

POSITION DESCRIPTION

Position Title:	Digital Health Trainer
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health Allied & Managers & Admin Workers Enterprise Agreement 2021-2025, or clinical equivalent OR Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2026 OR Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2020 – 2024
Classification:	HS4 or clinical equivalent
Reports To:	Digital Health Learning & Development Manager
Direct Reports:	NA
Date Prepared/Updated:	09 December 2024

Position Purpose

The Digital Health Trainer will be part of a team involved in the development and direct delivery of a variety of high-quality training modes and support to a range of Super Users and End Users including clinical and non-clinical staff across all Western Health campuses in Digital Health.

Trainers will have a sound knowledge of current Western Health clinical and non-clinical workflows so that the impact of new changes on End Users can be understood and conveyed in a relatable manner. You must also have a keen interest in learning and training new and existing workflows.

By working closely with the Digital Health team, clinical staff, analysts and stakeholders; the Digital Health Trainer will ensure all users of the Digital Health applications are well trained and continually supported to provide Best Care through delivery of Western Health's requirements for delivering safe, person-centred, right and coordinated patient care.

This position is a full-time permanent role.

Business Unit Overview

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

Our workforce of over 11,000 employees are driven by our values of 'Compassion, Accountability, Respect, Excellence and Safety' (CARES). We value our people and provide them the opportunity to grow and develop. Our teams are friendly and supportive, ensuring we deliver a safe, person-centred and connected patient experience.

Western Health (WH) is in a period of rapid growth. Our services comprise of four acute public hospitals: Footscray Hospital, Sunshine Hospital (including Joan Kirner Women's and Children's), Williamstown Hospital and Bacchus Marsh & Melton Hospital. We also operate Sunbury Day Hospital, Hazeldean, Grant Lodge Residential Aged Care, as well as community health centres in Melton, Caroline Springs and Bacchus Marsh and a range of community-based services. We care for a diverse community of more than 1 million people with complex care needs ranging from Neonates to Geriatric.

In late 2018, WH successfully implemented the four core Cerner Millennium Electronic Medical Record (EMR) modules across Footscray Hospital, Sunshine Hospital, (including the Joan Kirner Women's and Children's), Williamstown Hospital, Hazeldean and Sunbury Day Hospital. In doing so we took a significant step towards improving and digitally transforming the way we provide care for our community and patients. The WH EMR provides clinicians with a consolidated view of all relevant information about the patient to facilitate teamwork and multidisciplinary care models, reduce medical errors and duplications and support clinical decision making. It also simplifies and supports clinician workflows, and provides access to best practice knowledge, empowering our clinicians with the tools to enhance the delivery of Best Care.

Following this successful EMR Phase 1 implementation, WH subsequently implemented a number of new EMR functionalities to better support the growing demand from frontline staff.

In early 2021 WH commenced the EMR Phase 2 project, the largest digital health project ever undertaken by the organisation. It is a visionary, comprehensive and innovative project which will allow us to maximize the potential of our EMR.

Such a considerable extension of WH's digital footprint will provide us with the tools to continue to improve the quality, safety and efficiency of patient care and an enhanced patient experience. Upon completion WH will be elevated to fully digital health service status in line with the leaders in digital healthcare.

Due to the considerable scale of the project, it has been divided into two phases, Phase 2.1 and Phase 2.2.

In July 2023 WH implemented EMR Phase 2.1 which involved extending the EMR to clinical areas that previously needed to swap between electronic systems or between electronic and paper processes. These areas included:

- Emergency Medicine and Access
- ICU and Critical Care
- Perioperative and Anaesthesia
- Women's and Children's
- Specialist Clinics
- Cancer Services

With this implementation we have moved closer to a single patient record for each patient across the WH EMR sites, streamlining the clinician and patient experience.

Adoption and optimisation of EMR Phase 2.1 is now underway, as is planning for EMR Phase 2.2. This next phase focuses on bringing together the clinical and administrative workflow by replacing the existing patient administration system with the EMR, expanding the EMR to mental health and renal & dialysis and including additional community services functionality.

