

# Eastern Health

## POSITION DESCRIPTION

|                                |   |
|--------------------------------|---|
| <b>Position Title:</b>         | Nursing and Midwifery Informatics Officer   |
| <b>Award Classification:</b>   | YW17  |
| <b>Award / Agreement Name:</b> | Nurses and Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028   |
| <b>Position Reports to:</b>    | Operationally: Director, EMR Medical Informatics (Chief Medical Information Officer)<br>Professionally: Director of Nursing Healesville and Professional Projects |

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



### **eHealth Team Principles & Purpose**

The eHealth Purpose is through technology, we support and enable clinicians to provide high quality care with a patient first focus. The eHealth team supports and implements the Electronic Medical Record (EMR) and associated clinical systems, and adds value to the organisation by:

- Putting yourself in the patients shoes aiming to develop and embed systems that improve patient care
- Escalating risks and issues and providing input to their mitigation
- Being an advocate by promoting the EMR benefits to stakeholders
- Offering EMR improvement suggestions and supporting benefits realisation
- Positively supporting fellow team members

### **1. POSITION PURPOSE**

The Nursing and Midwifery Informatics Officer (NMIO) will assist the eHealth Leadership Team and the Chief Clinical Information Officer (CCIO) in the support, enhancement, and optimisation of the Electronic Medical Record (EMR) and related digital health systems across the organisation.

The NMIO serves as a key liaison between Nursing and Midwifery professions , Digital Health, and senior leaders, ensuring that digital health solutions meet the clinical, regulatory, and strategic needs of the nursing and midwifery workforce at Eastern Health. The NMIO supports the development and refinement of digital workflows, profession-specific best practice guidelines, and standardised processes to promote safe, evidence-based, and efficient care.

In collaboration with senior leaders, the NMIO provides support for digital health systems including gathering clinical requirements, analysing system use, and evaluating opportunities for optimisation to improve digital capability and clinical outcomes for patients.

The NMIO is responsible for supporting the design, implementation, enhancement, performance and optimisation of clinical information systems across Eastern Health, with a keen focus on usability, interoperability, mobility and sustainability. The NMIO will act to enable, promote and support the effective use of data, information, knowledge and technology to support and improve health and health-care delivery.

### **2. MAJOR DUTIES AND/OR RESPONSIBILITIES**

#### **Clinician Engagement**

- Act as a liaison between Nursing and Midwifery staff, ICT, Quality and Safety, clinical leadership and eHealth to ensure digital solutions meet clinical needs.
- Engage with Nursing and Midwifery staff across clinical areas to gather feedback, identify system pain points, and support user-centred enhancements.
- Summarise and communicate relevant updates from committees, projects, and eHealth enhancement work to ensure transparency and engagement.
- Promote engagement and adoption of digital systems through effective communication, feedback loops, and support for change initiatives.
- Advocate for profession-specific perspectives in governance, system optimisation, and project activities.

#### **Clinical Informatics Strategy and Planning**

- Contribute to the prioritisation and planning of the eHealth roadmap, aligned with Eastern Health's strategic goals, clinical standards and practice guidelines.
- Analyse workflows, data, and system use to identify improvement opportunities and inform eHealth solution design.

- Support EMR and digital system testing, release management, and change control processes, including test planning and issue resolution.
- Provide informed clinical input on system design, enhancement requests, and localisation to ensure usability and fit for purpose.
- Promote the use of digital tools and data to support evidence-based practice, continuous improvement, and system safety.

#### **Supporting Education and Training**

- Collaborate with eHealth Training and Support, Learning and Teaching and Nursing Education teams to develop and improve training materials to build digital capability in the nursing and midwifery workforce.
- Support the integration of digital health into professional development programs and clinical education pathways.
- Assist in developing user-focused resources and communication to support adoption of system updates and changes.
- Monitor digital capability across the workforce and contribute to targeted strategies to uplift skills and confidence in system use.
- Act as a knowledge resource for nursing and midwifery workflows and system navigation, contributing to superuser networks and digital champions initiatives.

### **3. SAFE PRACTICE AND ENVIRONMENT**

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

### **Our commitment to Diversity, Equity & Inclusion**

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## **9. EASTERN HEALTH'S PROMISE**

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care

- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

**10. ATTACHMENTS**

- Attachment 1 Key Selection Criteria

**11. NOTE**

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

**INCUMBENT STATEMENT**

*I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

## ATTACHMENT 1

### KEY SELECTION CRITERIA

|                                |   |
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#### Essential

- Bachelor of Nursing or Midwifery or other recognised equivalent formal qualification leading to condition free registration in Australia
- Registration as a Registered Nurse and/or Registered Midwife with AHPRA
- Proficient or expert level proficiency working in a Nursing or Midwifery role within the hospital environment
- Met or exceed the formative level of the [National Nursing and Midwifery Digital Health Capability Framework](#)
- Have or working towards a post graduate education in digital health, informatics, or other relevant areas
- Advanced analytical and problem-solving skills, as well as a passion for using technology to improve processes and workflows
- Experience with EMR (Oracle Health) and/or other clinical information systems
- Proven ability to support digital innovation within healthcare and Nursing and Midwifery teams

#### Desirable

- Completed or working towards *Certified Health Informatician Australasia (CHIA)* certification
- Proven track record of working within or delivering major digital health project or transformation initiative

#### Aboriginal & Torres Strait Islander Candidates

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*