

Position Description

Position title	Team Lead Digital Innovation		
Department / Division	ICT/Corporate & Finance		
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81-AO85)		
Position reports to	Director, Digital Innovation		
No. of direct & indirect reports	4		
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	
<p>The Royal Children's Hospital's (RCH) vision is <i>A world where all kids thrive</i>.</p> <p>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.</p> <p>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.</p> <p>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/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p>	

ROLE PURPOSE
<p>The Team Lead Digital Innovation will be responsible for the design, build, testing, installation, and support of the build requirements to support the Electronic Medical Record (EMR) RCH plan and Digital Strategy. This senior position reports to the Director, Digital Innovation and will collaborate with them on work priorities as well as resolution and escalation of issues.</p>

KEY ACCOUNTABILITIES

Team Leadership

- Create a positive and supportive work environment for all Digital Innovation team members.
- Contribute to the Digital Innovation-plan and provide advice on strategic direction.
- Responsible and accountable for the deliverables of the Digital Innovation Team.
- Pro-actively build and maintain a good working relationship with the Parkville EMR team, EMR Business As Usual team and a wide range of RCH stakeholders;
- Facilitate cross training and opportunity for shared learnings amongst Digital Innovation members.
- Mentor and motivate other Digital Innovation analysts and manage team member performance.
- Allocation and accountability of build resources.
- Upskill team members and facilitate knowledge transfer.
- Provide consultancy to the Digital Innovation Director and Digital Innovation team.

Application Support

- 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 and software configurability.
- Explore creative digital solutions that meet the needs of the clinical areas.
- Configure, build, test and perform system maintenance tasks to ensure the EMR application is available, current and well maintained.
- Provide work estimates, benefits and project scoping for all optimisation requests to the Director, Digital Innovation.
- Manage the delivery of the approved RCH 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.
- 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.
- Provide reporting data to leadership and the wider Digital Innovation team, to inform and support the design, interventions and evaluation of optimisation projects.
- Work with Parkville EMR reporting, Centre for Health Analytics, Decision Support Unit.

Training Support

- Identify changes required and advise of any required updates to training materials and training environment for any enhancements to be implemented.
- Liaise with other Digital Innovation team members to gain highest clinical benefit and work effort.

Relationship Management & Communication

- Work closely with RCH Departments and other relevant clinical services to understand and prioritise service requests that support clinical workflows.
- Provide fit for purpose 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.

QUALIFICATIONS AND EXPERIENCE

Essential

- A degree, professional or postgraduate qualification or work experience with several years' experience.
- Demonstrable ability to develop and deliver effective working relationships with colleagues across clinical areas and the wider business.

- Substantial experience managing stakeholders at different levels within an organisation with the ability to listen and understand, build trust, establish relationships, negotiate and influence outcomes.
- Proven track record of strategic business engagement involving complex IT and business change projects from conception to delivery applying a variety of analysis and modelling techniques.
- Ability to make decisions independently and to assume higher-level leadership responsibilities in critical situations.
- Epic certification and or equivalent experience – minimum of 4 years.

Desirable

- Experience in a health care environment.
- Experience in team leadership or senior roles.
- Experience in digital transformation an advantage.

KEY SELECTION CRITERIA

- Demonstrated experience in build, maintenance and support of the EMR system.
- Demonstrated knowledge of EMR change control and support procedures.
- Demonstrated ability to manage 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 EMR environment including application, infrastructure and end user devices.
- Broad experience and knowledge of other health care applications used within RCH.
- Ability to motivate others and takes initiative and responsibility.
- 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.
- Excellent oral and written communication skills.
- Demonstrated knowledge of EMR change control and support procedures.

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 LGBTQI community and people with disability.

Position description last updated

February 2024