

POSITION DESCRIPTION

Position Title:	Clinical Informatics Officer – Medical Officer
Business Unit/Department:	Electronic Medical Records (EMR) Team Operating Expenditure
Division:	Digital Health
Award/Agreement:	Doctors in Training (Victorian Public Health Sector) (AMA Victoria/ASMOF) (Single Interest Employers) Enterprise Agreement
Classification:	HM14 to HM19
Reports To:	Digital Health – Clinical Workflow Manager; Senior Medical Informatics Officer
Direct Reports:	N/A
Date Prepared/Updated:	30 July 2026

Position Purpose

The Digital Health – Clinical Informatics Medical Officer serves as a bridge between clinical practice and Digital Health, supporting the safe, effective and efficient use of the Electronic Medical Record (EMR) and other Digital Health applications across Western Health.

The role works closely with medical staff, Digital Health teams and other stakeholders to understand clinical workflows, identify opportunities for improvement, and contribute to the design, implementation and optimisation of digital solutions that support high-quality patient care. The position assists with clinical engagement, workflow analysis, change management, system enhancement, testing, training and operational support activities across the Digital Health portfolio.

Working under the direction of the Senior Medical Informatics Officer, the Clinical Informatics Medical Officer provides clinical expertise in medical workflows and documentation practices, helping ensure Digital Health systems align with clinical requirements, organisational priorities and best practice standards. The role supports the ongoing maintenance and development of the EMR and other Digital Health applications by contributing to incident and problem resolution, requirements gathering, workflow optimisation, clinical validation of system changes, and end-user support.

The position collaborates with clinicians, analysts, project teams and vendors to improve adoption of Digital Health solutions and support the delivery of current and future digital health initiatives. While the role's primary focus is the Oracle Health Electronic Medical Record, it also contributes to the support and optimisation of other clinical systems within the Western Health Digital Health portfolio, including Altera Health's BOSSnet and other applications as required.

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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

Key responsibilities of the role include:

Stakeholder Liaison and Clinical Engagement:

- Act as a key liaison between the Digital Health team and medical staff for matters relating to the EMR and other applications maintained by Digital Health in the context of medical care.
- Work with end users to collect, evaluate and progress change requests, following Change Management and the appropriate organisational and clinical governance processes.
- Facilitate workshops and discussions with relevant staff to identify workflow gaps and issues, develop solutions and demonstrate system enhancements.
- Conduct demonstrations, presentations and training sessions for medical officers and groups, including orientation and education for new staff members.
- Provide advice to, and collaborate with, Medical Management and Digital Health teams to specify, assess and document user requirements and functionality for enhancements to the EMR and other Digital Health applications.
- Support the engagement of clinicians in Digital Health initiatives and contribute to the adoption of new workflows and technologies.

Clinical Workflow Optimisation:

- Work with clinicians, analysts and stakeholders to review, analyse and optimise clinical workflows supported by the EMR and other Digital Health applications.
- Assist in translating clinical requirements into electronic workflows, documentation solutions and system enhancements.
- Identify opportunities to improve clinician experience, efficiency and patient safety through workflow and system optimisation.

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- Contribute to future-state workflow design activities and implementation projects.

Technical Expertise and System Build:

- Maintain expert-level knowledge of the EMR and other applications maintained by Digital Health, and the clinical workflows relevant to their use.
- Maintain a high level of capability in Oracle Health build tools relating to clinical documentation and other relevant build tools.
- Build, test and validate system changes and assist with training and communication to end users regarding system 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 Care Pathways.
- Provide clinical informatics expertise to Digital Health analysts, project teams and other stakeholders involved in Digital Health initiatives.
- Participate in testing, validation and clinical review activities relating to enhancements, upgrades and new Digital Health solutions.

Clinical Governance, Quality and Risk:

- Participate in clinical governance activities relevant to Digital Health systems and initiatives.
- Identify and escalate potential clinical safety risks associated with digital systems, workflow changes and proposed enhancements through appropriate governance processes.
- Contribute clinical input into the assessment of proposed system changes and their impact on patient care and clinical workflows.
- Ensure documentation relevant to the role, including workflows, build specifications and catalogues, is maintained and kept up to date.