This exciting digital expansion is taking place in a time of considerable growth for WH:

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- 2019 saw the opening of the Joan Kirner Women's and Children's at Sunshine Hospital. First-class care is being provided in first-class facilities for thousands of families in our local community with 6,054 babies born in the first year of opening.
- The Victorian Government is investing up to \$1.5 billion to deliver a new 504 bed Footscray Hospital, the largest health infrastructure investment in the state. This is currently under construction and due to open in 2025.
- The Victorian Government has announced the building of a new world-class Melton Hospital and a Point Cook Community Hospital both of which will be managed by Western Health. An expansion of the Sunbury Day Hospital is also currently underway and due to be completed in 2023
- In July 2021, the Bacchus Marsh and Melton hospitals became part of the Western Health network
- In July 2023, Western Health became a Mental Health Service as 671 staff and 16 services previously run by North Western Mental Health and Mercy Health services transitioned to Western Health. This expansion of services included the construction of a dedicated 52-bed Mental Health and Wellbeing Unit at Sunshine Hospital, the largest of four new mental health facilities across the state
- July 2023 also saw Western Health begin to deliver primary healthcare for the Dame Phyllis Frost Centre, a correctional facility for women located in Ravenhall

Key Responsibilities

- Directly train Super Users and End Users
- Assist with the learning domain design and population
- Demonstrate effective teaching techniques
- Promote mutual support among colleagues and emphasise knowledge sharing and success of the team
- Attend required training sessions and team meetings
- Comply with attendance tracking and competency documentation requirements
- Report issues identified in training and recommend corrective actions
- Analyse, design, and develop training curriculum and materials
- Work closely with the EMR project team to design and finalise training plans
- Develop training scripts for assigned stream/(s)
- Learning the training material associated to assigned stream/(s)
- Maintain a positive attitude toward change
- Accept trainer responsibilities as outlined by the Learning Plan
- Assist with identification, recruitment, training, and support of department-based Super Users annually
- Need to be flexible & available to work some weekends and evenings as per training roster requirements
- Provide onsite post go live training support
- Provide end user onsite support at Go live
- Provide key liaison between the EMR Operations team and the clinical workforce
- Provide subject matter expertise within Digital Health applications
- Assures the integration of learning and project timelines
- Work with WH EMR e-learning Portfolio Holder to update material based on feedback or system changes

In addition to the key responsibilities specific to your role, you are required to deliver on the Key Organisational Accountabilities which are aligned with the Western Health strategic aims.

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Key Working Relationships

Internal:

- Director, Digital Health
- Operations Manager, Digital Health
- Chief Clinical Informatics Officers, Digital Health
- Clinical Users
- Western Health Education Team

External:

- Oracle Health
- Digital Health Teams at other Hospitals and Health Services

Selection Criteria

Essential

- **Experience:** Proven background in workplace training or education within the health sector with an understanding of adult learning theories.
- **Background:** Clinical or informatics expertise.
- **Technical Knowledge:** Knowledge and Experience with Oracle Health EMR or similar systems.
- **Skills:** Strong presentation and training, prioritisation, problem-solving, organisation, decision-making, time management, multi-tasking, meeting deadlines and planning abilities.
- **Communication:** Excellent written and verbal skills, effective with all levels of personnel and stakeholders (internal and external).
- **Interpersonal Skills:** Ability to navigate conflicting needs and work well in a team.
- **Teamwork:** Experience in multi-disciplinary healthcare teams.
- **Patient Care:** Commitment to high-quality, safe, and person-centered care.
- **Travel:** Regular travel between various Western Health sites.
- **Any other duties as required by the training manager**

Desirable

- **Technical Knowledge and Experience:** Microsoft Suite applications; Articulate 360; TechSmith Camtasia; iPM; BOSSnet; Learning Management Systems such as Welearn.
- **Certification:** Current or working towards Certificate IV in Training and Assessment.
- **Previous experience:** Digital Health Trainer in Public Health and/or learning designer in developing EMR training materials.
- **Clinical Knowledge:** An understanding of clinical workflows in the inpatient and outpatient setting.
- **Current car driver license** valid in the State of Victoria.

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Additional Requirements

All employees are required to:

- Obtain a police / criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs □ Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____

Date: _____

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