all health services to maximise streamlined and standardised workflows.

KEY ACCOUNTABILITIES

Application Support

- Serve as a systems expert for your application's functionality and relevant interfaces, providing trouble shooting, process expertise and guidance;
- 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;
- Design and build approved EMR Application optimisations 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;
- Assist in completing allocated 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;
- Manage and coordinate the integrated areas for the application;
- On request, provide work estimates and project scoping for optimisation requests to the EMR Application Lead;
- Work collaboratively with all members within the Parkville EMR team to deliver required outcomes.

Team Work & Skill Development

- Create a positive and supportive work environment for all EMR Application Team members;
- Work with the Application lead to provide mentoring and motivate Parkville EMR application team members and manage team member performance;
- Facilitate cross training and opportunity for shared learnings amongst EMR Application team members;
- Pro-actively build and maintain a good working relationship with the Parkville EMR team and a wide range of Precinct stakeholders;
- Upskill application team members, facilitate knowledge transfer and provide direct support and consultation with build queries;
- Provide build consultancy to Parkville EMR leadership and members of the local health service EMR teams;
- Act up as the EMR Application Lead in periods of unavailability.

Stakeholder Management

- Develop and maintain a good working relationship with EMR leadership team, EMR application teams, local health service EMR teams, EMR vendor, technical teams, project teams and local health services to ensure the system configuration aligns with local requirements and strategic directions;
- Work closely with health service EMR teams and Parkville clinical services and clinicians to understand and prioritise enhancement requests;
- 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;
- Support and participate in Parkville EMR governance and other committee meetings as directed by the application Lead;
- Provide software demonstrations to stakeholders, end user workshops to assess functionality and design decisions;
- Facilitate regular communication with relevant stakeholders and staff, listening to and analysing their needs and negotiating agreed outcomes;
- Communicate and collaborate with users to ensure decisions are made and that the solution is designed to meet service and business requirements.

System Management

- Assist with coordination of planning for system outages, upgrade and system updates;
- Perform EMR Triage role out of hours when rostered;
- Participate in 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;
- Collate and review common incidents that may require further education material or updated build requirements.

Training & Education Support

- Identify changes required and update training materials and training environment;
- Support education leads with training environment build when required;
- Collaborate with education leads and local trainers to identify and manage any changes to the users or training curriculum;
- Deliver EMR training when required;
- Provide support and education where required to upskill helpdesk on new workflows or big changes for the application.

Technical Expertise

- 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.

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 total);
- Epic certification and/or equivalent experience with ideally 3-4+ years EMR application experience, is required;

- Proven leadership experience in a team environment and ability to work well as a senior team member;
- An understanding of the healthcare sector.

Desirable:

- Clinical experience in public hospitals within the Parkville Precinct;
- Experience working in a tertiary hospital environment;
- Experience working with EMRs and/or Healthcare/eHealth.

KEY SELECTION CRITERIA

- Demonstrated senior experience in build, maintenance, and support of the EMR system;
- Demonstrated competence as end user / clinician / EMR analyst to demonstrate knowledge of hospital workflows;
- Demonstrated ability to support teams from a delivery and performance perspective including an ability to develop skills and capabilities of others;
- Experience in motivating and managing teams from a delivery and performance perspective;
- Advanced skills in workflow review and design and proven ability to deliver solutions that meet the needs of end users;
- Demonstrated knowledge of Epic EMR environment including design, build, overall architecture, end user devices and interfaces;
- Demonstrated proficiency in the use of established administrative processes;
- Demonstrated knowledge of EMR environment including application, infrastructure, and end user devices;
- Broad experience and knowledge of other health care applications used within Parkville health services;
- Ability to achieve work deadlines, prioritise workload and competing demands and outcome focused with a proven ability to achieve project timelines;
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation, and consultation and to work in a team environment;
- Highly developed analytical and innovative problem-solving skills;
- Ability to present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding;
- Advance MS Visio, Excel, and Word skills;
- Strong customer service with the demonstrated ability to build and maintain key working relationships across organisation and ensuring a high level of service to customers;
- Demonstrated ability to lead others in the pursuit of team goals;
- Excellent verbal communication and interpersonal skills with the ability to interact with a variety of stakeholders
- Ability to handle confidential and sensitive information with discretion;
- Ability to clearly define, articulate and document strategy, processes and procedures;
- Ability to critically review design documents and specifications with an eye for detail.

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

- 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 LGBTQI community and people with disability.

Position description last updated

January 2026