Continuous Improvement and Innovation:

- Keep up to date with new functionality delivered through code upgrades, Oracle solution enhancements and other Digital Health initiatives.
- Consult and engage with local Oracle Health sites and professional networks to identify improvement opportunities and share best practice.
- Participate in the evaluation, testing and implementation of new Digital Health functionality and technologies.
- Contribute to quality improvement, optimisation and innovation activities across Digital Health systems.
- Assist in the development of educational resources, communication materials and support documentation for clinicians.

Service Availability:

- Participate in the after-hours and on-call support roster when required.
- Assist in the investigation and resolution of clinical application issues and service disruptions.
- Support business continuity and downtime activities relating to the EMR and other Digital Health applications

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:

- Medical Officers across all specialties and levels of seniority
- Clinical Directors, Heads of Unit and Divisional Medical Leadership
- Chief Medical Officer and Medical Management team
- Chief Medical Informatics Officer, Deputy Chief Medical Informatics Officer and other Clinical Informatics Officers
- Nursing, Midwifery, Allied Health and Pharmacy clinicians and clinical leaders
- Clinical Governance, Quality and Patient Safety teams

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- Digital Health Director and Digital Health team members
- Digital Technology Services (DTS) team members
- Performance, Reporting and Analytics teams
- Project, Change Management and Training teams
- Western Health operational, administrative and support staff as required

External:

- Oracle Health and other Digital Health vendors
- Western Health pathology and laboratory information system providers
- Western Health radiology and diagnostic imaging providers
- Other healthcare services and Oracle Health sites
- Department of Health and other relevant government agencies
- External healthcare providers and partner organisations
- Clinical informatics, digital health and professional networks

Selection Criteria

Essential:

- Active and appropriate registration as a Medical Practitioner with AHPRA.
- A medical clinical background of at least two years, with experience in digital health, clinical informatics, clinical documentation, workflow optimisation, quality improvement, innovation, or implementation of healthcare technology.
- Demonstrated experience working in a tertiary hospital environment, with a strong understanding of clinical workflows across acute, sub-acute, inpatient and outpatient settings.
- Knowledge of and experience with Oracle Health EMR or equivalent electronic medical record systems.
- Demonstrated ability to analyse, review and improve clinical workflows, and to translate clinical requirements into digital solutions that support safe and efficient patient care.
- Demonstrated experience gathering, documenting and validating user requirements, including participation in workshops, workflow reviews and stakeholder consultations.
- Critical thinking, analytical and troubleshooting skills, with the ability to investigate issues, understand their clinical implications and develop practical solutions.
- Experience using business analysis and workflow mapping tools, including Microsoft Visio, Excel or equivalent software.
- Demonstrated experience influencing and supporting change initiatives, including managing competing stakeholder priorities and facilitating consensus across diverse groups.
- Ability to work both independently and collaboratively within multidisciplinary teams and with a broad range of internal and external stakeholders.
- Excellent written and verbal communication skills, with the ability to communicate effectively with clinicians, managers, technical staff and project teams.
- Strong interpersonal skills with particular emphasis on consultation, facilitation, relationship building and stakeholder engagement.
- Understanding of software testing principles, including participation in testing, validation and defect management activities.
- Demonstrated organisational skills, including the ability to manage competing priorities, work under pressure and meet deadlines through effective planning, prioritisation and problem-solving.
- Demonstrated commitment to quality improvement, patient safety and customer-focused service delivery.

Desirable:

- Post graduate qualification in a relevant area.
- Current (or working towards) Certified Health Informatician Australasia (CHIA) certification.
- Experience with Western Health's clinical services, documentation, workflows and digital systems.
- Experience with Oracle Health solutions implemented at Western Health.

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- Experience in workflow mapping, future-state workflow design, system build, implementation or operational support.
- Experience facilitating workshops, requirements gathering sessions or clinical stakeholder engagement activities.
- Experience in quality improvement, service redesign or process improvement initiatives.
- Competency in the use of testing software for 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), 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, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015
- 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

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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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