

Position Description

Position title	Medical Imaging Digital Health Officer - RIS/PACS Management
Department / Division	Medical Imaging / Division of Surgery
Classification	Allied Health Professionals Grade 4 (AF31 – AF34) Health and Allied Services, Managers and Administrative Workers Grade 8 (AO81 – AO85)
Position reports to	Director Medical Imaging
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

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

ROLE CONTEXT

The Medical Imaging Department (MID) performs over 90,000 examinations per year as part of the RCH vision – A world where all kids thrive. Our aim is to provide world-leading imaging services required for the paediatric patients of RCH. Radiology Information System (RIS) and Picture Archiving and Communication System (PACS) management and leadership is the responsibility of the Medical Imaging Digital Health Officer - RIS/PACS Management.

ROLE PURPOSE
<p>As part of the Division of Surgery, the Medical Imaging RIS/PACS Manager is accountable for safe and timely delivery of systems which provide images and radiology information to medical imaging staff, referring clinicians, patients and their families, and other service providers. Close coordination with RCH Digital Services and Electronic Medical Records (EMR) teams is required to ensure continuing uptime of RCH critical systems.</p>
KEY ACCOUNTABILITIES
<p>Provision of Care</p> <ul style="list-style-type: none"> • Complete oversight and overall MID management of RIS/PACS integration and services, to ensure RIS/PACS contributes effectively to the medical imaging service and patient care • Proactively monitor critical RIS/PACS systems on a continual basis to ensure performance and data integrity is maintained for continuous operation of all medical imaging information systems • Identify and lead the resolution of any issues identified, in conjunction with Digital Services as required • Maintain integration of RIS/PACS with EMR, and associated systems – including but not limited to Voice Recognition software and modality imaging equipment, in collaboration with central and local Digital Services • Perform system monitoring and analysis, including timely troubleshooting system hardware and software issues, in conjunction with Digital Services and vendor(s) as necessary • Lead a stable and reliable MID RIS/PACS environment, and advise on appropriate measures to be taken during system upgrade or outage • Perform application configuration activities, including system-wide settings and user account management • Ensure all hardware requirements are in place to support RIS/PACS service requirements. Work with clinical and technical teams to ensure that these requirements are appropriate • Plan for and implement new, or upgrade to, services, supporting standardised configuration and acceptable user performance • Be aware of and practice RCH requirements regarding Workplace Health & Safety standards to ensure safety for all staff, patients and visitors • Participation in clinical duties may be considered where operationally suitable. Required to maintain clinical skills and competencies and participate in clinical shifts – as applicable • Participate in after hours, on-call and shift roster as required operationally <p>Lifelong Learning</p> <ul style="list-style-type: none"> • Remain current with technological advancement to assist planning for future development of MID RIS/PACS infrastructure • Participate in both internal and external training, education and research to maintain standards and professional development as required by the applicable professional body and any government legislation • Maintain personal Continuing Professional Development (CPD) requirements of the professional body overseeing Medical Imaging Technologists, registration with Australian Health Practitioner Regulation Agency (AHPRA) – as applicable • Participate in personal annual performance reviews <p>Collaborative Practice</p> <ul style="list-style-type: none"> • To lead a cohesive and efficient service, work in collaboration with the multi-disciplinary team including but not limited to Digital Services • Represent MID RIS/PACS at key stakeholder meetings • Provide end-user support ensuring efficient delivery of MID RIS/PACS services <p>Communication</p> <ul style="list-style-type: none"> • Build and maintain relationships with key stakeholders to ensure high level service provision and to ensure

patient through-put and satisfaction

- Anticipates, identifies and addresses conflict and constructively address issues by respectfully communicating with influence

Continuous Improvement

- Lead MID RIS/PACS improvement strategies to ensure an efficient and effective service for patients and families
- Be aware of and practice RCH requirements regarding incident reporting to ensure continuous improvements to consumer service

Supervision, Leadership and People Management

- Participate in both internal and external training, education and research to maintain standards and professional development as required by Australian Society of Medical Imaging and Radiation Therapy (ASMIRT) and government legislation
- Leads MID RIS/PACS change initiatives with Digital Services and associated teams
- Lead timely and relevant reporting to internal stakeholders and external regulatory bodies
- Leads strategic planning and provides technical leadership for MID RIS/PACS
- Responsibility for reporting on key performance indicators

Research

- Promotes, supports and operationalises internal and external research collaborations,
- Establishes or supports research partnerships within MID RIS/PACS

QUALIFICATIONS AND EXPERIENCE

Essential

- Bachelor of Applied Science in Medical Radiations (or equivalent) or appropriate tertiary qualifications in Engineering or Information Technology and demonstrated, relevant equivalent professional certification and training
- Demonstrated advanced specialist knowledge and skills in RIS and PACS, and the delivery of medical imaging informatics services, including but not limited to Digital Imaging and Communications in Medicine (DICOM), Health Level 7 (HL7) standards
- Proven capacity for leadership in a team environment and ability to work well as a senior team member
- Demonstration of extensive experience within the Medical Imaging field

Desirable

- AHPRA registration (as applicable)
- Current Victorian Government, Department of Health, Radiation Use Licence (as applicable)
- Experience and understanding of EMR within a major health service and/or tertiary hospital
- Experience and understanding in advanced informatics systems

KEY SELECTION CRITERIA

- Excellent communication skills, both verbal and written
- Ability to build and maintain working relationships with key internal and external stakeholders
- Ability to identify problems and seek appropriate, patient focussed solutions
- Ability to work both autonomously and within a team environment

- Ability to apply specialist technical knowledge and advanced clinical problem-solving ability to resolve clinical or workflow issues across MID and Digital Service systems
- Ability to organise and plan work effectively, adapting to changes as required
- Well-developed interpersonal skills with the ability to adapt communication styles to a range of audiences
- Ability to balance competing and conflicting priorities
- Excellent professional demeanour
- Flexible approach to problem solving, time management and prioritisation
- Strong analytical skills including capacity to analyse data

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	July 2025
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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	Rare
	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		Frequent
Walking – floor type even, vinyl, carpet		Frequent
Lean forward/forward flexion from waist to complete tasks		Prolonged/Constant
Trunk twisting – turning from the waist to complete tasks		Rare
Kneeling – remaining in a kneeling position to complete tasks		Rare
Squatting/crouching – adopting these postures to complete tasks		Rare
Leg/Foot movement – to operate equipment		Rare
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Rare
Lifting/Carrying	Light – less than 5 kilos	Rare
	Moderate – 5-10 kilos	Rare
	Heavy – 10-20 kilos	Rare
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Rare
	Moderate forces - 10-20 kilos	Rare
	Heavy forces – over 20 kilos	Rare
Reaching – arm fully extended forward or raised above shoulder		Occasional
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Occasional
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Rare
	Gripping. Holding, twisting, clasping with fingers/hands	Rare
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	Occasional
Problem solving issues associated with clinical and non-clinical care	Prolonged/Constant
Attention to detail	Prolonged/Constant
Working with distressed patients and families	Rare
Dealing with aggressive and uncooperative people	Occasional
Dealing with unpredictable behaviour	Occasional
Exposure to distressing situations	Frequent

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	