

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 Technical Support Analyst
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 – HS5
Employment Type:	Full time, Ongoing
Reports to:	Associate Director EMR Operations
Date Prepared/Updated:	June 2026

ROLE STATEMENT

Digital Health

Northern Health is focused on using the latest technology to improve the health and wellbeing of the community. With a focus on developing systems that enable staff to deliver the highest quality healthcare. The Digital Health Division brings together the Information, Communication Technology Services (ICT), Electronic Medical Record (EMR), Decision Support Unit (DSU), and Development teams to support this vision.

Electronic Medical Record (EMR) Program

Northern Health has implemented an integrated EMR Clinical Information System with the vision of 'One patient' and 'One integrated record' to optimise the quality and safety of patient care. The scope of Northern Health's EMR includes medication management, real-time decision support, device integration and specialist modules for ICU, Emergency, Maternity, Surgery and Anaesthesia.

General Role Statement:

The EMR Technical Support Analyst is responsible for supporting and maintaining device integration, including ECG, Vitals link, BMDI connectivity and infrastructure aspects within EMR. The EMR Technical Support Analyst will be required to trouble shoot issues, and escalate as required to the EMR Technical Device Analyst. The EMR Technical Support Analyst is responsible for managing technical incidents across the organisation, and liaise with other key stakeholders as required. On call support, 724 Downtime Viewer and other infrastructure maintenance duties are also a requirement for the position.

This position is responsible for:

- Work closely with Biomedical Engineering, ICT and NH stakeholders to support and maintain current EMR systems and future developments
- Participate in EMR user onboarding and administration
- Support and trouble shoot EMR 724 downtime solution
- Peripheral integration with EMR (WOW – workstation on wheels, label, script and plain paper printers) and perform asset management
- Work closely with medical device vendors including Philips, GE, Baxter regarding gateways and device integration
- Cerner Olympus and LightsOn administration to ensure environment stability and consistency
- Citrix administration and troubleshooting
- Assist Associate Director EMR Operations with domain and application management
- Assist with maintaining technical documentation design and diagrams

- Support EMR technical implementation, testing and troubleshooting activities as required
- Work in partnership with the technology vendors to undertake application testing
- Participate in office and after-hours business as usual support including EMR project go live implementations
- Owner of on-premise and cloud application including infrastructure that is outside the scope of the Northern Health Biomedical Engineering and ICT teams
- Responsible for EMR technical related issues, and engage Biomedical Engineering, ICT or external vendors such as HTS (Health Technology Services) and Oracle Health as required
- Provide support for building, testing and training materials and activities
- Work closely with other EMR and ICT team members regarding HTS/Oracle Health technology and infrastructure changes
- Assist with the coordination of planning for system outages, upgrade and system interruptions
- Participate in post implementation of reviews for relevant critical EMR incidents and outages
- Perform other reasonable duties as assigned

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

Relationship Management:

- Reports to Associate Director EMR Operations and works closely with the EMR technical and application team
- Work closely with members of the ICT team for successful delivery of the technology requirements for EMR BAU, projects and enhancements
- Establish and maintain close communication with the EMR Technical vendor(s) as directed
- Pro-actively build and maintain a good working relationship with Northern Health clinical services to determine standard work practices and translate these into EMR technical requirements and solutions that support clinical workflows

- Assist the EMR Senior Technical Specialist and EMR Technical Device Analyst in providing multiple solutions to problems identified and communicate options with stakeholders and agree on a way forward
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution
- Work closely with vendors to define, build, test and iterate on technologies requirement and specifications
- Collaborate with and facilitate stakeholder groups through formal and informal methods and ensure stakeholder concerns are documented and raised
- Collaborate and ensure open communication and discussion between stakeholders by developing and maintaining stakeholder engagement strategies
- Establish and maintain close communication with Health Technology Services and Oracle Health partners as directed
- Actively participate in the EMR team communications activities
- Pro-actively build and maintain a good working relationship with NH staff

