POSITION DESCRIPTION

Position Title:	Digital Health Solution Architect
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 5
Reports To:	Digital Health Enterprise Architect
Direct Reports:	N/A
Date Prepared/Updated:	10 September 2025

Position Purpose

An experienced consulting professional who has an understanding of solutions, industry best practices, multiple business processes, or technology designs within a healthcare provider environment. Operates independently to provide quality work products to an engagement. Performs varied and complex duties and tasks that need independent judgment, in order to implement healthcare products and technology to meet customer needs. Applies healthcare provider methodology, company procedures, and leading practices.

Operates independently to provide quality work products to an engagement. Demonstrates expertise to deliver functional and technical solutions within complex engagements. May act as the team lead on select projects. Effectively consults with management of healthcare organisations. Participates in business development activities. Develops and configures detailed solutions for complex projects within a large organisation.

The ideal candidate will have 5 years of experience relevant to this position, including 2 years consulting experience. Undergraduate degree or equivalent experience is required. Product or technical expertise relevant to the scope of practice. The ideal candidate will have a strong ability to communicate effectively with a range of stakeholders with a range of technical abilities. Ability to build rapport with team members and clients. Ability to travel between sites as needed.

The Digital Health Solution Architect will plan and support the design and deployment of new Oracle Cerner Electronic Medical Record (EMR) functionalities and any other changes to existing clinical applications as required.

In addition to this, this role will work with the Digital Health Operations team to optimise existing EMR functionalities, with our Technology Team and other Enterprise Architecture team members to support ongoing project activities and work through Business Initiative Requests (BIR's) and Change Requests (CR's).

As the successful applicant, you will provide expert advice on the implementation, use and maintenance of key clinical solutions and applications and be involved in the creation of high-quality architecture and project

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documentation, including business cases and provide in-depth analysis of project timelines, scope, risks and resource requirements to ensure successful project delivery. You will work with staff at all levels, from Digital Health team members, frontline clinicians to the senior leadership team to optimise the end-to-end design of the EMR and other clinical applications to support Western Health's Digital Technology Strategy and Best Care.

You will be responsible for working closely with the Western Health's major projects team to design an architectural design and implementation plan for EMR and other clinical applications and overall digital health solutions. This involves working closely with the Digital Health team and EMR Solution/Integration Architects to highlight interdependencies and align project resource allocation and timelines.

During implementation, you will seek knowledge of current workflows, guide stakeholders through workflows changes, system changes, enhancements and ongoing system maintenance. Resolve complex problems and issues using solution knowledge and expertise. You will contribute to writing excellent documentation, including translating highly technical concepts and language non-technical Executive decision papers that enable informed decisions to be made.

The ideal candidate will have experience working on large scale and complex projects within the healthcare industry with many moving parts. In-depth knowledge of the Oracle Cerner product suite and previous experience implementing an EMR solution would be highly regarded, along with demonstrated strong leadership, stakeholder engagement and business analytical skillsets.

Business Unit Overview

Our workforce of over 13,000 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 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, Western Health 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.

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In July 2023, Western Health 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.
- 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 for the Dame Phyllis Frost Centre, a correctional facility for women located in Ravenhall

Key Responsibilities

Solution Architecture

- Develop strategies for design, system validation, and integration across healthcare solutions and venues of care for services both within Western Health, and for those that connect from external.
- Proactively assess and work through backlog BIRs and CRs, identifying opportunities to optimise/leverage the existing technology stack wherever possible.
- Mitigate and resolve integration risks proactively, serving as a final point of escalation for solution architecture design.
- Provide solution architecture oversight for engagements so that project deliverables and timelines are met while ensuring value is delivered to Western Health.
- Provide integration and domain expertise to internal and external healthcare client project teams.
- Consult cross-functionally with internal stakeholders to impact solution design and functionality with relation to integration and stability in a healthcare setting
- Manage complex client relationships with a high degree of variability, requiring influence to achieve targeted outcomes
- Provide high quality advice to the Director, Digital Health and Digital Health leadership team around key solution and integration issues relating to the design, development, implementation, support of new and existing EMR modules and functionality as well as other digital health applications.

- Work closely with the Digital Health Enterprise Architect, EMR Solution Architects, the Integration Architect, Technology Manager, and Digital Technology Services for design and development of solution architecture.
- Provide multiple solutions to problems identified and communicate evidence and experience-based options with stakeholders to agree on a way forward
- Present complex Digital Health solution concepts in simple and understandable terms to audiences with limited EMR experience to ensure understanding of problems and solutions
- Produce high-quality solution architecture design documentation and easy to read organisational papers.
- Contribute to mapping current/future state capability mapping from an Enterprise Architecture perspective.
- Work closely with vendors to define, build, test and iterate on solution design specifications
- Understand and consult on the end-to-end workflow, including all associated roles and process metrics by engaging with business areas and other project staff to review workflows.
- Support and influence the best practice design and configuration of all solutions to align with the Digital Technology Strategy and Best Care
- Provide expert domain knowledge, implementation approach and workflow design within scope
- Contribute to leadership team by proactively identifying and assessing risks and issues
- Maintain a deep knowledge of various technology and application developments such as solution knowledge for the Cerner EMR application and other clinical systems.
- Ensure all project and solution documentation is up to date and in line with agreed framework
- Actively engage with business units to establish current state workflows and business requirements
- Ensure solution design requirements are on track and are well communicated
- Prepare and contribute to business cases, expose benefits and drivers, risks and issues
- Provide ongoing education and mentoring for the Digital Health team members about architectural and design principles and guidelines to ensure the EMR and other Digital Health clinical applications are designed for optimal outcomes.

