Position Description

Position title	Digital Innovation & EMR Educator
Department / Division	Digital Innovation & EMR (DI & EMR) / Digital & Allied Health
Classification	Grade 6 Year 1 to Grade 6 Year 5 (AO61 to AO65)
Position reports to	Chief Clinical Information Officer (CCIO)
No. of direct & indirect reports	Nil
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.

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

ROLE CONTEXT

The DI & EMR team sits in the Digital Portfolio within the Digital and Allied Health Division. The Digital and Allied Health Division leads the hospital's digital transformation agenda, and is responsible for the implementation, optimisation and governance of digital health technologies, including the Electronic Medical Record, artificial the RCH Patient Portal, intelligence clinical solutions and virtual care platforms.

The Digital Innovation & EMR (DI&EMR) team is led by the Chief Clinical Information Officer (CCIO). The team comprises CXIOs across the professional craft groups (medical, nursing, allied health and pharmacy), clinical informaticians, clinical analysts, educators and digital health partners. The team works with RCH leadership, staff, consumers and Parkville precinct partners to optimise the EMR, deliver digital innovation and education programs, and ensure digital systems support safe, effective and family-centred paediatric care.

ROLE PURPOSE

The DI & EMR Educator designs, delivers and evaluates high quality EMR education and training for RCH staff across all disciplines and classifications. The role leads onboarding EMR training for new starters and large intake cohorts and delivers ongoing optimisation education that builds the digital capability, confidence and efficiency of the RCH workforce.

Working closely with the clinical informatics team and credentialed trainers across the Parkville precinct, as well as RCH hospital education teams, the DI & EMR Educator translates EMR functionality into practical, workflow-based learning that supports safe, efficient and patient and family centred care. The expected outcomes of the role are a workforce that is competent and confident in EMR use from day one, measurable improvements in EMR proficiency and efficiency, and education programs that are contemporary, evidence-based and aligned to the RCH digital strategy and workplan.

KEY ACCOUNTABILITIES

Education Design and Development

- Design, develop and maintain EMR curricula, lesson plans, eLearning modules, quick reference guides and other learning resources that reflect current RCH workflows, policies and EMR build
- Apply adult learning principles and contemporary instructional design methods to create engaging, role-based education for medical, nursing, allied health, pharmacy and administrative staff
- Maintain the EMR training environment(s) in partnership with clinical analysts, ensuring training patients, scenarios and build reflect the production environment
- Keep education materials current with each EMR upgrade, enhancement and workflow change, in collaboration with the wider Parkville EMR teams

Education Delivery & Administration

- Deliver EMR onboarding training to new starters and large intake cohorts (including junior medical staff and graduate nurse intakes) via classroom, virtual, eLearning and at-the-elbow formats
- Deliver targeted optimisation education programs (e.g. efficiency and personalisation sessions, thrive/proficiency programs) that improve staff efficiency and satisfaction with the EMR

- Provide at-the-elbow and floor support during go-lives, upgrades, downtimes and the introduction of new functionality, preparing staff and supporting adoption
- Support and coach EMR liaisons, super users, preceptors and education teams to extend the reach of EMR education across the organisation

Quality Improvement & Evaluation

- Establish systems to evaluate the effectiveness of EMR education and learning activities and use feedback to continuously improve programs
- Utilise available EMR data and reporting tools (e.g. Signal/proficiency data) to identify learning needs, target education and measure impact
- Contribute to post implementation reviews of EMR functionality, benefits realisation activities and measurement of the impact of technology on staff

Stakeholder Management and Professional Leadership

- Build and maintain strong relationships with department leaders, unit managers, education teams and Parkville precinct EMR colleagues to ensure education meets organisational needs
- Act as a trusted point of contact for EMR education, triaging and responding to education requests and escalating build or workflow issues to the appropriate team
- Contribute to RCH-wide committees, projects and initiatives relating to EMR education, digital capability and workforce onboarding
- Foster a culture of learning by acting as a positive role model and champion for the safe, efficient and standard use of the EMR

QUALIFICATIONS AND EXPERIENCE

Essential:

- Tertiary qualification in education, health, health informatics or a related discipline, and/or equivalent demonstrated experience in education or training delivery
- Expert user of an electronic medical record, with demonstrated understanding of clinical and/or administrative EMR workflows

Desirable:

- Certificate IV in Training and Assessment or equivalent
- Epic certification, accreditation or credentialed trainer experience
- Clinical experience in an acute care setting, and/or experience in a paediatric environment
- Post graduate qualification in education, health informatics or a related field

KEY SELECTION CRITERIA

- Demonstrated experience delivering training within large-scale EMR implementation, upgrade or optimisation programs

- Capability to design, deliver and evaluate effective education and training programs that meet the learning needs of adult learners within complex service environments
- Sound knowledge of adult learning principles and proficiency in the use of learning management systems and eLearning authoring tools
- Commitment to ongoing personal and professional development
- Demonstrated skills in developing, delivering and evaluating education programs using adult learning principles across face-to-face, virtual and eLearning formats
- Strong facilitation, presentation and teaching skills, with the ability to engage and educate both small and large groups
- Ability to translate complex system functionality into practical, workflow-based learning for a diverse, multidisciplinary audience
- Excellent interpersonal and communication skills, with the ability to build and maintain effective working relationships with key internal and external stakeholders
- Strong organisational skills, with the ability to plan and coordinate education for large cohorts and manage competing priorities
- Ability to coach, motivate and support staff to build confidence, capability and proficiency in digital systems and EMR use
- Commitment to quality improvement, evidence-informed practice and the delivery of patient and family-centred care
- Understanding of health informatics principles and the ability to leverage technology to support improved clinical, operational and patient outcomes

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
- Employees are required to maintain compliance with RCH's "Staff Immunisation – Prevention of Vaccine Preventable Diseases" procedure

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	**September 2026**