

POSITION DESCRIPTION

Position Title:	Clinical Workflow Analyst
Business Unit/Department:	Operations
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Clinical Workflow Manager
Direct Reports:	N/A
Date Prepared/Updated:	24 June 2026

Position Purpose

The Digital Health – Clinical Workflow Analyst is responsible for providing support and ongoing development of the EMR system, 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 (WH). At a high level, duties include gathering and evaluating change requests, incident and problem resolution for front line staff, testing of new functionality, regression testing of current functionality during code upgrades or major projects, conducting training and effectively communicating with end users.

This role is intended to provide a focus of expertise and support to all clinical and non-clinical staff, the role is also expected to provide expert guidance to any team of clinical and technical analysts involved in future EMR projects team in all aspects of documentation and care delivery design.

The WH Digital Health portfolio currently consists of almost all Oracle Millennium applications and modules, the clinical workflow team are currently responsible for maintaining and enhancing all aspects of clinical documentation, care delivery, patient care ordering and monitoring primarily within Powerchart, Surginet and Firstnet.

Whilst the role predominantly involves maintenance and development within the Oracle Millennium 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.

Our Vision

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

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 liaison between the Digital Health team and stakeholders for all EMR matters related to care delivery and documentation
- 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 (Cerner) Millennium build tools relating to EMR clinical workflows including Clinical documentation, orders management and patient monitoring (tracking boards, patient lists)
- Work with end users to collect, evaluate and drive change requests following Change Management 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 into the EMR is consistently at a high level of quality
- Identify, manage and escalate as required, any risks and issues identified or changes required with the EMR system, associated functions or processes
- Work with stakeholders, the Digital Health team and management to understand reporting needs and develop report specifications that align with existing EMR data availability and reporting capability
- Lead workshops with relevant staff to develop solutions to issues and to demonstrate EMR enhancements
- Ensure that all EMR documentation relevant to the role (such as work flows, and catalogues) are kept up to date and maintained
- Conduct EMR related demonstrations and presentations to end users and groups including the provision of orientation and training to new staff members
- 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
- Provide advice to, and collaborate with, members of the Digital Health teams including the Medical Management team 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 Cerner solution enhancements
- Participate in testing and validating workflows and functionality in the EMR.

Our Vision

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

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 PAS Team • Digital Health Training Team • Digital Health Project Team • Digital Health Technology Team • Digital Technology Services • Western Health staff External: • Oracle Health • Western Health's pathology provider • Western Health's radiology provider • Altera Health
Selection Criteria
Essential: • A tertiary degree in healthcare, science or IT related field (or equivalent experience). • At least two years' experience in the design, deployment and maintenance of EMR functionality • An understanding of Oracle Health (Cerner) Millennium (or similar EMR) build tools • An understanding of clinical workflows in the inpatient and outpatient setting • Ability to work both independently and in a complex team environment • Ability to collaborate with external and internal stakeholders • Ability to manage multiple tasks, work under pressure and deliver against tight deadlines • Skills in prioritisation, problem solving, documentation, organization, decision-making, time management, and planning • Well-developed written and verbal communication skills; able to communicate effectively with all levels of personnel within the organisation • Ability to understand and navigate the conflicting needs of different groups • A commitment to quality and excellence • Experience in the various phases of testing a clinical application. • Highly developed time management and organisation skills with ability to meet timelines. • 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. • Excellent oral and written communication skills. • Strong MS Word, Excel, Project and Visio skills. Desirable: • 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. • Experience with Western Health's clinical services, documentation, workflows and systems.
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

Our Vision

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

- 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