

Position Description

Title	<i>Clinical Informatics Training and Change Lead</i>	Position Reports to	Director, Information & Performance
Classification	<i>HS 6</i>	Employment Status	Part Time Fixed Term
Enterprise Agreement	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>		

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for more than 160 years. The Eye and Ear has over 90 different outpatient specialist 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. The Eye and Ear provides care annually for around 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible 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 treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **COLLABORATION** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
- **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

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. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the **Child Safe Standards**.
The Eye and Ear is a smoke free environment.

Position Summary:

This role leads digital health capability and change initiatives across clinical and clerical teams, strengthening digital literacy, data-driven decision making and the effective use of clinical information systems. The position designs and delivers engaging training, supports staff through digital transformation using structured change management principles, and fosters a learning culture aligned with Learning Health System practices. Working collaboratively with operational leaders, vendors and stakeholders, the role ensures digital workflows are optimised for safety, usability and patient experience. It also contributes to system configuration, testing, project delivery and the ongoing uplift of organisational digital maturity.

Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of the role.
3. 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.
4. 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.
5. Actively promote a learning culture aligned with Learning Health System principles—supporting feedback loops, real-time learning from data, and knowledge sharing.
6. Liaise with operational leadership to advocate for digital health initiatives, upholding professional standards and driving ethical and responsible use of technologies in direct and indirect care.
7. Elevate and amplify the consumer voice in partnership with clinical practice to achieve personalise and a positive patient experience using technology tools.
8. Use data analytics tools and agreed metrics to inform decision making across the training and change portfolio.
9. Work collaboratively with stakeholders to ensure digital workflows align with clinical and administrative processes, enhancing usability and safety at the point of care.
10. Contribute to system configuration, testing, and go-live activities, including developing and executing test scripts that reflect real-world use cases, as needed as part of Clinical Informatics projects.
11. Lead and manage smaller projects that support digital health uplift and organisational capability
12. Partner with vendors and internal teams to continually improve the capability of staff.
13. Facilitate learning environments that encourage curiosity, problem-solving, and confidence among staff adapting to new technologies.
14. 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.
15. Enable sustainable adoption of digital health solutions through learning:
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.

16. Supporting workforce and organisational capability to build digital maturity: 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 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.
- Participating in 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 Eye and Ear Data Accountability Framework.

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

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Undergraduate degree in healthcare or health discipline • 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 	<ul style="list-style-type: none"> • Formal and recognised qualification or certification in digital health such as CHIA or Cert IV in training
Personal Attributes	<p>EMR and Digital Health systems/tools training to diverse system users / clinicians according to principles of adult learning/strengths-based learning</p> <p>Creation and maintenance of learning resources to support staff to familiarise and adopt clinical information systems</p> <p>Participate and support the design, development and deployment of clinical information applications</p> <p>Demonstrated experience communicating effectively with a wide range of stakeholders.</p>	
Skills and Experience	<p>Digital Health Literacy & Fluency</p> <ul style="list-style-type: none"> • 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. <p>Clinical Workflow Knowledge and Analytics experience</p> <ul style="list-style-type: none"> • 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. <p>Education & Facilitation Skills</p> <ul style="list-style-type: none"> • 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. 	

	<p>Change Management & Implementation Science</p> <ul style="list-style-type: none"> • 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 <p>Project and Stakeholder Management</p> <ul style="list-style-type: none"> • Ability to effectively manage and coordinate smaller projects and quality initiatives across agreed timelines • Ability to collaborate across disciplines, from clinicians to IT to executive teams. • Skilled in documenting requirements, supporting testing, and delivering enhancements. <p>User Experience & Human-Centred Design Awareness</p> <ul style="list-style-type: none"> • 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. <p>Data-navigated Decision Making</p> <ul style="list-style-type: none"> • 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.
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Reporting Lines

Position Reports to - *Director, Information & Performance*

Number of Direct reports - *Zero*

Key Working Relationships

- Manager, Clinical Informatics
- Director, Digital Health Project Delivery
- 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 Josephine Pickett

Date February 2026

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: ____ / ____ / ____