

Position Description

Grade 3 Allied Health Digital Health Clinician

Classification:	Grade 3
Business unit/department:	Allied Health
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021-2026 Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025
Employment type:	Part-Time
Hours per week:	11.4 (0.3 EFT)
Reports to:	Chief Allied Health Informatics Officer
Direct reports:	Nil
Financial management:	Budget: 0
Date:	June 2026

Austin Health acknowledges the Traditional Custodians of the land on which Austin Health operates, 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 primary purpose of this position is to provide Digital Health consultancy, education and solution design services for the Allied Health Division at Austin Health.

The Allied Health Digital Health Partner supports digital health initiatives across Austin Health Allied Health Therapy and Science professions. The AH Digital Health Partner will work closely and collaboratively with the Chief Allied Health Informatics Officer, Allied Health Informatics leads and Austin EMR (Cerner)/Digital Health teams with priorities set by the Allied Health Directorate, including Workforce Unit, Quality and Innovation, Research, and Clinical Education Teams.

The Allied Health Digital Health Partner will work with the Chief Allied Health Informatics officer to deliver effective and scalable consultancy, education and digital solution design services. They will work closely with the Allied Health senior leadership team to support service delivery, data analysis reporting, overall engagement of Allied Health clinicians in EMR workflows and other Digital Health programs focusing on delivering safe, timely, quality patient care.

The position will provide a comprehensive program of digital health capabilities including but not limited to, optimisation of processes for efficiency, evaluation of new initiatives, introduction of new technologies, education, EMR reporting and analysis of other data sets to evaluate services. The Allied Health Digital Health Partner will have strong informatics skills and help develop digital capability and continuous improvement practice across the Allied Health workforce.

About Allied Health

Allied Health employs over 1,000 health professionals across 27 disciplines, broadly known as the therapies and sciences, who work as key members of the multidisciplinary team aiming to provide the best outcomes for patients via preventing, diagnosing and treating a range of healthcare conditions.

Allied Health staff support patients at every stage of their healthcare journey across Austin Health with services provided across all three sites (acute and sub-acute), in the ambulatory setting, at home and in the community.

The vision of Allied Health is to enrich lives through exceptional care and partnerships. This role forms collaborative partnerships with allied health professionals, Austin Health colleagues, and external partners, to build an understanding of the value and role of allied health in the broader healthcare network. This approach helps our partners to contribute to our vision.

Allied Health has a strong focus on improvement for patients and staff with the evolution of care models and staff wellbeing at its core. We foster strong collaboration with senior leadership and stakeholders across the organisation. We value and celebrate diversity in our teams as we make this workplace safe and inclusive for all staff and consumers.

Allied Health has three key priorities: building the capability of our staff, ensuring collaborations and key partnerships are developed and sustained and implementing contemporary models of care.

Position responsibilities

Provision of Care:

- Together with the Chief Allied Health Informatics Officer (CAHIO), provide leadership, direction and support to Allied Health staff regarding digital health innovation and improvement.
- Function as a subject matter expert and liaison between the EMR team and Allied Health managers, clinicians, technology and information team to develop and identify solutions for workflows, data entry and reporting



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- Assist the Chief Allied Health Officer, Associate Directors, Clinical Education and Workforce Development Leads in planning, developing and delivering clinical services across Austin Health
- Contribute to the development of digital capability across the Allied Health workforce working alongside CAHIO and clinical education unit
- Provide strong leadership to motivate and coach staff to perform at a high level and to optimise use of EMR and digital health applications.
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- Assist with clinician utilisation and personalisation of EMR
- Contribute to the governance of allied health clinical documentation including oversight of autotexts to optimise efficiency and revenue generation, working closely with CAHIO and clinical coders.
- Assist managers and senior leaders with utilisation of data dashboards and other digital applications to support operational needs and service development
- Contribute to the review and optimisation of Allied Health clinical activity guidelines and processes
- Assist managers and senior leaders to appropriately utilise digital communication channels in line with Austin procedures, optimising safety and efficacy of communication
- Undertake regular audits to identify opportunities for efficiencies
- Represent Allied Health at Austin Health forums, as required or directed.

Digital Innovation and Change Delivery:

- Translate clinical requirements into actionable design artefacts and user stories that our analyst teams can develop and implement
- Conduct discovery sessions with Allied Health end users to identify problems and opportunities, test innovation ideas, validate assumptions and gather feedback for iterative improvements
- Create impact assessments to understand how digital solutions will affect clinical workflows, roles, and patient care
- Work collaboratively with analysts and developers during solution development as a subject matter expert
- Work collaboratively with EMR education team to design and implement communication plans that clearly articulate the why, what, and how of digital changes
- Develop and deliver comprehensive change management strategies tailored to different clinical audiences and contexts
- Conduct impact reporting to measure adoption, utilisation, and satisfaction with digital solutions

Lifelong Learning (Training and Development):

- Complete annual mandatory training requirements as specified by Austin Health.
- Commitment to ongoing learning opportunities to remain abreast of digital health innovations within healthcare and education.
- Establish connections across the Austin Health, Local Health Service Network, tertiary partners, industry partners (Oracle Cerner) and other key stakeholders for networking, resource-sharing and collaboration opportunities.
- Work closely with Clinical Education teams to design and deliver education for staff, interns and/or students, as required, supporting and maximising interprofessional learning opportunities across Austin Health.



