

Position Description

EMR & ICT Education and Change Manager

Classification:	HS6 + above award / XB2 Nursing / Grade 4 Allied Health
Business unit/department:	EMR Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028
	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Employment type:	Full-Time
Hours per week:	40 (38+ADO) per week
Reports to:	Lynne Keith
Direct reports:	6
Financial management:	Budget:
Date:	13/7/26

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The ICT & EMR Education and Change Manager is responsible for leading the development, implementation, and continuous improvement of organisational change management and education strategies that support Austin Health's ICT and EMR Services strategic priorities.

The role provides leadership for the planning, delivery, and evaluation of change management, training, adoption, and readiness activities associated with digital transformation initiatives, system implementations, upgrades, optimisation activities, and business-as-usual system changes.

Working across clinical, operational, corporate, and technical service areas, the position ensures Austin Health staff have the knowledge, skills, confidence, and support required to effectively adopt

and utilise clinical and non-clinical ICT systems, enabling safe, efficient, and high-quality patient care and organisational performance.

The role is responsible for leading a multidisciplinary team of six staff and establishing a sustainable organisational framework for education, change management, digital capability uplift, and user adoption across all ICT and EMR platforms.

About the Directorate/Division/Department

The Department provides a wide range of Information Communication and Technology (ICT) and Electronic Medical Record (EMR) Services to Austin Health staff.

ICT and EMR Services is grouped into the following functional streams:

- ICT Services
- Infrastructure Services
- Application, Integration Services
- Strategy Engagement and Project Services
- EMR services

The ICT and EMR environment include business critical information systems and multi-campus data and telecommunications networks. It supports over 8,000 staff, computers, applications, Microsoft Windows, Unix servers and multiple database products and telecommunication devices.

EMR services office is located at the Austin Campus, however staff are required to work across all Austin Health campuses as required. The EMR team strives for a positive collaborative environment built on trust. They work towards collective decisions, and they are held accountable for outcomes.

Position responsibilities

Strategic Leadership

- Develop and implement the ICT & EMR Education and Change Management Strategy aligned to Austin Health's digital health and organisational priorities.
- Lead the integration of change management and education principles into all major ICT and EMR initiatives.
- Provide expert advice to executive sponsors, project managers, clinical leaders, and business stakeholders regarding change impacts, adoption risks, and workforce readiness.
- Establish standards, frameworks, methodologies, and governance processes for education and change management activities.

Change Management

- Lead organisational change management activities across ICT and EMR projects and service improvements.
- Undertake change impact assessments and stakeholder analyses.
- Develop and implement change strategies, communications, engagement plans, and adoption frameworks.



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- Identify and mitigate change-related risks and resistance.
- Monitor user adoption and benefits realisation outcomes.
- Promote clinicians and staff engagement throughout project lifecycles.

Education and Training

- Lead the design, development, implementation, and evaluation of ICT and EMR education programs.
- Ensure education programs meet the needs of: Medical staff, Nursing staff, Allied Health staff, administrative staff
- Oversee development of training materials, workflow simulations, eLearning packages, reference guides, and competency assessments.
- Establish ongoing digital capability and system proficiency programs.

Operational Leadership

- Manage the day-to-day activities of the Education and Change Management Team.
- Provide leadership, coaching, mentoring, and performance management for direct reports.
- Develop annual work plans and resource allocation strategies.
- Monitor team performance, deliverables, and outcomes.
- Ensure effective workforce planning and staff development.

Stakeholder Engagement

- Develop strong partnerships with stakeholders, clinical leaders and operational departments and executive stakeholders
- Facilitate workshops, stakeholder forums, and engagement sessions.
- Act as a trusted advisor for organisational readiness and user adoption.

Governance quality and risk

- Ensure change and education activities support patient safety, quality care, and operational effectiveness.
- Contribute to project governance groups and steering committees.
- Monitor compliance with organisational policies, standards, and regulatory requirements.
- Establish metrics and reporting frameworks to measure: Training effectiveness, Adoption rates, User satisfaction, Readiness levels, Benefits realisation.

Continuous Improvement and Innovation

- Promote contemporary change management, adult learning, and digital adoption methodologies.
- Evaluate emerging technologies and learning approaches.
- Drive continuous improvement initiatives to enhance user experience, education effectiveness, and system adoption.
- Support innovation and digital maturity across the organisation.



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Selection criteria

Essential skills and experience:

- Tertiary qualifications in a health profession and qualification/ experience in clinical education
- Proven ability to deliver education sessions; one on one, in small groups, large groups, lecture theatres
- Proven ability to deliver training across all clinical streams and non-clinical streams
- Proven ability to develop a comprehensive learning program encompassing learning objectives, learning needs analysis, risks/issues, learning outcomes and learning program evaluation
- Proven ability to develop learning materials across different mediums to achieve learning outcomes
- Proven understanding of clinical informatics principles and clinical information systems
- Proven clinical liaison experience which is required to understand clinical learning needs across all clinical streams (but not limited to) medical, nursing, allied health
- Demonstrated commitment to meeting clinician learning needs to provide a safe and effective clinical work environment in using the Clinical Information System
- High level of understanding of Clinical Information Systems and how clinical workflows are embedded in the usage
- High level understanding of Stakeholders engagement and change management within the Organisation
- Capability to maintain a training environment and competently test in the clinical system environment to support activity of the Clinical Informatics Unit
- Highly developed work organisation skills with the capacity to prioritise competing demands
- Ability to lead small projects and/or be a leader in larger scale projects to ensure that learning needs are met. Specifically, the ability to effectively plan, implement and evaluate outcomes, including change management where required
- Flexible approach to problem solving and a “can do” attitude
- Strong communication skills (written and verbal)

Desirable but not essential:

- Experience with Cerner Millennium, Oracle Health, or other enterprise clinical systems.
- Formal change management certification (e.g. Prosci, ADKAR, Change Practitioner).
- Experience within Victorian public health services.
- Experience in benefits realisation and adoption measurement.
- Knowledge of digital health, clinical informatics, and healthcare workflow redesign.

Preferred Professional qualifications

One of the following:

- Business Management qualification
- Qualification in Education, Adult Learning, Training, or Instructional Design.
- Formal project management certification
- Health Informatics or ICT certification.
- Clinical qualification with demonstrated transition into digital health or EMR project delivery.



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Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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