

Position Description

Position title	Virtual Care Senior Analyst
Department / Division	Virtual Care / Digital & Allied Health
Classification	Grade 8 Year 1 – Grade 8 Year 5 (AO81 – AO85)
Position reports to	Director Virtual Care
No. of direct & indirect reports	Nil (provides technical leadership and mentoring to Virtual Care Analysts)
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 children 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 CONTEXT
<p>The Virtual Care program sits within the Allied and Digital Health Division. The Allied and Digital Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance</p>

of digital health technologies, including the Electronic Medical Record, the RCH Patient Portal and virtual care platforms.

Virtual care is a strategic priority for RCH, enabling the hospital to deliver specialised paediatric care to children and families closer to home through technologies including telehealth, wearable devices, smartphone apps, digital portals, automation and AI. The Stage 1 Virtual Care Hub program will lay the foundational infrastructure, workforce capability and clinical models required to establish a centralised, sustainable virtual care service by FY28/29.

ROLE PURPOSE

The Virtual Care Senior Analyst is a cornerstone technical role within this program. The position leads the design, configuration, integration and performance of virtual care platforms, ensuring systems are secure, interoperable and fit-for-purpose for clinical delivery, while working in close partnership with the Director Virtual Care, EMR team, clinical divisions and the Project Manager.

The Virtual Care Senior Analyst is responsible for the technical architecture, systems analysis and platform governance of virtual care technologies across the Stage 1 Virtual Care Hub program. The role leads the build, configuration and optimisation of the RCH Patient Portal for virtual care use cases, including Specialist Clinic e-consults, remote monitoring integrations and telehealth workflows, and sets the technical direction and standards that will underpin Stage 2 of the Virtual Care Hub.

The role also provides technical mentoring and quality oversight to the Virtual Care Analyst team, acts as the subject matter expert for virtual care platforms across RCH, and ensures that system design decisions are informed by clinical safety requirements, patient-centred care principles, and the needs of rural, regional and underserved communities.

KEY ACCOUNTABILITIES

Leadership

- Lead the technical analysis, design and implementation of virtual care platform solutions aligned to the Stage 1 program workstreams and the RCH Strategic Plan.
- Establish and maintain sound platform architecture across virtual care systems, optimised for data integrity, security, interoperability and clinical user experience.
- Set and maintain technical standards, build conventions and documentation practices for all virtual care system configurations.
- Provide technical mentoring and quality assurance to Virtual Care Analysts, building capability across the team.
- Represent the virtual care technical function in governance forums, including EMR leadership and Digital Health committees, providing expert guidance on platform design decisions.
- Actively promote a culture of continuous improvement, clinical safety and innovation across the virtual care technical team.

Platform Design and Configuration

- Lead the design, build, configuration, testing and deployment of virtual care capabilities within the RCH Patient Portal, including specialist clinic virtual appointments, e-consult workflows for GPs, remote monitoring dashboards and patient-facing digital tools.
- Architect integrations between the RCH Patient Portal, Epic EMR, wearable device platforms and other virtual care technologies, ensuring data flows are reliable, secure and clinically meaningful.

- Lead technical scoping and feasibility assessments for new virtual care models proposed by clinical teams, translating clinical requirements into well-defined system specifications.
- Manage system upgrades, special updates and release cycles for virtual care platforms, including review of release notes, impact assessments, build, testing and post-implementation review.
- Ensure virtual care platform configurations support the Key Performance Indicators (KPIs) outlined in the RCH Foundation grant, including Patient Portal adoption, e-consult volumes, appointment Did Not Attend (DNA) rates and waitlist metrics.
- Maintain comprehensive system documentation including architecture diagrams, configuration standards, test plans, interface specifications and handover artefacts to support Business As Usual (BAU) transition by FY28/29.

Stakeholder Management and Communication

- Liaise with clinical divisions, nursing, allied health, the EMR team and digital innovation colleagues to gather and translate requirements into technical platform solutions.
- Communicate complex technical concepts clearly to both technical and non-technical audiences including clinicians, executives and consumers.
- Collaborate with external technology vendors and the Epic EMR vendor to manage platform issues, enhancements and roadmap alignment.
- Support the Project Manager and Director Virtual Care with technical input into grant acquittal reports, executive briefings and stakeholder communications.
- Engage consumer and community representatives to ensure platform design and usability reflects the needs of diverse patient populations, including those in rural and regional areas.

Quality, Governance and Administration

- Establish and maintain clinical governance and information management frameworks for virtual care platforms, including data privacy, consent and access control standards.
- Lead incident triage and resolution for virtual care platform issues, providing 2nd-level escalation support and root cause analysis.
- Oversee data quality and integrity across virtual care systems, implementing validation frameworks and monitoring dashboards to support clinical decision-making.
- Contribute to the development of the Stage 2 Virtual Care Hub blueprint, including technical architecture options, capability gap analysis and operating model inputs.
- Maintain work plans and project documentation in conjunction with the Director Virtual Care and Project Manager to ensure delivery against grant milestones.

Teamwork

- Coach and Mentor team members to build technical and analytical capability.
- Collaborate with the Digital Health Teams to enhance continuous development and improvement of performance management reporting.
- Promote a culture of positive working relations, safety, innovation and productivity.
- Active participation in the continuous development and enhancement of performance management reporting.

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in a related field (e.g. Health Informatics, Information Technology, Computer Science, or equivalent) and/or several years of specialised industry experience.
- A depth and breadth of specialised technical expertise in digital health or enterprise information systems, acquired through advanced qualifications and/or extensive senior-level experience, reflecting the highly technical and complex nature of the role and its classification
- Advanced knowledge of EMR environments (Epic strongly preferred), including system architecture, interfaces and end-user workflows.
- Experience leading technical teams or providing senior technical guidance and mentoring to analysts.
- Experience managing system upgrades, testing cycles and production support in a regulated or healthcare environment.
- Epic MyChart, Patient Portal or equivalent consumer-facing digital health platform experience.

Desirable:

- Experience with telehealth platforms, wearable device integrations, remote monitoring or virtual care models of care.
- Knowledge of the Victorian Virtual Care Strategy and/or National Digital Health Strategy 2023–2028.
- Experience working within or alongside paediatric or tertiary hospital services.
- Familiarity with HL7, FHIR or other health data interoperability standards.
- Experience with Power BI, SQL or other analytics and reporting tools in a health context.

KEY SELECTION CRITERIA

- Demonstrated experience in the design, build and technical leadership of digital health platforms in a complex, multi-stakeholder healthcare environment.
- Advanced technical knowledge of Epic EMR and/or consumer-facing digital health platforms, with a track record of delivering high-quality configurations that meet clinical and operational needs.
- Proven ability to architect integrations between clinical systems, ensuring data integrity, security and interoperability.
- Proven ability to translate clinical and operational requirements into well-scoped technical solutions.
- Strong analytical and problem-solving skills, with meticulous attention to detail and a proactive approach to issue identification and resolution.
- Excellent communication skills, with the ability to translate technical concepts for non-technical clinical and executive audiences.
- Demonstrated capacity to lead, mentor and build technical capability in analyst team members.
- Track record of delivering projects on time within grant-funded or time-limited programs, including documentation and milestone reporting.
- Commitment to patient-centred care, equity and accessibility, particularly for children and families in rural and regional communities.
- Ability to manage competing priorities and work effectively under pressure in a fast-paced program environment.

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 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

May 2026