

## POSITION DESCRIPTION

<b>Position Title:</b>	Senior Clinical Informatics Analyst (Medical Officer)
<b>Business Unit/Department:</b>	EMR Team Operating Expenditure
<b>Division:</b>	Digital Health
<b>Award/Agreement:</b>	Doctors in Training (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement
<b>Classification:</b>	HM14 to HM19 (dependent on experience)
<b>Reports To:</b>	Digital Health – Clinical Workflow Team Lead Chief Informatics Medical Officer (professional line)
<b>Direct Reports:</b>	Up to 2
<b>Date Prepared/Updated:</b>	10 January 2026

### Position Purpose

The Senior Clinical Informatics Analyst (Medical Officer) is responsible for providing support and ongoing development of the EMR system and digital health applications, to ensure that use by clinical staff is optimised and continuously improving to enable provision of the highest quality of care possible to patients of Western Health. At a high level, duties include incident and problem resolution for front line staff, gathering, evaluating and implementing change requests, improving clinical adoption, conducting training, testing of new functionality and effectively communicating with end users.

Working under the oversight of the Clinical Workflow Team Lead, this role is intended to provide a focus of expertise and support to Western Health Medical Staff, and to have Digital Health expertise in medical workflows across the organisation. There is a requirement to understand cross-discipline workflows which include/impact medical staff, and there will be a requirement to provide support to staff from other Western Health (WH) craft groups. In addition, the role is also expected to provide expert guidance to any team of clinical and technical analysts involved in future digital health projects team in all aspects of documentation and care delivery design.

The WH Digital Health portfolio currently consists of multiple Oracle Health applications and modules. The clinical workflow team are currently responsible for maintaining and enhancing all aspects of clinical documentation, care delivery and order-sets primarily within Powerchart, Surginet and Firstnet.

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Whilst the role predominantly involves maintenance and development within the Oracle Health EMR, there will also be a requirement to encompass other clinical systems within the Digital Health portfolio such as Altera Health's BOSSnet/Opal and Health Direct.

### Business Unit Overview

Western Health is a large and growing health service employing more than 13,000 staff, guided by the CARES values of Compassion, Accountability, Respect, Excellence and Safety. We provide care to a diverse community of more than one million people across acute hospitals, specialist services, community health, mental health, and residential aged care. Our people are at the centre of everything we do, and we are committed to fostering a supportive environment that enables staff to grow, develop, and deliver safe, person-centred care.

Digital transformation at Western Health is underpinned by the Electronic Medical Record (EMR) program, which established the foundation for digitally enabled models of care and organisational growth. Since the successful implementation of the Cerner Millennium EMR in 2018, Western Health has continued to expand and optimise its digital capability. The EMR Phase 2 program—one of the largest digital health initiatives undertaken by the organisation—has extended the EMR across major clinical areas, supporting a single patient record, safer clinical decision-making, improved clinical workflows, and more efficient service delivery. Optimisation of Phase 2.1 is ongoing, with planning underway for Phase 2.2 to further integrate administrative, mental health, renal, dialysis, and community services.

Building on this strong digital foundation, the Digital Health division has been a critical enabler of Western Health's service expansion. The EMR and associated digital platforms first supported the opening of the Joan Kirner Women's and Children's Hospital followed by the transition of mental health services to Western Health, ensuring safe continuity of care and consistent digital workflows. Digital Health also supported the expansion of Sunbury Day Hospital and the digital integration of Bacchus Marsh Hospital, resulting in standardised workflows and a consistent digital experience across sites.

This digital capability continues to support major infrastructure investment, including the opening of the New Footscray Hospital in February this year, the planned Point Cook Community Hospital, and the future Melton Hospital. The Digital Health division has been recognised nationally and internationally for excellence in public sector digital transformation and maintains strong partnerships with universities and research organisations to drive innovation, research, and workforce capability development.

