

Austin Health Position Description



Position Title: EMR & ICT Education and Change Manager

Classification:	HS6 + above award
Business Unit/ Department:	EMR Services
Work location:	Austin Health
Description agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Employment Type:	Full-Time
Hours per week:	38
Reports to:	EMR Services Manager
Direct Reports:	6
Financial management:	Budget:
Date:	9/04/2025

About Austin Health

Austin Health is recognized for high-quality, person-centered care. We're renowned for our specialist work in cancer, transplantation, infectious diseases, obesity, sleep medicine, intensive care medicine, neurology, endocrinology, mental health and rehabilitation.

We're the largest Victorian provider of training for specialist physicians and surgeons, and internationally recognised as a centre of excellence in hospital-based research.

Our services are delivered to patients across four main sites in Melbourne, in locations across our community, in people's homes, and within regional hospitals across Victoria.

We aim to provide an inclusive culture where all staff can contribute to the best of their ability and strive to develop further. We recognise that our people are our greatest strength. We want them to thrive, be their best selves and feel engaged, safe and empowered. To achieve this, diversity and inclusion is essential to our culture and our values. You can view our current Diversity and Inclusion Plan [here](#).

Commitment to Gender Equality

Austin Health is committed to gender equality in the workplace. In developing our [Gender Equality Action Plan](#) we have been guided by the gender equality principles set out in the Gender Equality Act 2020 (Vic). We believe that everyone should live in a safe and equal society, have access to equal power, resources and opportunities and be treated with dignity, respect, and fairness.

Position Purpose

The ICT and EMR Education/Change Manager will be responsible for the delivery of Learning and Development needs of Austin Health users to support the ICT and EMR services strategic priorities. Austin Health users incorporates all users that access and work within the clinical or non-clinical ICT applications.

About EMR & ICT 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 and 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 11,000 staff, computers, applications, Microsoft Windows and Unix servers and multiple database products and telecommunication devices.

EMR Services primarily focuses on provision and support to Austin Staff in the use of the Clinical System Cerner Millennium but is also responsible for development, transformation, maintenance and training. EMR Services may also be involved in any new Cerner implementations or related clinical projects.

EMR Services is responsible for working on clinical system improvements and optimization in consultation with Austin Health clinicians to facilitate efficient and effective use of the application and to maximize benefits that relate to delivery of safe patient care.

Purpose and Accountabilities

Role Specific:

- Be a part of the EMR Management team
- Develop and manage the ICT & EMR education/training team
- Establish a positive learning environment so that Austin clinicians feel supported and competent to use any Clinical and non-clinical applications
- Develop Education and Change policies, plans, procedures that align to a learning framework and to the Austin ICT and organisation strategies
- Development of the learning curriculum including developing fresh ideas to keep the clinicians up to date with system changes and engaged

- Develop learning innovations to improve the progress, outcomes and satisfaction of learning outcomes with our stakeholders
- Address the different learning needs across all Austin Health staff and shifts; encompassing, night staff learning, weekend staff and ensuring materials/tools are up to date for bank/agency staff

All Employees:

- Comply with Austin Health [policies & procedures](#) as amended from time to time.
- Comply with the Code of Conduct and uphold our values, and diversity and inclusion commitments.
- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality & 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 centred care.
- Comply with requirements of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- Comply with Austin Health mandatory training and continuing professional development requirements.
- Work across multiple sites as per work requirements and/or directed by management.

People Management Roles:

- Maintain an understanding of individual responsibility for safety, quality & risk and actively contribute to organisational quality and safety initiatives
- Ensure incident management systems are applied and a response to local issues and performance improvement occurs
- Support staff under management to comply with policies, procedures and mandatory training and continuing professional development requirements

Selection Criteria

Essential Knowledge and skills:

- 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:

- A sound understanding of information technology including clinical systems, applications relevant to the Management of rostering and risk management reporting or as required for the role and/or department.
- Formal qualifications in Clinical Informatics
- Post graduate education in clinical education or change Management qualification

General Information

Austin Health is a Child Safe Environment

Austin Health is committed to child safety. We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers. Austin Health has zero tolerance of child abuse, and all allegations and safety concerns will be treated seriously in line with legal obligations and our policies and procedures.

Equal Opportunity Employer

We welcome applications from Aboriginal and Torres Strait Islander people. For any support throughout the recruitment process or further information about working at Austin Health, please follow this link to Aboriginal Employment on our [website](#)