

POSITION DESCRIPTION

Position Title:	Senior Medication Management Analyst
Business Unit/Department:	Digital Health Medications
Division:	Digital Health
Award/Agreement:	Medical Scientists, Pharmacists and Psychologist Victorian Public Sector (Single Interest Employers) Enterprise Agreement
Classification:	Grade 3 – Year 1 to Year 4 (SX6 to SX81)
Reports To:	Digital Health – Manager, Medication Management
Direct Reports:	N/A
Date Prepared/Updated:	4 May 2026

Position Purpose

The Digital Health – Senior Medication Management Analyst is responsible for the ongoing support, optimisation and enhancement of the EMR system to ensure its effective and safe use by clinical staff. The role contributes to continuous improvement of medication management workflows to support the delivery of high-quality patient care across Western Health.

At a high level, duties include incident and problem resolution for clinical end users, evaluation and prioritisation of change requests, training and end-user support, testing of new and existing system functionality, including regression testing during code upgrades or major projects. This role also requires effective communication and engagement with clinical stakeholders.

This role provides specialist expertise in medication management within the EMR, supporting clinical end users involved in prescribing, dispensing, supplying and administering medications. It also offers expert guidance to clinical and technical analysts involved in current and future EMR initiatives.

The Western Health Digital Health portfolio primarily comprises Oracle Health applications and modules, along with other clinical application systems. The Medication Management team is responsible for ongoing maintenance and enhancement of all aspects of medication management, including order-sets and related documentation primarily within Powerchart, Surginet and Firstnet. The team also works in close collaboration with Pharmacy to support medication management workflows across systems such as Merlin and Automated Dispensing Cabinets (ADCs), ensuring safe and effective medication supply and management processes.

While the role's primary focus is medication management, the role may also be required to provide support and contribute to other EMR functions as needed to support broader Digital Health priorities.

Our Vision

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

Business Unit Overview

Our workforce of over 11,000 employees is 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 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 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
- Surgery 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:

- 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.

Our Vision

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

- 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 NorthWestern 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 to inmates at the Dame Phyllis Frost Centre, a women's corrections centre in Deer Park

Key Responsibilities

- Management of the EMR drug order catalogue and formulary, additions to the Pharmaceutical Benefits Schedule (PBS) and updates to the Multum (Oracle) drug database
- Management and resolution of service desk incidents, requests and changes within the EMR system
- Order set management and maintenance including technical configuration
- Participate in Oracle Millennium software and database upgrades following Change Management processes
- Participate in the support and development of other Oracle Millennium modules when required
- Maintain a highly capable knowledge of Oracle Health build tools relating to medications management and clinical documentation
- Maintain medications management training and educational materials
- Participate in testing and validating workflows and functionality in the EMR
- Participate in testing and validating upgrades and domain refreshes
- Provide technical oversight, direction and expertise to clinical users and other WH EMR stakeholders
- Consult with users on clinical workflows, system interdependencies and design decision impacts
- Drive user specific solution configuration design to meet workflow requirements and make recommendations on system design as required
- Actively troubleshoot issues and log service requests for issues that cannot be resolved
- Identify and mitigate risks and issues
- Execute workflow and process improvement strategies
- Complete system build tasks efficiently and with a high level of quality
- Engage users in clinical workflow discussions to provide guidance on clinical solution and workflow design decisions
- Ensure that all EMR documentation relevant to the role (such as workflows, and catalogues) are kept up to date and maintained
- Perform end-to-end configuration of clinical solution components, including complex, specialised workflows were required
- Mentor and support the development of team members and contribute to knowledge sharing
- Contribute to organisational and EMR team initiatives
- 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
- Lead workshops with relevant staff to develop solutions to issues and to demonstrate EMR enhancements
- Conduct EMR related demonstrations and presentations to clinical staff and groups including the provision of orientation and training to new staff members
- Keep up to date with increased functionality delivered through code upgrades and Oracle Health solution enhancements.
- Establish and maintain build standards, governance processes, and best practice configurations
- Support change management, user adoption, and continuous improvement of systems and

Our Vision

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

workflows.

- Provide operational support for leadership responsibilities when required.
- Participate in after-hours and on call support roster on a rotational basis.

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.

Key Working Relationships

Internal:

- Digital Health Operations Team
- Digital Health Project Team
- Digital Technology Services
- Western Health's Staff

External:

- Oracle Health
- Software vendors for dispensing and inventory control
- Digital Health, Department of Health
- Medication Management subject matter experts at other Hospitals and Health Services

Selection Criteria

Essential

- Current AHPRA registered pharmacist
- At least three years' experience in the design and implementation of EMR functionality
- Demonstrated leadership capability
- Experience working in a tertiary and/or paediatric hospital environment and understanding of clinical workflows in the acute and sub-acute inpatient setting is highly desirable.
- Strong proficiency in using Oracle Health (or similar EMR) build tools and configuration systems
- Strong understanding of inpatient and outpatient clinical workflows
- Demonstrated ability to work both independently and in a complex team environment
- Strong stakeholder engagement skills with the ability to collaborate and manage competing priorities.
- Ability to manage multiple tasks, work under pressure and deliver against tight deadlines
- Advanced problem solving, critical thinking and troubleshooting capability.
- Well-developed written and verbal communication skills; able to communicate effectively with all levels of personnel within the organization
- Strong analytical skills
- Ability to understand and navigate the conflicting needs of different groups
- A commitment to quality and excellence
- Knowledge of system integration concepts and interdependencies across clinical applications
- Experience in testing clinical applications across multiple phases (i.e. unit, integration, user acceptance).
- High level of organization skills, attention to detail, and documentation capability.
- Critical thinking and logical troubleshooting skills to investigate and understand issues and implications and provide multiple solutions to address the issue whilst seeking consensus from stakeholders.
- Strong MS Word, Excel, Project and Visio skills.

Desirable

- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with CCL or SQL

Our Vision

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

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), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- 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
- 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: _____

Employee's Signature: _____ Date: _____

Our Vision

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