

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Medical Imaging Informatics Manager
<b>Award Classification:</b>	
<b>Award / Agreement Name:</b>	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Health And Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 or equivalent
<b>Current Effective Date:</b>	April 2026
<b>Reports to:</b>	Program Director Medical Imaging Eastern Health

### 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.

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



## 1 POSITION PURPOSE

The Medical Imaging Informatics Manager is responsible for the strategic and operational management of Medical Imaging informatics systems and the team that supports it across Eastern Health. Supporting a service that performs over 270,000 examinations per year across multiple sites the role reports to the Program Director of Medical Imaging and is part of the senior management team. The role ensures the effective, reliable, and secure operation of critical clinical systems including PACS, RIS, HL7 and Rhapsody interfaces and associated Imaging IT platforms.

The position provides oversight of all Imaging IT system maintenance, upgrades and lifecycle management activities and plays a key role in the introduction, implementation, and optimisation of new technologies and software to support clinical workflows, patient safety, and service efficiency. The Medical Imaging Informatics Manager works closely with clinical, technical, vendor and digital health stakeholders to ensure imaging systems meet operational, regulatory and integration requirements.

In addition, the position contributes to broader imaging informatics initiatives and projects as required, supporting service growth, digital transformation and continuous improvement.

## 2 MAJOR DUTIES AND/OR RESPONSIBILITIES

### Medical Imaging Informatics Manager – Key Duties and Responsibilities

The Medical Imaging Informatics Manager provides operational and strategic leadership for Medical Imaging informatics services across Eastern Health (EH), with primary accountability for all aspects of PACS and overarching responsibility for RIS and imaging data integrity, in partnership with the Data Manager. The role leads a small specialist informatics team and ensures RIS/PACS systems are stable, secure, optimised, and aligned to clinical, operational, and organisational objectives.

#### 1) Leadership and Workforce Management

- Provide leadership and day-to-day management of the Medical Imaging Informatics team, ensuring a stable, responsive and high-performing RIS/PACS service.
- Maintain responsibility for informatics workforce management, including:
  - Rostering and allocation of duties to ensure appropriate system coverage across all EH sites.
  - Coordination of on-call and out-of-hours support arrangements to ensure continuity of service.
  - Management and approval of leave in accordance with operational requirements and organisational policy.
- Lead performance management activities, including setting expectations, conducting performance development reviews, providing coaching and feedback and addressing capability or performance concerns.
- Ensure informatics staff maintain appropriate professional standards, competencies, and currency relevant to RIS, PACS, digital health, and medical imaging informatics practice.
- Participate in on-call and out-of-hours support for RIS/PACS issues on a rotating basis.

#### 2) Strategic and Operational Accountability for RIS and PACS

- Provide operational and strategic oversight of RIS and PACS services to ensure systems effectively support clinical workflows, service delivery, patient care, and organisational objectives.
- Act as the primary point of contact for the EH Medical Imaging senior management team for the initial evaluation, triage, and coordination of RIS/PACS-related incidents, system errors, and service disruptions.
- Oversee RIS and PACS system management, including configuration, optimisation, performance monitoring, and data quality assurance.
- Maintain and enhance RIS/PACS configuration to optimise staff utilisation, space, and

equipment resource management across all sites.

### **3) Workflow Optimisation and Clinical Engagement**

- Lead end-to-end workflow optimisation across all EH Medical Imaging departments, including:
  - RIS/PACS/ voice dictation desktop integration for radiologists.
  - Imaging, reporting, and results workflows for Medical Imaging staff
- Support workflow redesign / optimisation, change management, and staff training associated with system upgrades, enhancements, and new service implementation including patient access initiatives.

### **4) RIS Oversight and Data Governance (in partnership with the Data Manager)**

- In partnership with the Data Manager, provide overarching responsibility for RIS functionality, data integrity, and system performance.
- Act as the primary liaison with the RIS vendor for the initial evaluation and coordination of system breakdowns, errors, and performance issues.
- Liaise between EH ICT and the RIS vendor regarding the RIS including monitoring of system activity, performance, and stability.
- Maintain RIS data integrity across integrations with:
  - Patient Master Index (PMI)
  - PACS
  - Electronic Medical Record (EMR)
  - Third-party systems
- Assist Associate Program Directors to ensure Medicare billing codes remain current, accurate, and compliant.
- Support the integration and ongoing maintenance between RIS and the EH Electronic Medical Record (Cerner), including:
  - Electronic radiology ordering and results interfaces.
  - Maintenance of order and result messaging.
  - Initial evaluation and coordination of messaging errors and interface failures.

