

Position description

Position title	Research EMR Officer
Department / Division	Research Operations
Classification	Grade 6 Level 1 – Grade 6 Level 5 (AO61-AO65)
Position reports to	Operational: CNC Research & Trials Professional: Director RCH EMR MCRI (honorary): Medical Director Melbourne Children's Trials Centre
Size of team	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville

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 PURPOSE
This role will be responsible for education, communication, problem solving and support for Melbourne Children's Campus researchers who are using the electronic medical record (EMR) for research. The role will act as a liaison between researchers, clinicians, supporting departments and the Precinct EMR Research team, as well as the local RCH EMR team as needed. This role is also responsible for being the administrator of the Melbourne Children's Campus Departments and Ethics Research Platform (MCC DERP), a REDCap project hosting all research and quality projects running on campus. The role sits within the Research Operations Department who provide research support by working to improve systems and processes at RCH to facilitate research on and by the Melbourne Children's Campus. While the role reports operationally, and primarily, to the CNC Research & Clinical Trials, the role will need to have close working relationships with the Parkville EMR team, RCH EMR team and the Centre for Health Analytics, all of whom play a role in research using the EMR. The role will also need to work closely with the custodian of research on

The Campus, The Murdoch Children's Research Institute, and will work with the institute via the Medical Director of the Melbourne Children's Trials Centre.

KEY ACCOUNTABILITIES

Technical

- Lead optimization and support of EMR (Epic) research functionality, workflows and reporting to support clinical research activities.
- Provide expert consultation and operational support to research teams in the effective use of EMR research tools, source documentation, participant recruitment workflows and research data access processes, including the use of Smart-tools, SmartForms, Flowsheets, Letter templates and Synopsis view.
- Develop, deliver and maintain ongoing training and education resources to ensure staff are equipped to effectively utilise research functionality within EMR (Epic)
- Assist with research submission processes to ensure the REDCap notification survey is complete with details required by the EMR research team for build;
- Advocate for improvements in EMR research functionality to align with Melbourne Campus requirements and strategic direction
- Administer and maintain the Melbourne Children's Campus Departments and Ethics Research Platform (MCC DERP), a REDCap-based platform, including governance workflows, user access management, system configuration, reporting, compliance monitoring and operational support.
- Troubleshoot system issues, alerts, and workflow errors, and liaise with stakeholders to ensure timely resolution and minimal disruption to research processes.
- Configure and maintain system structure including establishment of new supporting departments, project pathways, and form logic aligned with campus governance requirements.

Leadership and strategy

- Provide leadership in the configuration, optimization and governance of research functionality in EMR (Epic) and MCC DERP, ensuring effective support for clinical research, data integrity and integrated research management.
- Lead the development and implementation of operational plans, fostering stakeholder collaboration and engagement to support effective service planning and delivery.
- Provide strategic and technical leadership within area of expertise, contributing to departmental planning, priorities and continuous improvement initiatives.
- Act as the EMR Research subject matter expert, fostering a network of champions to support capability development, knowledge sharing and adoption of research functionality across the organisation.
- Lead research reporting, analytics and performance monitoring, including the development of dashboards, generation of clinical trial metrics and reporting against organisational, regulatory and National Clinical Trials Governance Framework requirements.

Customer Service / Stakeholder management

- Develop and maintain effective relationships with researchers, research support departments and key campus stakeholders to ensure research systems, workflows and processes align with operational requirements and strategic priorities.
- Understand and keep up to date with MCRI research governance and facilitation structures
- Facilitate regular two-way communication with relevant stakeholders, listening to and analysing their needs and negotiating agreed outcomes and communicating relevant information.
- Partner with research support departments to ensure research workflows, documentation and approvals are completed in a timely manner and accurately reflect contractual, governance and operational requirements.
- Support external reporting obligations by providing data extracts and reports to public-facing registries and services, including the Victorian Cancer Trials Link.
- Partner with internal stakeholders (e.g. Centre for Health Analytics, Research Operations, MCRI) to ensure consistency, accuracy, and accessibility of research data across systems.
- Support monitoring and reporting of quality improvement activity across the campus by enabling visibility of quality projects held within MCC DERP.