Stakeholder Management and Communication
- Facilitate open communication and discussion between stakeholders by developing, maintaining, and working on stakeholder engagement strategies and plans. Ensure regular and accurate communication to stakeholders.
- Collaborate with and facilitate stakeholder groups, formally or informally, to ensure a clear understanding of stakeholder concerns and requirements.
- Establish and maintain positive and close working relationships with Western Health's Capital Development, New Footscray Hospital, and Digital Technology Services Teams.
- Establish and maintain external relationships with key vendors such as Cerner, HTS, and other technology vendors providing services to Western Health.
- Understand, capture, and disseminate technical information in a format that is easy for Western Health staff to comprehend.
- Seek to understand disagreements, ensure all perspectives are heard, and facilitate a plan for resolution.
- Delegate work appropriately, provide clear expectations, and follow up to ensure progress and overcome roadblocks.
- Identify associates and team priorities based on business direction and adjust when needed.
- Lead by example and share knowledge and experiences with associates and the team.
- Create a respectful work environment where you advocate for your team, foster accountability, and recognize accomplishments.
- Provide timely feedback to encourage success, ensure accountability, and identify development opportunities for associates.
- Identify the right talent to achieve desired results.
- Promote and build a diverse and cohesive team to accomplish objectives and align associates' skills to fill gaps.

Requirements
- At least 5 years related work experience and completed higher education, including:

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- Experience in healthcare information technology (HCIT) consulting, HCIT support, and/or other client-facing or information technology (IT) solution work experience in a hospital or healthcare provider setting
- Consulting experience with the Oracle Cerner product suite or another large EMR vendor will be highly regarded.
- Ability to communicate effectively
- Ability to build rapport with team members and clients
- Ability to travel as needed

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 Director
- Digital Health Enterprise Architecture Team
- Digital Health Team
- Western Health's Divisional Directors and Senior Leadership Group
- Capital Development, New Footscray Hospital and Digital Technology Services Teams
- Western Health Staff

External:
- Oracle Cerner Project Team
- Other Health Agencies
- Other vendors

Selection Criteria

Essential:
- A tertiary degree and or professional qualifications in, Information Technology, Computer Science, Health Informatics or related fields.
- Demonstrated knowledge and experience in design, build configuration and troubleshooting of the Oracle Cerner application and technology stack, and a good understanding of supporting other clinical technologies.
- Knowledge of and experience within project management and implementations
- Demonstrated experience with mapping workflows in the clinical setting
- Demonstrated knowledge of HL7 and/or FHIR concepts.
- Demonstrated knowledge and understanding of server, network, security and database architecture.
- Demonstrated knowledge of how the back-ends of clinical applications are constructed
- Demonstrated knowledge of domain strategies within a large organisation that needs to manage multiple clinical applications that are critical to the functioning of a health service.
- Critical thinking and strong analytical and troubleshooting skills to investigate and understand issues and implications and provide multiple solutions to address the issue whilst seeking consensus from stakeholders.
- Demonstrated ability to meet project gateways and timelines on multiple concurrent work programmes and analyse project risks and recommend appropriate mitigation strategies that may be required.
- Proactive management style and the ability to take initiative and responsibility.
- Demonstrated ability to negotiate and communicate with relevant internal and external stakeholders.
- Excellent written and verbal communication skills, the ability to communicate effectively with stakeholders within the organization and an eye for detail.
- A driven and enthusiastic approach to project work and a strong ability to motivate staff.
- Excellent time and self-management skills
- Advanced MS Project, Visio, and Word and Excel skills.
- Extensive consulting experience with the Cerner Millennium technology stack.

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- Demonstrated experience in taking requests from business units and assessing the fit with current state workflows. Designing future state solution build and future state workflows.
- Demonstrated consulting experience in developing solutions within a variety of Cerner Millennium technologies, across a broad range of projects from a variety of healthcare organisations.

Desirable:
- Experience with a wide variety of clinical and corporate systems is highly regarded, such as PAS, LIS, RIS, Nurse Call, Facility Management Systems, etc.
- Experience with large capital infrastructure projects from technology point of view.
- Experience with Western Health's clinical services, documentation, workflows and systems.
- Knowledge of project management and governance frameworks with respect to large implementations in complex organisations.

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
- 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: _____