

ORGANISATIONAL OVERVIEW

Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

Our Priorities:

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

Safety, Quality and Clinical Governance at Northern Health:

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

Commitment to Child Safety at Northern Health:

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

Family Violence and Child Safety Statement:

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and

respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

Essential:

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



POSITION DESCRIPTION

Position Title:	EMR Project Officer
Business Unit/Division:	Digital Health
Award Agreement:	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS4
Employment Type:	Full time, fixed term (12 months)
Reports to:	Associate Director EMR Operations
Date Prepared/Updated:	June 2026

ROLE STATEMENT

Health Technology Services (HTS) currently provides Electronic Medical Record (EMR) hosting services for six health services (including Northern Health) using on-premises physical compute infrastructure. Commencing 1 July 2026, HTS will transition Northern Health's EMR service from on-premises physical compute infrastructure to Oracle Health hosting, Oracle Cloud Infrastructure (OCI).

General Role Statement:

The EMR Project Officer within the Digital Health Division will play a pivotal part in supporting the Project Manager with the planning, coordination, and delivery of initiatives in relation to the HTS Data Centre Exit project. Past project experience is essential, ideally within a healthcare setting. The EMR Project Officer will work with the EMR team and other key stakeholders in completing project tasks.

This position is responsible for:

- Develop and manage project plans
- Track and communicate project status
- Manage project risks, issues and scope within the governance structure ensuring appropriate reporting, escalation, and approvals
- Take the lead in preparing project documents ensuring all deliverables are clearly communicated and agreed upon
- Assist the Project Manager to balance the project schedule, scope, budget (when required), and resources across multiple teams to ensure optimal project outcomes and timeline achieved
- Assist the Project Manager with project assurance and audit activities
- Assist the EMR Test & Release Manager with the testing plan

All employees:

Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.

- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as but not limited to influenza.

KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

Leadership:

- Develop and maintain positive relationships in the workplace with your team, peers, managers, internal and external stakeholders.
- Lead by example in gaining an in-depth understanding of all facets of the project and contribute when required to complete project activities in line with governance structure.
- Organise/chair, participate and contribute in team meetings whenever required
- Assist in the development of a sustainable support and maintenance model in consultation with key stakeholders to ensure system requirements are fully documented prior to the system hand over to BAU.
- Establish and manage relationships with Digital Health stakeholders.

Strategic and Project Management Leadership:

- Oversee and monitor project timelines, and monitor progress and project dependencies to ensure the project is delivered in accordance with the timeline.
- Working collaboratively with the Project Manager in developing project status reports.
- Communication of project status and progress against agreed deliverables and milestones.
- Manage project risks, issues and scope within the governance structure ensuring appropriate reporting, escalation and approvals.
- Assist with the development of project documentation and maintenance of project library to ensure comprehensive project records are maintained.
- Manage external project assurance and audit activities including provisions of project documentation and management of all reviews and recommendations.
- Take the lead in preparing key project documents that will be used in seeking endorsement of key project decisions, ensuring all deliverables are clearly communicated and agreed upon.
- Foster use of good project management practices in accordance with agile and waterfall methodologies. Monitor and encourage compliance in utilisation of project tools, documentation and controls.
- Oversee, maintain, and manage the project register.
- Ensure that the project scope change is tightly controlled and approved by correct levels of authority.
- Provide support for the EMR team.

Organisation-Wide Contribution:

- Collaborate with clinical, operational, and technical stakeholders to support Oracle Cloud Infrastructure.
- Support the implementation of Oracle Cloud Infrastructure across the organisation.
- Participate in incident management and problem resolution to ensure continuity of clinical services.

- Share knowledge and contribute to documentation, standards, and organisational Digital Health practices.

Diversity and Inclusion:

- Promote inclusive collaboration and respectful engagement across diverse teams and stakeholders.
- Support equitable access to information systems and ensure solutions consider diverse user needs.
- Contribute to a workplace culture that values different perspectives, backgrounds, and experiences.
- Demonstrate culturally safe and respectful communication when engaging with clinical and non-clinical users.

Innovation and Culture Change:

- Identify opportunities to improve cloud infrastructure processes.
- Encourage continuous improvement in system design, support processes, and documentation practices.
- Support organisational digital transformation initiatives through innovative solutions.
- Foster a culture of learning, knowledge sharing, and proactive problem-solving within the team.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Tertiary degree and/or professional qualification in Program/Project Management, Health Management, Information Technology Management or related field is desirable.
- Project management certification such as Prince 2 and PMBoK is highly regarded.
- Demonstrated leadership and ability to mentor others.
- Ability to work under pressure and deliver to tight time frames, including ability to work overtime as required.
- Exceptional ability to negotiate and influence others.

Experience:

- Past project management experience involving IT projects/programs at Enterprise level in both: Applications and Infrastructure fields.
- Experience supporting the planning and coordination of testing activities for IT projects, preferably within a healthcare environment.
- Demonstrated experience supporting the successful delivery of IT projects within healthcare from initiation through to full project acceptance.
- Understanding/experience of different project methodologies.

Knowledge, Skills and Behaviours:

- Proven knowledge of project requirements including a good understanding of supporting technologies.
- Outstanding verbal and written communication, presentation skills and attention to detail.
- High degree of self-direction, initiative, and motivation.
- Advanced MS project, Visio, Word, and Excel skills.
- Highly developed problem solving and stakeholder management skills.

Employee Declaration

I have read, understood and accept the above Position Description.
(Please print name)

Signature: Date: