Position Description

Position title	Parkville EMR Identity Data Officer
Department / Division	Office of the CEO
Classification	Grade 3 Year 1 – Grade 3 Year 5 (AO31 – AO35)
Position reports to	Parkville EMR Identity Lead
No. of direct & indirect reports	N/A
Location	The Royal Children's Hospital, Flemington Road, Parkville
Risk category	Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently

Parkville Electronic Medical Record (EMR)

The Parkville EMR is a digital partnership between The Royal Children's Hospital (RCH), Peter MacCallum Cancer Centre (Peter Mac), The Royal Melbourne Hospital (RMH) and The Royal Women's Hospital (RWH) and Parkville Youth Mental Health and Wellbeing Service (PYMHWS). The Parkville EMR team (employed by RCH) maintains, operates, and optimises the Parkville EMR service for the benefit of all 5 health services. The Parkville precinct partners are committed to continuing the success of the EMR to deliver the vision as a world class EMR, shared with patients, to support the delivery of safe, high quality and seamless healthcare across Parkville and improve health outcomes for all Victorians.

The Royal Children's Hospital

The Royal Children's Hospital's (RCH) vision is *a world where all kids thrive.*

RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.

RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria. Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of $850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.

RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.



Further information on RCH is available at www.rch.org.au

Peter MacCallum Cancer Centre

The Peter MacCallum Cancer Centre (Peter Mac) is a Victorian public health service and a world-leading comprehensive cancer centre seeking to excel across all spheres of clinical care, research, and education. We have the largest cancer research enterprise in Australia and provide treatment to about 40,000 people with cancer each year.

We have a leading role in fundamental, translational, and clinical cancer research that drives excellence in cancer care. We are dedicated to lifting the standard of cancer care for all Australians and continuously innovating to increase access to care, maximise quality of life and improve patient outcomes. We work in collaboration with partners across the state to ensure every Victorian gets access to the best cancer care. We are also increasing our national and global presence and furthering our existing impact on cancer care through education and by leading and collaborating on landmark cancer research locally and worldwide. Everything we do is underpinned by our core values, excellence, compassion, and innovation.

The Royal Melbourne Hospital

The Royal Melbourne Hospital (RMH) is one of Victoria's largest public health services, employing approximately 10,000 staff and managing over 1,400 beds. We provide comprehensive acute, sub-acute, general, specialist medical and mental health services through both inpatient and community based facilities through the following services: The RMH – City Campus, The RMH – Royal Park Campus, North Western Mental Health and The Doherty Institute for Infection and Immunity. We provide one of the two adult major trauma services to the state of Victoria.
The RMH provides services to the culturally diverse communities of northern and western metropolitan Melbourne, as well as providing general and specialist services to regional and rural Victorians as a tertiary referral service. All The RMH services provide person-centred care. This ensures that the care received is timely, patients and family/carers are treated with respect, and that effective communication occurs with patients and family/carers about all aspects of care.

The Royal Women's Hospital

Since 1856, the Royal Women's Hospital (the Women's) has been providing health services to women and newborn babies in Victoria. Today, the Women's is one of Australia's leading specialist public hospital dedicated and advocating for the health and wellbeing of women and newborns. Through our campuses at Parkville and Sandringham and by supporting ten research centres, the Women's is advancing healthcare for women in maternity services and the care of newborn babies, gynaecology, women's health and women's cancer services. The Women's believe that health equity for all women is more than a vision; it is the essence of who we are and what we do encompassing our values, role and purpose.

Parkville Youth Mental Health and Wellbeing Service

Parkville Youth Mental Health and Wellbeing Service (PYMHWS) is Victoria's first standalone public mental health service designed specifically for young people aged 12 to 25. Operational from July 2025, PYMHWS is leading a bold transformation in how youth mental health is accessed, experienced, and governed across Melbourne's north and west.

We deliver specialist, community, and inpatient services to young people experiencing, or at risk of mental ill-health. Our multidisciplinary teams are based at Parkville, Sunshine, Footscray, Werribee and Cherry Creek, working closely



with families, carers, supporters, and kin to provide developmentally appropriate, evidence-based, trauma-informed, inclusive care, grounded in lived experience.

