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| **Title** | Clinical Informatics Nurse Analyst, Training and Change Lead | **Position   Reports to** | Clinical Informatics Manager |
| **Classification** | Commensurate with experience | **Employment Status** | Full-Time or Part- Time Negotiable Ongoing |
| **Enterprise Agreement** | Nurses and Midwives (Victorian Public Sector) Singel Interest Employer Agreement 2024- 2028 | | |

### The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care providing services across Victoria. As Australia’s only specialist eye, ear, nose and throat hospital, the Eye and Ear has been providing care for the senses for over 160 years. The Eye and Ear has almost 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose and throat service. Every year the Eye and Ear cares for nearly 200,000 patients, with over 136,000 outpatients, over 42,000 emergency patients and over 14,000 inpatients. The hospital recently completed a major redevelopment to create a modern internal structure and to improve access for patients, visitors and staff.

### Vision Mission And Values

We will inspire and advance specialist eye and ENT care

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Collaboration** and **Excellence** are at the core of everything we do.

* **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
* **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
* **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
* **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation.

[Please read our full Strategic Plan here](https://eyeandear.org.au/wp-content/uploads/2023/10/Eye-and-Ear-Strategic-Plan-2023-27-Final-20230706.pdf)

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

**Key Responsibilities**

* Lead digital health capability and change initiatives for clinical and clerical staff, including training for the EMR, clinical information systems, clinical applications and digital health tool device training, system optimisation coaching, and targeted upskilling in digital workflows.
* Design and deliver engaging training sessions and learning resources that support staff at all levels in developing digital confidence and data literacy using available evidence-based frameworks.
* Actively promote a learning culture aligned with Learning Health System principles—supporting feedback loops, real-time learning from data, and knowledge sharing.
* Assess, capture and analyse nursing workflows to support enhancements and to document current states to inform improvements or transformation of hybrid and paper-based workflows to digital first workflows
* Advise on the specific needs and requirements of the diverse nursing workforce across clinical service areas
* Support the design and review of clerical workflows to understand the intersection with other user groups.
* Liaise with nurses and nursing leadership to advocate for nurse-friendly digital health initiatives, upholding professional standards and driving ethical and responsible use of technologies in direct and indirect care.
* Elevate and amplify the consumer voice in partnership with clinical practice to achieve personalise and a positive patient experience using technology tools.
* Use data analytics tools and agreed metrics to inform decision making across the training and change portfolio.
* Work collaboratively with stakeholders to ensure digital workflows align with clinical and administrative processes, enhancing usability and safety at the point of care.
* Contribute to system configuration, testing, and go-live activities, including developing and executing test scripts that reflect real-world use cases.
* Troubleshoot first tier system issues and respond to requests for support or change via multiple channels (e.g., phone, email, in-person, teams).
* Partner with vendors and internal teams to continually improve the user experience and functionality of clinical applications.
* Facilitate learning environments that encourage curiosity, problem-solving, and confidence among staff adapting to new technologies.

**About You**

* Experience as a Registered Nurse working within a public hospital or healthcare setting.
* Strong understanding of clinical/patient care workflows and administrative processes in a clinical environment.
* Proven ability to map workflows and identify digital pain points and improvement opportunities.
* Excellent communication and interpersonal skills, with the ability to build trusted relationships across multidisciplinary teams.
* A passion for supporting others to learn and grow, with a focus on enhancing learner experience and fostering digital confidence.
* Demonstrated curiosity and enthusiasm for digital health innovation and improvement.
* Experience delivering training or education (formally or informally), particularly in clinical systems.
* Ability to work both autonomously and collaboratively in a complex environment actively contributing to kind, caring and positive ways of working.
* Experience with EMR systems and digital health technologies in a healthcare setting.
* Operate at [SFIA level 5](https://sfia-online.org/en/sfia-9/responsibilities/level-5)

**Desirable**

* Emergency Nursing background or qualifications.
* Experience in a coaching or mentoring role
* Knowledge of Learning Health System principles and how they apply to healthcare improvement.
* Formal qualifications or certification in digital health or working towards.

