

Eastern Health

POSITION DESCRIPTION

Position Title:	eHealth Clinical Analyst (Support & Training)
Award Classification:	HS3 + Overaward
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	eHealth Support & Training Team Lead

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

The eHealth Team supports the Electronic Medical Record (EMR) as part of the Eastern Health Digital Health Directorate. 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 EMR Optimisation 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

Through technology, we support and enable clinicians to provide high quality care with a patient first focus.

The eHealth Team is responsible for delivery of all aspects associated with the Oracle solutions including:

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

1. POSITION PURPOSE

The eHealth Clinical Analyst (Support & Training) plays a critical role in supporting the safe, effective, and efficient use of Eastern Health’s digital health systems, including the Oracle Electronic Medical Record (EMR), Mobility, Field Service/Fusion, and associated applications.

The role provides expert Level 2 application support and delivers and coordinates clinical education and training. Working closely with clinicians, ICT, vendors, and digital health colleagues, the role ensures systems are optimised and support high-quality, patient-centred care.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Support

- Provide responsive, customer-focused Level 2 service desk support for EMR, Field Service/Fusion, and Mobility applications to clinical and operational users.
- Monitor, triage, and resolve incidents and requests, ensuring clinical priority and patient safety are maintained.
- Provide day-to-day monitoring and resolution of service desk requests, documenting incidents, actions, and resolution steps to support knowledge sharing and reporting.
- Contribute to relevant service desk reporting, trend analysis, and continuous improvement initiatives.
- Act as a liaison between clinicians, ICT, and vendors to ensure clear communication and timely resolution.
- Monitor automated service desk routing rules and workflows to ensure incidents and requests are assigned to the correct teams, identifying and correcting misrouted tickets to support timely resolution and maintain service quality.
- Configure, manage, and maintain EMR printer queues and label printers, including troubleshooting printing and label issues in collaboration with ICT and vendors.
- Escalate unresolved incidents, emerging risks, or system issues in a timely manner to the eHealth management, ICT, vendors as appropriate.
- Develop, maintain, and continuously improve a Ticket Knowledge Base, including documentation of common tickets, known issues, troubleshooting steps, and standard resolutions, to support consistent service delivery and knowledge sharing across teams.

Training

- Deliver training and education for eHealth systems, including the Electronic Medical Record (EMR) and other supported digital health solutions such as Mobility, Field Service and Fusion applications.
- Provide onboarding and pre-Go Live training to staff, ensuring users are appropriately prepared to safely use eHealth systems prior to clinical work.
- Coordinate and deliver role-based training tailored to clinical workflows across inpatient, emergency, and outpatient settings.
- Maintain ownership of eHealth training materials within the Knowledge Base including quick reference guides, videos, practice activities, and FAQs, ensuring materials remain accurate, current, and aligned with system changes and optimisations.
- Act as the eHealth liaison for the Eastern Health LMS iLearn, ensuring training content for EMR and other digital health applications is accessible, fit-for-purpose, and accurate.
- Develop and deliver targeted education activities such as masterclasses, optimisation sessions, and refresher training in response to incidents, system changes, new functionality, or identified user knowledge gaps across the eHealth portfolio.
- Work with stakeholders to support and participate in training domain refresh including test patient case study creation and manual data entry.
- Collaborate with clinical leaders and educators to identify training needs and coordinate education activities that support evolving service models, including mobility and Care@Home workflows.
- Provide input into training impacts of system changes, releases, and implementations across eHealth platforms, contributing to change communications and go-live support where required.
- Analyse service desk ticket trends, recurring issues, and reporting insights to identify knowledge gaps and workflow misunderstandings and proactively develop targeted training and education initiatives to address them.
- Prepare and issue weekly eHealth communications via Viva Engage, email, and User Update Sharepoint page based on outcomes from Change Management Meetings, ensuring system changes, training impacts, and key messages are clearly communicated to affected users.
- Use the EMR training booking system, deliver ad hoc training where required, and update formal training logs with details of training provided.

Other Responsibilities

- Participate in the eHealth on-call roster
- Meet the agreed annual performance plan as developed and agreed with the manager
- Assist with end-to-end and regression testing of eHealth and EMR workflows within ALM as required.

- Attend scheduled meetings and complete assigned tasks by due date.
- Fulfil the agreed annual performance plan as developed and reviewed with the manager.
- Travel between campuses and sites as required.
- Maintain professional knowledge through ongoing education and development.
- Undertake temporary coverage of other team members' duties during approved leave periods, by mutual agreement and where operationally appropriate.
- Undertake other duties by mutual consent.

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 Compensation (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

- At least one year's experience using Oracle Health Millennium Solutions (PowerChart, FirstNet, SurgiNet Anaesthesia, Device Integration, ICU, Care Delivery and Medications Management) or another Electronic Medical Record application.
- Demonstrated experience delivering high-quality customer support or service delivery in a complex, fast-paced environment.
- Experience delivering training or education to clinical staff at all levels within a healthcare setting.
- Sound understanding of clinical workflows within healthcare settings.
- Proven experience supporting clinical information systems, or working effectively within a complex healthcare or hospital environment.
- Relevant tertiary qualification in a health-related discipline, Information Technology, or Information Management, or equivalent relevant experience.
- High level of computer literacy, with demonstrated proficiency in Microsoft Word, Excel, PowerPoint, Visio, and Project to produce clear, professional documentation and presentations.
- Strong verbal and written communication skills, with the ability to convey information clearly, concisely, and logically to a broad range of stakeholders.
- Demonstrated ability to manage multiple priorities, work effectively under pressure, and adapt to changing requirements.
- Ability to recognise when to seek advice or guidance from technical experts and work collaboratively to resolve issues.
- Proven ability to work effectively as part of a team and contribute positively to a collaborative work environment.
- Self-motivated, organised, and capable of working with a high degree of autonomy appropriate to the role.
- Current valid driver's licence

Desirable

- Certificate IV in Workplace Training and Assessment (TAE40122 or equivalent).
- Recent experience or understanding of interoperability between Patient Administration Systems (e.g. HOMER, IPM) and downstream systems.

- Experience supporting or participating in project-based work within a healthcare or digital health environment.

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