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- Embody the values, principles and approaches that underpin best practice in relation to adult learning.
- Participate in regular supervision with the CAHIO

Collaborative Practice

- Develop and maintain collaborative working relationships with all Allied Health Departments (across the Therapy and Science professions at Austin Health), Clinical Education Unit, EMR education team, Business Intelligence Unit, Discovery and Innovation Unit, Chief Allied Health Information Officer (CAHIO) and other key internal stakeholders.
- Provide support and be point of contact for Allied Health clinicians including through targeted upskilling in digital workflows
- Develop and maintain collaborative working relations with key external stakeholders including the Local Health Services Network and industry partners (Oracle Cerner).
- Work collaboratively with stakeholders to ensure digital workflows align with clinical and administrative processes, enhancing usability and safety at the point of care
- Provide regular opportunities for connection and collaboration among Allied Health Digital leaders

Communication

- Communicate developments and key issues and provide briefing as required to all key stakeholders.
- Communicate effectively with key stakeholders to ensure their understanding, views and needs are included in plans and actions.

Continuous Improvement, Research and Quality Assurance:

- Work with the CAHIO to optimise Allied Health EMR workflows to ensure quality of care, enhance patient safety, drive service improvements, enhance education and improve patient outcomes.
- Identify potential clinical risks and review clinical incidents associated with the use of the EMR and technology and develop and implement any agreed mitigations or actions.
- Identify potential for standardised documentation of clinical incidents in allied health practice including creation of templated / standardised entries, enhancing safety culture and reporting
- Recognise inefficiencies and develop / implement improvement strategies.
- Lead and support implementation of new models of care harnessing digital health skills.
- Promote and develop the systems to routinely collect service performance data and report against KPIs to the Allied Health Associate Directors and Chief Allied Health Officer as required.
- Promote and develop the systems to routinely collect patient reported and clinical outcome measures across Allied Health service provision.
- Provide EMR expertise for implementation of new processes and system changes.
- Participate in the EMR testing and validation of upgrades and new features.
- Actively contribute to Allied Health quality improvement and research activities, working closely with CAHIO, Director Allied Health Research and senior leaders.

Organisation and Planning

- Contribute to raising the profile and position of Allied Health Digital Health.
- Report on outcomes and developments in Allied Health Digital Health to the Chief Allied Health Officer and Associate Directors of Allied Health and senior leaders, including preparation of high-quality reports and other written materials.



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- Contribute to the strategic utilisation of Digital Health across Allied Health.
- Contribute to the development and review of relevant policies, procedures and guidelines.

All Employees

- Comply with Austin Health policies and procedures, as amended from time to time, which can be located on the intranet Pulse OPPIC page ([Home](#))
- Participate in Austin Health's annual Performance Review and Development (PRD) program as required.
- Engage in processes to monitor service delivery and participate in improvement activities.
- Undertake not to reveal to any person or entity any confidential information relating to patients, employees, policies, and processes and not make public statements relating to the affairs of Austin Health without prior authority of the Chief Executive Officer.
- Report incidents or near misses that have or could have impact on safety and participate in the identification and prevention of risks.
- Participate in the emergency incident response activities as directed.
- Perform other duties that may be required by the CAHIO, Chief Allied Health Officer, Allied Health Associate Directors as required.

Selection criteria

Essential skills and experience:

- A commitment to Austin Health values: Our actions show we care; we bring our best; together we achieve; and we shape the future.
- Demonstrated understanding of contemporary issues and directions of Allied Health in tertiary health services.
- Excellent working knowledge, experience and competency with information management systems and electronic medical records.
- Extensive experience in hospital Allied Health practice, with an interest in digital workflows, best practice, innovation, clinical documentation and healthcare informatics.
- Excellent communication skills and proven capacity to successfully work as part of a multidisciplinary team.
- Ability to understand and navigate the conflicting needs of different groups
- Highly developed skills in prioritization, problem solving, organization, decision making, time management, and planning
- Commitment to ongoing education/postgraduate education.

Desirable but not essential:

- Completed or currently undertaking relevant postgraduate qualification in health leadership, digital health, informatics or related field.
- Experience leading quality improvement activities, service development or project management,
- Experience in a coaching or mentoring role.

Key Selection Criteria

- Well-developed ability to collaborate, foster and maintain working relationships and network effectively with key internal and external stakeholders in the design and delivery of digital health initiatives.



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- Proven ability to work effectively across multidisciplinary teams as a strong team player, as well as demonstrated ability to work independently.
- Demonstrated capacity to manage programs, projects or service areas within an Allied Health environment.
- Motivated, energetic, enthusiastic, and committed to excellence.
- Extensive working knowledge of Cerner Oracle or equivalent electronic medical record in the Victorian public health context, including reporting.
- Strong conceptual and analytical abilities – comfortable with complexity, proven capacity to use analytical and conceptual skills to reason through problems; creative and adaptive.
- Ability to balance between systems thinking and detail focused - diagnoses trends, obstacles and opportunities in the internal and external environment; understands the linkages between systems working within and external to the organisation; and demonstrates attention to detail.
- Solution-based and responsive – ability to problem solve and plan coherent responses to issues as they arise.
- Creativity and innovation - generates new ideas; draws on a range of information sources to identify new ways of doing things; actively influences events and promotes ideas; translates creative ideas into workplace improvements.
- Excellent organisational and time management abilities
- Highly developed verbal and written communication skills, interpersonal skills and the ability to interact and negotiate with a variety of stakeholders.
- Ability to recognise issues that may lead to conflict and constructively address issues as they arise.

Professional qualifications and registration requirements

- Tertiary qualification in an Allied Health Discipline (Therapy or Science)
- AHRPA Registration or professional body equivalent

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:



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- 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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