# Position Description

| Position title | Information Technology Scientist |
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| Department / Division | Laboratory Services / Ambulatory Services |
| Classification | Grade 3 Medical Scientist (RY9-RZ3) |
| Position reports to | Operational: Pathology IT Manager |
| 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 |

| The Royal Children's Hospital |
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| 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 |
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| The department of Laboratory Services provides a comprehensive, high quality, diagnostic pathology service to both the Royal Children's Hospital and the Royal Women's Hospital, as well as to Specialist Consultants and General Practitioners in the community. The Laboratory Services Information Technology Scientist will support the delivery of all IT functions within Laboratory Services and play a critical role in ensuring the regulatory and compliance requirements for accreditation purposes are met by the service. |

| ROLE PURPOSE |
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| Assist in management of the day to day running of the Laboratory Information System (LIS) and in delivery of other Information Technology (IT) related systems. The Information Technology Scientist will be able to scope, document and build system requirements and develop application solutions as part of the Laboratory Services IT team, and contribute strongly to information gathering and support in the transition to a new LIS. |

| KEY ACCOUNTABILITIES |
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**Organisation and Planning**
- Manage Roadmap of updates / upgrades / Patching as required (in conjunction with RCH ICT Department)
- Implement change initiatives in accordance with team objectives
- Plan and lead all stages of IT projects as directed by the Pathology IT Manager
- Assess and prioritise incoming workload against competing demands
- Contribute to strategic planning within the Laboratory Services IT Team
- Engage and maintain relationship across multiple hospital site ICT departments

**Continuous Improvement**
- Responsible for performing gap analyses, documenting changes to systems and gaining relevant approval for changes
- Develop, document, and maintain IT Infrastructure related processes, standards, and procedures
- Lead in the execution of updates / upgrades as required (in conjunction with hospital ICT)
- Test and validate changes to programs after creation/modification & before release to general users
- Support/troubleshoot the laboratory IT infrastructure solutions
- Implement and execute service continuity plans during scheduled preventative maintenance, malfunction, or repair of IT systems
- Contribute to the delivery of best practice in laboratory IT systems to our internal and end users

**Communication and Collaborative Practice**
- Provide expert IT advice, guidance and support to user groups including Laboratory Services Department Managers about service enhancements, updates and disruptions
- Development and maintenance of internal and external data communications processes in line with departmental and organisational changes
- Play key role in development of Technology service plans and ensure stakeholder participation in planning process
- Engage with external clinics and clinicians to provide access to electronic results
- Facilitate staff onboarding, and access requirements for LIS and other IT Systems as required

**Quality & Compliance**
- Perform audits of user accounts access and other compliance processes as scheduled
- Ensure timely and relevant reporting to internal stakeholders and external regulatory bodies
- Actively participate in quality improvement processes in accordance with the Quality Management System
- Ensure documentation and compliance with ISO 15189 NATA Accreditation requirements and NPACC Guidelines in relation to laboratory information systems and communication protocols

**Lifelong Learning**
- Engage in personal continuing education in IT related fields so that high professional standards are maintained
- Support others to review, reflect on and evaluate their own learning and profressional development goals.

**People Management**
- Assume Higher Duties in the absence of the Pathology IT Manager, leading the team and ensuring all strategic team goals are achieved within budget and in accordance with defined KPI's

## QUALIFICATIONS AND EXPERIENCE

**Essential:**
- Tertiary qualification Medical/Applied Science
- Minimum of 5 year post graduate experience in pathology or IT related field

**Desirable:**
- An understanding of the healthcare sector, preferably in Operations Support (Pathology/Lab Services) sector
- Previous experience in working with Laboratory Information Systems in a diagnostic pathology laboratory
- Previous experience with integration of Electronic Medical Records

## KEY SELECTION CRITERIA

- Demonstrated IT skills & knowledge in hospital IT Systems, instrumentation, Database management and HL7 messaging.
- Well-developed interpersonal skills with the ability to work individually and as a member of the team
- Ability to use initiative and anticipate needs
- Quality focussed with a systematic approach to work
- Demonstrated ability to respond flexibly to client needs with the ability to develop practical solutions to problems and provide advice in area of expertise
- Availability for participation in rostered On Call activities
- Experience and knowledge of technological innovations and solutions

## 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's 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.

## 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 2024 |
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