

Position Description

Position title	Digital Innovation (DI) & EMR Project Support Officer
Department / Division	Digital Innovation & EMR (DI & EMR) / Digital & Allied Health
Classification	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025 – 2027 Grade 5 Year 1 – Grade 5 Year 5 (AO51 – AO55)
Position reports to	Chief Clinical Information Officer (CCIO)
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 <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

ROLE CONTEXT

The DI & EMR team sits in the Digital Portfolio within the Digital and Allied Health Division. The Digital and Allied Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance of digital health technologies, including the Electronic Medical Record, artificial the RCH Patient Portal, intelligence clinical solutions and virtual care platforms.

The Digital Innovation & EMR (DI&EMR) team is led by the Chief Clinical Information Officer (CCIO). The team comprises CXIOs across the professional craft groups (medical, nursing, allied health and pharmacy), clinical informaticians, clinical analysts, educators and digital health partners. The team works with RCH leadership, staff, consumers and Parkville precinct partners to optimise the EMR, deliver digital innovation and education programs, and ensure digital systems support safe, effective and family-centred paediatric care.

ROLE PURPOSE

The DI&EMR Project Support Officer provides high-quality project, operational and administrative support that enables the DI&EMR team to deliver its work program effectively. The role is responsible for coordinating and maintaining the team's operational systems and support materials – including the RCH EMR webpage, EMR learning management system courses and team documentation – and for providing project coordination support across the team's portfolio of optimisation, education and innovation activities and meetings.

The role also directly supports the Chief Clinical Information Officer (CCIO) in the operational delivery of key strategic priorities, including coordination of governance forums, preparation of briefings, reports and presentations, tracking of actions and deliverables, and monitoring of progress against the DI&EMR annual work plan. The expected outcomes of the role are a well-organised, responsive team operating environment and timely, reliable delivery support for the team's strategic priorities.

KEY ACCOUNTABILITIES

Administration

- Provide high-level administrative and operational support to the DI&EMR team, ensuring the smooth day-to-day running of team functions.
- Coordinate the organisation of meetings and governance forums, including preparation of agendas and presentations, minute taking and facilitating follow-up actions.
- Develop and maintain guidelines, processes and documentation that support the functions of the DI&EMR team, including document management and management of shared team resources.
- Facilitate reporting and finance administration requirements, such as monthly operational performance reporting and other associated activity as requested by the CCIO.
- Monitor and maintain team resources, supplies and shared systems.

Project Support

- Provide project coordination support across the DI&EMR portfolio, supporting team members to meet timelines and priorities within the team's project management framework.
- Track project actions, risks, issues and deliverables, and prepare status updates and progress reports for the CCIO and relevant governance committees.
- Support the coordination of large-scale team activities, such as EMR onboarding and education scheduling for large staff cohorts (e.g. Junior Medical Staff intakes).

- Under limited direction, conduct discrete projects and research, and provide reports and recommendations as appropriate, including assistance with the collation of EMR benefits.

Operational Support

- Support the CCIO in the operational delivery of key strategic priorities, including coordination of the DI&EMR annual work plan and monitoring of progress against agreed focus areas and benefits.
- Prepare high-quality briefings, correspondence, reports and presentation materials for the CCIO for executive, committee and precinct forums.
- Coordinate the team's governance, meeting and committee obligations, including scheduling, agenda, papers, minutes and action tracking.
- Act as a first point of contact for the CCIO office, exercising initiative, discretion and sound judgement in managing enquiries and priorities.

Stakeholder Engagement & Customer Service

- Build and maintain strong working relationships within the DI&EMR team and with key internal and external stakeholders, including Parkville precinct partners, to collect or impart information and perform the work required.
- Manage and maintain the RCH EMR webpage, including review and currency of content, tipsheets and learning resources, with reference to Parkville EMR material and an agreed update schedule.
- Manage EMR courses within the RCH learning management system, including loading of materials and reporting on completion.
- Develop and support a customer-focused team environment, providing high level customer service to colleagues and stakeholders.

Quality

- Create and support an environment of continuous improvement, identifying and leading improvements within the role's areas of responsibility.
- Contribute to the ongoing improvement of team processes, systems and ways of working.
- Undertake other duties as delegated by the CCIO, consistent with the classification of the role.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field and/or relevant industry experience (minimum 4 years).
- Demonstrated experience providing project coordination and/or high-level administrative support, preferably in a healthcare or complex organisational setting.
- Demonstrated ability to manage small projects and coordinate competing priorities to deadline.
- Excellent proven interpersonal, verbal and written communication skills.

Desirable:

- Experience or qualification in project management.
- Experience supporting a senior leader or executive office.
- Experience with systems supporting team operations, which may include learning management systems, content management systems and the EMR.
- Demonstrated ability to develop innovative process improvement solutions.

- An understanding of the healthcare sector

KEY SELECTION CRITERIA

- Planning, prioritising and time management – well-developed organisational skills and a flexible approach, including the ability to work without direct supervision, exercise initiative and discretion, and manage conflicting priorities to achieve key outcomes.
- Project coordination – demonstrated ability to support the delivery of projects, including tracking actions, milestones and deliverables and preparing progress reporting.
- Stakeholder management – proven ability to build and maintain effective relationships with internal and external stakeholders to achieve objectives.
- Communication – exemplary verbal and written communication skills, including the preparation of briefings, reports, minutes and presentation materials for senior audiences.
- Technical acumen – demonstrated capability with systems supporting team operations, which may include learning management systems, content management systems, Microsoft 365 and the EMR.
- Teamwork – demonstrated ability to cooperate and work well with others in the pursuit of team goals.
- Problem solving – demonstrated ability to investigate issues and develop appropriate, stakeholder-focused solutions.
- Organisational awareness – understanding of the organisation and the demonstrated ability to form links with other areas of the business to support the achievement of objectives and goals.
- Customer service – exceptional customer service and presentation, with an ability to maintain a high level of composure and professionalism during peak periods of workflow.

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.
- Employees are required to maintain compliance with RCH's "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	July 2026
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