Administration and systems

- Develop and implement policies and procedures as required
- Support study teams and researchers in providing complete and accurate proforma notifications to the EMR BAU team for Research record and SmartSet/OrderSet/Protocol build;
- Support Research Governance (REG) Officers in their use of MCC DERP to review and approve research projects, ensuring workflows align with governance requirements and timelines.

- Support Heads of Department and delegates to review and approve low-risk, minimal risk, and quality improvement projects within MCC DERP.
- Provide guidance and support to departments in the use of MCC DERP for research billing processes, ensuring alignment between project approvals and operational billing workflows.

Quality

- Create an environment of continuous improvement
- Lead the ongoing development, review and maintenance of administrative processes and improved communication mechanisms and service delivery, consistent with the principles of continuous improvement
- Take responsibility for the review, testing and implementation of research EMR functionality at your health service;
- Work collaboratively with the Research EMR team to identify modifications required to the existing EMR system to accommodate the inclusion of the Health services' research requirements;
- Raise any research related issues or risks and escalate to the EMR Research team lead and RCH EMR Director;

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualifications in a related field along and/or relevant industry experience
- Proven experience working in a team environment and ability to work well as a senior team member
- Experience in clinical research within a healthcare setting
- Excellent written and verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders
- Demonstrated ability to build and maintain working relationships with key internal and external stakeholders as well as strong negotiation skills and ability to lead and influence others.

Desirable:

- An understanding of the healthcare sector, i.e. a clinical background or experience
- Postgraduate degree (master's or PhD)
- Experience using an electronic medical record i.e. EPIC
- Experience in writing policies & procedures, developing and providing education, participating on committees

KEY SELECTION CRITERIA

- Technical and systems acumen, enthusiastic and driven to improve care using process design and technology
- Excellent organisational and planning skills, and demonstrated experience working autonomously and leading others in the pursuit of team goals
- Excellent verbal communication, interpersonal skills and attention to detail with the ability to interact with a variety of stakeholders as well as strong influencing and stakeholder management skills
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical and innovative solutions to problems and provide advice in area of expertise.
- Strong data quality and data governance skills; as well as a knowledge of EMRs and their contribution to research
- Ability to pivot and problem solve to deal with frequent change, delays, or unexpected events

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.

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.

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	No
	This role is required to participate in an on-call roster	No
Sitting – remaining in a seated position to complete tasks		Prolonged/Constant
Standing – remaining standing without moving about to perform tasks		Not Applicable
Walking – floor type even, vinyl, carpet		Not Applicable
Lean forward/forward flexion from waist to complete tasks		Not Applicable
Trunk twisting – turning from the waist to complete tasks		Not Applicable
Kneeling – remaining in a kneeling position to complete tasks		Not Applicable
Squatting/crouching – adopting these postures to complete tasks		Not Applicable
Leg/Foot movement – to operate equipment		Not Applicable
Climbing stairs/ladders – ascending/descending stairs, ladders, steps		Not Applicable
Lifting/Carrying	Light – less than 5 kilos	Not Applicable
	Moderate – 5-10 kilos	Not Applicable

	Heavy – 10-20 kilos	Not Applicable
Push/Pull of equipment/furniture	Light forces – less than 10 kilos	Not Applicable
	Moderate forces - 10-20 kilos	Not Applicable
	Heavy forces – over 20 kilos	Not Applicable
Reaching – arm fully extended forward or raised above shoulder		Not Applicable
Head/Neck Postures – holding head in a position other than neutral (facing forward)		Not Applicable
Sequential repetitive actions in short period of time	Repetitive flexion & extension of hands, wrists & arms	Not Applicable
	Gripping. Holding, twisting, clasping with fingers/hands	Not Applicable
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		Rare
Psychosocial Demands		
Observation skills – assessing/reviewing in/outpatients		Frequent
Problem solving issues associated with clinical and non-clinical care		Frequent
Attention to detail		Frequent
Working with distressed patients and families		Not Applicable
Dealing with aggressive and uncooperative people		Rare
Dealing with unpredictable behaviour		Rare
Exposure to distressing situations		Not Applicable

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	

Position description last updated	August 2026
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