Systems Analysis and Project Delivery:

- Assist with the development of documentation including specifications, project plans, status reports, change requests, work plans, risks and issues logs as directed
- Coordinate ongoing activities regarding system and application integration with HTS and Oracle Health
- Consult and engage with other Health Services to address design issues impacting on the project and to ensure best practice solutions are identified
- Identify risks and issues, escalate as appropriate and ensure they are documented in accordance with the project framework
- Assist in documenting future state process and procedures in collaboration with business users

Organisation-Wide Contribution:

- Comply with all of the By-Laws, Regulations and Policies that are in place at Northern Health including those relating to Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Equal Opportunity, Bullying and Harassment in the Workplace.
- Promote a culture of risk and “safety first” awareness and ensure risk management strategies and processes are embedded into work practices.
- Demonstrate by example, adherence to and role modelling of the Northern Health values and Staff Code of Conduct.
- Proactively support all Northern Health staff in the achievement of Northern Health operational and strategic goals.
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.
- Act at all times with legal/ethical parameters.

Diversity and Inclusion:

- Promote diversity and inclusion for the Northern Health community.
- Promote and maintain a supportive environment for all staff.
- Contribute to a culture of consumer participation by ensuring that activities within the area of responsibility are inclusive of and responsive to the needs of our consumers.

Innovation and Culture Change:

- Participate in a program of change to successfully embed new systems and ensure seamless business operations.

- Serves as a change agent and champion for digital transformation, engaging leaders, clinicians and staff across the organisation to build alignment and engagement.
- Collaborates with internal business leaders (clinical and corporate) to ensure alignment of services with stakeholder expectations and needs and enables continued clinical and corporate innovation.
- Work with the Digital Division to offer a seamless Digital experience for staff and patients.
- Promote a Digital culture of Digital First, within Northern Health and more broadly.

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- A tertiary degree in healthcare, or science related field (equivalent)
- A clinical or other health/non-health related background, with an interest in computerised workflows, best practice, innovation, clinical documentation and healthcare informatics
- Demonstrated experience working in a metropolitan hospital environment and understanding of clinical workflows in the acute and subacute inpatient settings
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues that may have clinical implications
- Experience using common business analysis software such as Microsoft Visio and excel
- Excellent written and verbal communication skills, the ability to effectively communicate with stakeholders within the organisation with an eye for detail
- Demonstrated ability to manage and triage defects during the testing processes
- Ability to consistently demonstrate behaviours that reinforce the values of our organisation; Safe, Kind, Together with all project stakeholders; colleagues and our patients and consumers

Experience:

- Candidate from ICT background with EMR exposure will have strong advantage
- Past experience with Oracle Health Cerner Millennium or similar will be highly regarded
- Peripheral experience with printing including Lexmark FMP, wristband plus label printers and workstation on wheels within healthcare sector is desired
- EMR/EHR device gateway integrations (Philips, GE, Omnicell) knowledge and experience will be an advantage
- Ventilators device knowledge, infusion pump and anaesthetic machines, etc. will be an advantage
- Broad experience and knowledge of common health care applications e.g. Patient Administration System (PAS), scanned medical records
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation
- Demonstrated ability to provide multiple solutions to a problem and communicate with stakeholders and vendors
- A driven and enthusiastic approach to project work
- Demonstrated ability to work with colleagues in a team-based environment and share deliverables
- Demonstrated ability to liaise with clinical and non-clinical staff at all levels

Knowledge, Skills and Behaviours:

- Previous experience with the following but not limited to:
 - Citrix environment
 - Active Directory
 - EMR application support
 - Other healthcare applications
 - Point of Care devices
 - Device integration gateways, e.g. Philips, GE, Omnicell or Infusion Pumps

- Knowledge of and experience with the Oracle Health EMR or equivalent EMR/Clinical systems implementations
- Aptitude to learn quickly and apply knowledge across different contexts

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: