

# Eastern Health

<b>Position Title:</b>	eHealth Clinical Analyst (Oncology)
<b>Award Classification:</b>	HS3 + over-award
<b>Award / Agreement Name:</b>	Health and allied services, managers and administrative workers (Victorian public sector) (single interest employers) enterprise agreement 2021-2025
<b>Current Effective Date:</b>	18 October 2025
<b>Next Review Date:</b>	18 October 2028
<b>Reports to:</b>	eHealth Associate Director, Optimisations and Enhancements

## 1. 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 state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs.



## **eHealth Team Principles**

The eHealth Team supports the Electronic Medical Record (EMR) as part of the Eastern Health ICT Strategy entitled "Great Digital Information – Transforming Health Care into Great Health and Wellbeing". As well as living the Eastern Health values the team will add value to the organisation by:

- Putting yourself "in the patient's shoes" aiming to develop and imbed systems that will improve patient care;
- Ensuring eHealth Optimization activities are documented and are efficient to support clinical workflows and processes
- Escalating risks and issues and providing input to their mitigation
- Being an advocate for the EMR and promoting the EMR benefits to all stakeholders
- Offering EMR improvement / benefit suggestions; and
- Positively supporting fellow team members.

## **eHealth Team 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 is responsible for the management and delivery of all aspects associated with the Oracle Health / Cerner Millennium solution including;

- PowerChart
- Clinical Documentation
- SurgiNet and Anaesthetics
- Intensive Care
- FirstNet - Emergency
- Device Integration
- Medications Management and PharmNet
- PowerInsight and Reporting
- Interfaces
- Acute Specialist Clinics

## **2. POSITION SUMMARY**

The role of eHealth Clinical Analyst (Oncology Medications) is to act as a key liaison between the EMR Team and EH Oncology and Pharmacy Departments to work with staff to identify solution enhancement opportunities and address issues or concerns. eHealth Clinical Analyst (Oncology Medications) will Design, Build and Maintain the oncology medications and chemotherapy regimens (protocols) in the EMR Clinical system.

As a medications and system expert, the eHealth Clinical Analyst (Oncology Medications) is to provide a responsive, effective and high-quality support service that sustains the adoption of EMR (Oracle Health / Cerner Millennium) by clinical users across Eastern Health.

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

- Act as a key liaison between the EMR Team and EH Oncology and Pharmacy Departments to work with staff to identify solution enhancement opportunities and address issues or concerns.
- Design, Build and Maintenance of the Oncology/Cancer Services workflows, including medications and chemotherapy regimens (protocols) in the EMR Clinical system. This will involve clinical review, design, build, documentation, data validation and functional testing of EMR.
- Act as key liaison with the various Governance Committees, to ensure appropriate approval is gained, including the preparation of documentation and papers for endorsement or approval.
- Develop and extend skills in technical EMR build and maintenance tools.
- Be responsible for managing change requests from the appropriate EMR governance group(s) who EH order stakeholders participate in.
- Ensure required local configuration is maintained in accordance with Health Technology Solutions (HTS) guidelines and RDDS cycles by using the required Oracle Health / Cerner Admin Build & Maintenance Tools.
- Perform testing tasks relevant to EMR enhancements and document change requests for system enhancements
- Consult key stakeholders in the development of new processes, business rules and policies to ensure the system can support the operational needs of the Eastern Health clinical staff. This is especially important in the transition from project tasks to Business As Usual (BAU) ongoing support.
- Maintain knowledge of workflow and practice in clinical areas, including the ability to document process maps.
- Develop report specifications, and/or develop reports within the framework of the available tools
- Participate in activities for implementation of system upgrades including new or customized software through system testing, integration, deployment to production, and application support
- Participates in meetings, committees and continuing education to improve individual, departmental and organizational performance
- Serve as an expert resource and communication liaison for the EMR as required
- Participate in the delivery of technical maintenance training to Eastern Health staff as directed
- Participate in collection of data for measuring system benefits and performance
- Participate in the content management of the EMR Intranet page and Service Desk System
- Ensure all support processes related to this role are reviewed, modified, built and implemented to ensure a high standard of quality support. This involves the building of Knowledge Bank articles in the Service Desk System
- On-call duties as required
- Perform special tasks or functions that go beyond the day-to-day activities of the EMR as required.

### **4. SAFE PRACTICE AND ENVIRONMENT**

#### **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.

## **5. 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.

## **6. 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 fulfill 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.

## **7. 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 2000.

## **8. 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.

## **9. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur six (6) 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.

**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.*

Signed: \_\_\_\_\_  
EMR Application Support

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

**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

- A demonstrated record of achievement in supporting clinical information systems or experience in working in complex healthcare or hospital setting
- Experience using Oracle Health / Cerner Millennium Solutions (Medications Management and Pharm Net) or another Electronic Medical Record application (Medications Management)
- Demonstrated understanding of the complex medication needs of Oncology patients
- Previous experience in managing drug information
- Relevant tertiary qualifications in a Health discipline, Information Technology or Information Management or equivalent work experience.
- High level of computer literacy, especially with Microsoft Word, Excel, PowerPoint, Visio and Project to produce professional documentation and presentations
- Proven ability to communicate, both verbally and in writing, in a clear, concise and logical and effective manner
- Demonstrated ability to manage several concurrent tasks and adapt to changes in the work environment.
- Ability to seek advice and direction from technical experts
- Excellent Team player
- Self-motivated and able to work without supervision
- Current valid Driver's Licence

#### Desirable

- Experience configuring Oncology clinical systems (e.g. Charm, PowerChart Oncology) is highly desirable
- Experience with chemotherapy protocols/regimens is highly desirable
- Experience with Victorian-based Electronic Medication Management (eMM) footprint is highly desirable
- Pharmacist currently registered with Pharmacy Board of Australia
- Post Graduate qualifications pharmacy or a related field
- Graduate level qualifications in Information technology, data science or related field
- Health Informatics qualification
- Project management experience

- Expertise in using software to manage test plans and execution
- Recent experience and understanding interoperability between Patient Administration Systems (HOMER, IPM) and downstream systems
- Experience in back-end build tools to support a clinical information system
- Experience in a hands-on reporting role and use of report writing tools (e.g. Cerner Command Language, SQL, PowerInsight & Discern Analytics 2.0)
- Understanding of Victorian Department of Health Reporting standards and systems
- Understanding of Health Service management systems and reporting
- A good understanding of clinical and clerical workflows