

Position Description

EMR and ICT Education Clinical Analyst

Classification:	Registered Nurse YX12
Business unit/department:	EMR and ICT Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2024-2028
	Choose an item.
	Choose an item.
Employment type:	Fixed-Term Full-Time
Hours per week:	38 hours per week
Reports to:	EMR & ICT Education Change Manager
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	July 2026

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 EMR and ICT Education Clinical Analyst plays a pivotal role in translating clinical workflows into digital solutions and educating healthcare professionals on the effective use of EMRs and ICT systems. This role requires a registered clinician to ensure that digital workflows, training, and optimisation activities are clinically safe, aligned to real-world practice, and appropriate for high-risk care processes such as medication management and patient deterioration as safe EMR and ICT use depends on clinical judgement, not just system knowledge.

About the Directorate/Division/Department

The ICT and EMR Services Department at Austin Health, a dynamic and essential function supporting the organisation's digital infrastructure and clinical systems. The department delivers a comprehensive range of services across five key streams: ICT Services, Infrastructure Services, Application and Integration Services, Strategy Engagement and Project Services, and EMR Services.

These teams collectively manage and maintain business-critical systems, multi-campus networks, and a diverse technology environment that supports over 11,000 staff and devices.

The position sits within the EMR Services team, which is based at the Austin Campus but operates across all Austin Health sites. The team plays a vital role in supporting and enhancing the Electronic Medical Record system, fostering a collaborative and inclusive culture built on trust, shared accountability, and collective decision-making. Team members are encouraged to contribute openly, support one another, and take ownership of outcomes to deliver high-quality, patient-centred digital solutions.

Position responsibilities

Clinical Workflow Analysis

- Collaborate with clinical teams to understand clinical intent, identify latent safety risks, and ensure training reflects safe practice at the point of care.
- Identify workflow risks that may not be visible to non-clinical staff, including workarounds, cognitive load, and interruption risk.
- Ensure EMR design and training align with safe medication practices and local policies.
- Identify opportunities for digital optimisation and clinical safety improvements.

Education and Training

- Design, deliver, and evaluate training programs for Austin staff on EMR systems and ICT tools
- Develop educational materials and deliver training that reflects real clinical scenarios, edge cases, and high-risk situations, requiring clinical expertise to design and facilitate
- Provide peer-to-peer clinical credibility, supporting engagement and trust from medical, nursing, and pharmacy staff
- Translate EMR workflows into clinically meaningful practice, not just system steps
- Ensure all education materials are available electronically in the required platforms (not limited to The Pulse and ATLAS).
- Undertake reporting of education and implementation milestones to relevant stakeholders.

Change Management and Support

- Facilitate change impact analysis in collaboration with clinical and operational stakeholders.
- Contribute to the planning and execution of change management strategies for EMR and ICT implementations.
- Lead the development of communication plans and materials to support awareness, engagement, and adoption of digital health initiatives.
- Support transition activities including readiness assessments, stakeholder engagement, and post-implementation reviews.

Data Quality and Governance

- Promote best practices in data capture, integrity, and governance.
- Educate staff on privacy, security, and compliance requirements in digital health.

Adoption and Analytics

- Use Cerner “Lights On” data to review clinician adoption and efficiency.
- Interpret EMR data through a clinical safety lens, identifying risks such as:
 - Missed or delayed medications
 - Inappropriate overrides
- Distinguish between:
 - Behavioural issues
 - System design issues
 - Clinically appropriate variation
- Identify areas for improvement and support targeted adoption strategies.



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Level 2 EMR Support

- Provide Level 2 support for EMR systems during business hours and participate in an on-call roster to ensure continuity of care and system availability.
- Assess and prioritise incidents based on clinical risk and patient impact, particularly medication-related incidents
- Contribute to investigation of clinical safety events, providing clinical context to technical issues
- 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 endeavors to respond to this contact as soon as possible.
- Troubleshoot and resolve complex EMR issues escalated from frontline support teams.
- Liaise with vendors and ICT teams to ensure timely resolution of incidents and implementation of fixes.

System Testing and Enhancement Support

- Perform testing tasks relevant to EMR system enhancements and upgrades.
- Participate in user acceptance testing, feedback sessions, and continuous improvement initiatives.

Stakeholder Engagement and Expert Support:

- Serve as an expert resource and communication liaison for EMR Services as required.
- Work closely with clinicians, ICT professionals, project managers, and educators to align digital health strategies.
- Support broader organisational goals by undertaking special projects and strategic initiatives beyond standard EMR operational duties, as directed by line management.

Selection criteria

Essential skills and experience

- Registered nurse with demonstrated experience in clinical workflow delivery and patient care environments
- Demonstrated experience in high-risk clinical workflows (deteriorating patient)
- Demonstrated experience in medication management
- Ability to apply clinical judgement to digital workflow design, training, and optimisation
- Strong understanding of clinical care processes, health sector structures, and EMR systems
- Experience in adult education, instructional design, or clinical training
- Excellent communication and stakeholder engagement skills
- Demonstrated ability to work collaboratively within multidisciplinary teams while independently managing workload, priorities, and deadlines with minimal supervision
- Self-directed and motivated, with a proactive approach to problem-solving and continuous improvement
- Strong organisational and administrative skills, including the ability to anticipate challenges, prioritise competing demands, and implement effective solutions under pressure
- Proven capability in designing and delivering enterprise system training programs tailored to diverse clinical audiences
- Excellent customer service orientation, with well-developed skills in reporting, documentation, and professional presentation
- Confident communicator with the ability to engage effectively across all levels of the organisation, both verbally and in writing



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Desirable but not essential:

- Knowledge of digital health principles, including data governance, privacy, and security
- Familiarity with project and change management methodologies
- Ability to analyse and visualise health data to inform decision-making
- Skilled in navigating complex stakeholder environments and balancing the needs of diverse groups to achieve shared outcomes
- Flexible and adaptable, with experience supporting and facilitating change management initiatives in dynamic healthcare settings

Professional qualifications and registration requirements

- Registered nurse with relevant registration.
- Postgraduate qualification, industry certification (e.g., CHIA), or substantial sector experience in Health Informatics, Digital Health, or ICT Education, demonstrating applied expertise in clinical and digital health environments.
- Experience in EMR implementation, support, or education.
- Experience in ICT systems within healthcare settings.
- Demonstrated experience in training delivery and curriculum development.

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.



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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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