### Key Responsibilities / Performance Outcomes:

* **Support effective change management for digital health initiatives:**

Act as a change agent by applying structured change management principles to support staff through transitions in digital workflows and system enhancements. Identify and address barriers to adoption by engaging users early, building trust, and tailoring communication to stakeholder needs.

* **Enable sustainable adoption of digital health solutions:**  
  Promote digital health adoption through targeted education, workflow integration, and continuous engagement. Ensure new solutions are embedded into clinical and clerical practice by aligning implementation with user needs, feedback loops, and post-go-live support mechanisms.
* **Supporting Nursing to achieve digital health proficiency:** by ensuring the effective design, implementation and optimisation of clinical information systems to support evidence-based nursing practice and improve patient outcomes using data and a digital first approach.

### Quality, Patient Safety and Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities, the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost-effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the [Data Integrity Framework](https://app.prompt.org.au/download/195320?code=fb08dec7-941c-472c-a639-c130ff8162d3)

### Occupational Health and Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return-to-work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience and Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** | * Bachelor of Nursing Degree * Health Informatics / related degree / or equivalent work experience * Demonstrated experience in change management activities, training or coaching to develop skills and capabilities in a clinical or digital health role | * Formal and recognised qualification or certification in digital health such as CHIA or Cert IV in training |
| Personal Attributes | EMR and Digital Health systems/tools training to diverse system users / clinicians according to principles of adult learning/strengths-based learning  Creation and maintenance of learning resources to support staff to familiarise and adopt clinical information systems  Participate and support the design, development and deployment of clinical information applications  Demonstrated experience communicating effectively with a wide range of stakeholders. | |
| Skills and Experience | **Digital Health Literacy & Fluency**   * Strong understanding of EMRs and digital health tools. * Ability to navigate clinical systems and troubleshoot user issues. * Awareness of interoperability, data quality, privacy, and safety in digital health.   **Clinical Workflow Knowledge and Analytics experience**   * Deep understanding of patient care processes and administrative workflows in a healthcare setting. * Ability to articulate, map and optimise workflows to fit digital tools and vice versa.   **Education & Facilitation Skills**   * Experience applying adult learning principles to digital health education. * Ability to design and deliver engaging training to diverse staff groups, including clinical and clerical roles. * Capability to tailor communication and content to various digital literacy levels.   **Change Management & Implementation Science**   * Familiarity with change management models (e.g., ADKAR, Kotter). * Ability to lead staff through change in a supportive and structured way. * Confidence in managing resistance and co-designing solutions with end users via collaboration activities or innovative engagement methods according to defined program requirements and contexts   **Project and Stakeholder Management**   * Ability to collaborate across disciplines, from clinicians to IT to executive teams. * Skilled in documenting requirements, supporting testing, and delivering enhancements.   **User Experience & Human-Centred Design Awareness**   * Commitment to improving usability and accessibility in digital health systems. * Understanding of usability heuristics and user experience principles and how they apply to clinical systems.   **Data-navigated Decision Making**   * Ability to use feedback, system data and agreed metrics and/or performance data to improve training, workflows, and change management activities * Familiarity with the Learning Healthcare System model and its emphasis on real-time learning and continuous improvement. | |

### Reporting Lines

**Position Reports to –** *Manager, Clinical Informatics*

*Professional reporting line to the Chief Clinical Informatics Officer*

**Number of Direct reports -** *Nil*

### Key Working Relationships

* Manager, Clinical Informatics
* Chief Clinical Informatics Officer
* Application Support Lead
* Application Support Officers
* Clinical Informatics Analysts
* Digital Health and Innovation staff
* Hospital Managers and Operational Leads
* Quality & Safety Staff
* Clinical staff, Clerical and Support Staff
* Department of Health & Human Services staff
* Vendors
* Counterparts at partner or peer health services

*All staff* *are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees* *are required to have a valid Working with Children Check.*

### Author of Position Description or Manager of Position:

Name: Kate Renzenbrink, Chief Clinical Informatics Officer

Date: 19th May 2025

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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