### **5) PACS Accountability**

- Hold primary accountabilities for all aspects of PACS management, including system configuration, optimisation, incident management, and performance monitoring.
- Lead and coordinate the response to PACS system incidents, breakdowns, and performance issues.
- Ensure PACS supports safe, efficient, and reliable clinical operations across all EH Medical Imaging sites.
- Drive improvement and have vision for future PACS/RIS development in the long term

### **6) EMR and ICT System Integration**

- Coordinate and execute testing activities for new services, upgrades, and system changes across RIS, PACS, and EMR environments.

### **7) Data Management, Reporting, and Compliance**

- Coordinate Medical Imaging data management across all EH sites (including Box Hill Hospital, Angliss Health Service, Maroondah Hospital, Peter James Centre, Blackburn, and Healesville District Hospital)
- Generate, analyse, and export imaging data to support research, clinical costing, reporting, service planning, and performance monitoring.
- Ensure data integrity within RIS and PACS to support reliable integrations, reporting, and clinical decision-making.

### **8) Business Continuity, Risk, and Governance**

Manage alternate workflows and downtime protocols during RIS/PACS system outages.

Help maintain, test, and continuously improve Medical Imaging digital systems business continuity

and downtime plans.

Ensure compliance with organisational policies, information security standards, workplace health and safety requirements, and clinical governance obligations, including accreditation requirements.

- Actively manage and coordinate RIS and PACS incidents, including triage, escalation, and service restoration
- Partner with ICT to respond to and resolve cyber security incidents impacting imaging systems.

#### **9) Stakeholder Engagement and Professional Responsibilities**

- Act as the Medical Imaging subject matter expert for EH ICT and digital health initiatives relating to RIS, PACS, and EMR.
- Act as the direct liaison and partner with Eastern Health ICT
- Cultivate and maintain good working relationships with current and potential vendors and their representatives
- Attend Medical Imaging Senior Management meetings and fulfil obligations associated with attendance.
- Travel between EH sites as required to support service delivery, system implementation, and stakeholder engagement.

The Medical Imaging Informatics Manager may be required to engage in any or all of the duties outlined above, and other related responsibilities consistent with the role.

### **3 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.

## **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 ATTACHMENTS**

- Attachment 1 Key Selection Criteria

## **10 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.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing 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**

<b>Position Title:</b>	Medical Imaging Informatics Manager
<b>Award Classification:</b>	
<b>Award / Agreement Name:</b>	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 Health And Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 or equivalent
<b>Current Effective Date:</b>	April 2026
<b>Reports to:</b>	Program Director Eastern Health Medical Imaging

**Essential:**

- Bachelor of Applied Science in Medical Radiations (or equivalent) or appropriate tertiary qualifications in Health Information management or Information Technology / Programming
- Proven experience and capacity for leadership in a team environment and ability to work well as a leader and as a team member
- Proven experience in managing stakeholders and internal IT relationships.
- Demonstrated experience and advanced knowledge in the management and maintenance of data in a PACS and a radiology information system (RIS) including DICOM, HL7, Rhapsody and EMR
- Experience in the maintenance of the integration of the RIS with other systems such as a Hospital Information System, Digital Dictation System or PACS
- Understanding and familiarity with Medical Imaging and BCP processes
- Ability to work independently and proactively under pressure in the correction of breakdowns and errors
- The ability to design and/or customise report extractions as required by Medical Imaging management
- Compliance with current immunisation requirements
- Current full drivers license

**Desirable:**

- Experience in the Kestral Radiology Information System (Karisma) and Agfa Pacs
- Experience in a large multi campus Imaging service

**Personal**

- A positive and inclusive manner when dealing with all staff and consumers
- Confidence to lead and make decisions

**Attributes:**

- Good verbal and written communication skills
- Demonstrates strong commitment to the overall efficiency and functioning of their workplace and to the patient experience
- Remains curious and has a desire to learn and to teach others including being able to distill complex concepts so they can be understood by others
- Good self-evaluative skills
- Innovative and interested in new ideas
- Leads with knowledge and by example
- Remains accountable and is always responsible for their behavior and its impact on others