ROLE CONTEXT

The Electronic Medical Record (EMR) Support Services Team includes EMR Help Desk, Patient Identity management to support the Enterprise Patient Master Index (EMPI), patient movement workflows and support, patient duplicates and merging, security profiles and templates, users and providers, external providers, management of end user devices, billing, reporting and data analytics, Release of Information (ROI), medico-legal support, privacy, chart corrections, deficiency tracking and coding workflows, reporting to the EMR Support Services Application Manager.

ROLE PURPOSE

The EMR Identity Data Officer will be a member of the team responsible for analysing, cleansing, validating and improving patient identity, provider and movement data across the Parkville EMR health services.

KEY ACCOUNTABILITIES

Data Analysis, Verification & Cleansing

- Effectively and efficiently analyse, cleanse and validate patient, provider and movement data;
- Support precinct health services with EMR chart corrections;
- Monitor and resolve relevant interface errors ;
- Merge duplicate patient records within the Patient Administration System (PAS);
- Cleanse patient demographic data within the relevant PAS;
- Interpret and action error and merge reports extracted from PAS and EMR systems;
- Validate data within PAS systems and the EMR;
- Have a strong understanding of how data is stored and managed within PAS and EMR;
- Understand the importance of data integrity and ensure accuracy when inputting data;
- Efficiently work across multiple Health IT systems across a number of organisations.

Administration

- Complete application testing tasks for software upgrades and system maintenance
- Complete level 2 support for Identity incident management
- Assist with testing as required;
- Work collaboratively with all members within the Parkville EMR team to deliver required outcomes.

Quality

- Work efficiently to meet targets while maintaining data integrity;
- Manage time effectively to deliver outcomes before deadlines;
- Escalate issues as required to management.



QUALIFICATIONS AND EXPERIENCE

Essential:

- Technical/ administration training with several years' experience or equivalent work experience;
- Experience working with EMRs and/or Healthcare/eHealth applications or relevant industry experience;
- Experience with data analysis.

Desirable:

- Experience working in a tertiary hospital environment
- Tertiary qualifications in a related field

KEY SELECTION CRITERIA

- Demonstrated proficiency in the use of established administrative processes;
- Previous experience using EMRs or a Patient Administration System (PAS);
- Previous experience with data analysis;
- Demonstrated ability to work with colleagues in a team-based environment with individual and shared deliverables;
- A good operational knowledge of a hospital department or area including relevant policies and procedures;
- Aptitude to learn quickly and apply knowledge across different contexts;
- Resilient and flexible approach to work;
- Excellent organisational and planning skills;
- Highly developed attention to detail;
- Ability to handle confidential and sensitive information with discretion;
- Ability to identify issues and seek appropriate resolution;
- A good understanding of Microsoft Excel.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- A current, full driver's licence for the State of Victoria which is appropriate for the type of vehicle being driven, and comply with any restrictions on their licence (e.g. wearing glasses) while undertaking hospital duties (If applicable)
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.
- This position may be required to work on a rotating on call roster after hours and will be renumerated as per the award entitlements.

IMPORTANT INFORMATION
All employees are required to adhere to the Royal Children's Hospital Values: • Curious - We are creative, playful and collaborative • Courageous - We pursue our goals with determination, ambition and confidence • Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together • Kind - We are generous, warm and understanding **RCH COMPACT** All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture. • We do better work caring for children and families when we also care for each other • I bring a positive attitude to work – I share, I laugh, I enjoy other's company • I take responsibility for my behaviour and its impact on others • I am curious and seek out ways to constantly learn and improve • I celebrate the good stuff, the small stuff, the big stuff – it all matters • I speak up when things aren't right • I value the many different roles it takes to deliver great patient care • I actively listen because I want to understand others and make better decisions • I am inclusive and value diversity • When it comes to teamwork, I don't hold back – I'm all in **QUALITY, SAFETY AND IMPROVEMENT** RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by: • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with all relevant clinical and/or competency standards • Complying with the principles of Patient and Family Centred Care that relate to this position **The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.**

Position description last updated	**November 2025**