### Key Responsibilities

- Provide the key liaison between the Digital team and the medical staff for all Digital Health matters related to medical care
- Maintain an expert level knowledge of the EMR and of all workflows relevant to the application of the EMR
- Maintain a highly capable knowledge of Oracle Health build tools relating to Clinical documentation and other relevant build tools
- Work with end users to collect, evaluate and drive change requests following Change Management and appropriate organisational and clinical governance processes.
- Build and validate changes and assist with training and communication to end users of system enhancements
- Establish processes to ensure that the data entered by medical officers into the EMR is consistently at a high level of quality and promotes best practice
- Assist in investigation and improvements relating to clinical incidents from an EMR perspective
- Identify, manage and escalate as required, any risks and issues identified, or changes required with the EMR system, associated functions or processes

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- Work with medical staff, the EMR team and management to understand reporting needs and develop report specifications that align with existing data availability and reporting capability
- Lead workshops with relevant staff to identify gaps and issues to develop solutions and demonstrate EMR enhancements
- Ensure that all EMR documentation relevant to the role (such as workflows, and catalogues) are kept up to date and maintained
- Conduct EMR related demonstrations and presentations to medical officers and groups including the provision of orientation and training to new staff members
- Provide advice to, and collaborate with, members of the Medical Management and EMR Management teams to specify, prioritise, assess and document user requirements and functionality for enhancements to the EMR.
  - Participate in after-hours and on call support roster when required.
- Keep up to date with increased functionality delivered through code upgrades and Oracle solution enhancements
- Provide subject matter expertise in all aspects of clinical documentation, including but not limited to Dynamic Documentation, iView, IPOCs, MPages, Powerforms, Powernotes, Results Review and new functionality such as Care Pathways.
- Provide subject matter expertise to the clinical and systems analysts involved in the design of EMR Phase 2 and future digital health projects
- Participate in testing and validating workflows and functionality in the EMR
- Consult and engage with local Oracle Health sites to keep informed of improvement opportunities that could be applied at WH as well as to socialise product requirements and enhancements to ensure best practice is adopted locally

### Key Working Relationships

#### Internal:

- Digital Health Divisional Director
- Digital Health Team Members
- Director, DTS and DTS Team
- Chief Nursing and Midwifery Information Officer
- Clinical Users
- WH Education Team

#### External:

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

### Selection Criteria

#### Essential

- Active and appropriate registration as a Medical Practitioner with AHPRA.
- A medical clinical background of at least 3 years, with at least three years' experience in computerised workflows, best practice, innovation, clinical documentation, or Healthcare Informatics.
- Demonstrated experience working in a tertiary hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient and outpatient settings.
- Knowledge of and experience with Oracle Health EMR or equivalent EMR implementations.
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues along with their clinical implications. You must be able to think laterally as well as logically to provide multiple solution paths to address issues whilst ensuring proactive communication and consensus with stakeholders.
- Experience using common business analysis software such Microsoft Visio and Excel.

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- Demonstrated experience and proven ability to influence and manage change including understanding and navigating the conflicting needs of different groups.
- Ability to work both independently and in a complex team environment and to collaborate with external and internal stakeholders.
- Excellent written and verbal communication skills, the ability to communicate effectively with stakeholders within the organization and an eye for detail.
- Strong understanding of testing processes with the ability to actively participate in testing phases.
- Demonstrated ability to manage and triage defects during the testing processes.
- Personal maturity and experience in dealing effectively with managing multiple tasks with competing priorities, working under pressure and delivering against tight deadlines using skills in prioritisation, problem solving, organisation, decision-making, time management, and planning.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- A strong commitment to quality and excellence and customer focus.

#### **Desirable**

- Post graduate qualification in a relevant area.
- Current (or working towards) AIDH Certified Health Informatician Australasia (CHIA).
- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with any of the Oracle Health solutions to implemented at Western Health's
- Experience with Future State workflow design, software build, implementation or operations support.
- Competency in the use of testing software test execution, capture of test evidence and defect management.

#### **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

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## 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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:

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Employee's Signature:

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Date:

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