

Position Description

EMR Pharmacy Analyst

Classification:	Grade 2 Pharmacist
Business unit/department:	EMR Services
Work location:	Austin Hospital <input checked="" type="checkbox"/> Heidelberg Repatriation Hospital <input checked="" type="checkbox"/> Royal Talbot Rehabilitation Centre <input checked="" type="checkbox"/> Other <input type="checkbox"/> (please specify)
Agreement:	Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Enterprise Agreement 2021-2025 Choose an item. Choose an item.
Employment type:	Part-Time
Hours per week:	32
Reports to:	Lynne Keith and Christine Ting
Direct reports:	Nil
Financial management:	Budget: nil
Date:	05/26

Commented [CT1]: Should we tick all locations in case they need to support go-live at other sites?

Commented [TC2]: Is it possible to include 'dotted line' to CPIO? In my PD, I've got reporting to Paul + Ray

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

This position is responsible for the implementation, optimisation, support, and maintenance of Cerner Millennium Medication Management solutions, related clinical systems and workflows. This role ensures that medication management workflows are effectively supported within the Electronic Medical Record (EMR), promotes safe medication practices, and enhances clinical efficiency through system configuration, data integrity, and user engagement. The analyst represents ICT& EMR Services and works closely with Chief Pharmacy Informatics Officer, Chief Nursing Informatics Officer, Chief Medical Informatics Officer, Pharmacy services, and other stakeholders, to ensure system design aligns with operational requirements, regulatory standards, and best practice in medication management.

About EMR Services

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 and 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 strive for a positive collaborative environment built on trust. They work towards collective decisions, and they are held accountable for outcomes.

Position responsibilities

- Design, build, configure, test, and deploy Cerner medication management related modules and workflows (e.g., PharmNet, PowerChart Medication Management).
- Participate in EMR upgrades, enhancements, and integration activities; this extends into non-medication related modules and workflows where modules intersect.
- Participate in change control, testing, and release management processes
- Analyse clinical workflows and translate requirements into system design specifications.
- Support continuous optimisation initiatives to improve usability, safety, and efficiency.
- Provide subject matter expertise in all medication-related EMR functionality.
- Troubleshoot system issues and coordinate resolution with vendors and ICT teams.
- Maintain system configuration including medication catalogues, order sets, and decision support rules.
- Ensure alignment with medication safety standards and formulary governance requirements.
- Collaborate with pharmacists, clinicians, and operational teams to gather requirements and feedback.
- Provide training and support to end users on pharmacy-related system functionality.
- Contribute to medication safety initiatives and quality improvement programs.
- Participate and lead in meetings as required
- Ensure configuration and build documentation is current and accurate
- Provide day-to-day support and monitoring on the EMR Service Desk queue as per roster; The EMR Service Desk operates weekdays from 7.30 am till 5:30 pm, and shift coverage may be required on the weekends depending on demand.
- Participate in on call roster, which provides after hours support to Austin Health staff; This infers compliance with on call policy.
- Perform special tasks or functions that go beyond the day-to-day activities of the EMR Services as required by the EMR Manager
- Assist the ICT & EMR Education/Change manager with planning and facilitating all change/education initiatives for a new system implementation or upgrade

Commented [TC3]: Adding this statement to ensure the position involves non-med related build/testing



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- In rare circumstances in this role, you may be contacted by colleagues or management out of hours or when you are on leave, to request assistance with investigation and resolution of any priority incident. You must make best endeavours to respond to this contact as soon as possible.

Selection criteria

Essential skills and experience:

- Demonstrated experience with Cerner Millennium, particularly pharmacy modules (e.g., PharmNet).
- Strong understanding of hospital pharmacy workflows and medication management processes.
- Ability to translate clinical requirements into system design and configuration.
- Strong analytical and problem-solving skills.
- Knowledge of medication safety standards and clinical governance frameworks.
- Excellent communication and stakeholder engagement skills.

Commented [TC4]: I noticed this one has been duplicated in both essential and desirable - for a grade 2, it's probably ok to just be desirable

Desirable but not essential:

- Experience in large-scale EMR implementations or digital transformation programs.
- Knowledge of medication safety standards and clinical governance frameworks.
- Experience with change management and training delivery.
- Experience in EMR implementation, optimisation, or support roles.

Professional qualifications and registration requirements

Essential

- Registered Pharmacist
- Relevant experience in a clinical or healthcare IT environment.

Desirable

- Postgraduate qualifications in Health Informatics or Digital Health.
- ITIL, PRINCE2, or Agile certification (or equivalent experience).

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.



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- 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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