

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:	RIS / PACS Application Support Analyst
Business Unit/Division:	Northern Imaging Victoria, Division of Diagnostic and Outpatient Services
Award Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Classification:	HS4
Employment Type:	Full Time, Ongoing
Reports to:	Medical Imaging Informatics Manager
Date Prepared/Updated:	10 th July 2026

ROLE STATEMENT

General Role Statement:

The RIS/PACS Application Support Analyst role at Northern Imaging Victoria (NIV) is an experienced individual responsible for the daily management of RIS/PACS applications. Leveraging industry experience and technical expertise, the successful candidate will provide regular technical and non-technical solutions advice and outcomes to the business to help optimise workflows and enhance outcomes.

This position is responsible for:

- Assist in activities that require co-operative effort between the hospital IT personnel, medical imaging staff, and the RIS/PACS vendors.
- Act as point of contact reference for Medical Imaging staff, and to end-users of Radiology systems throughout the health service and beyond
- Provide high level data analysis and statistical reports to support the medical imaging service's quality and performance monitoring objectives.

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

General:

- Create and maintain positive working relationships with NIV staff, and other departments across Northern Health.
- Proactively engage in an environment that encourages staff to work both autonomously and collaboratively as required.
- Build effective working relationships with other departments in the organisation to ensure positive patient outcomes.

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 to support a positive, productive and high performing culture.
- Proactively support Program Directors 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.
- To take an active part in the recognition and prevention of hazardous situations in the workplace and to initiate preventative action.

Diversity and Inclusion:

- Actively participate in a working environment supporting quality human resource management practices including employment equity, anti-discrimination, workplace health and safety and ethical behaviour.
- Promote diversity and inclusion across Northern Health campuses.
- 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:

- Promote a culture of risk and safety-first awareness.
- Actively pursue the improvement of quality and processes within the organisation

SELECTION CRITERIA

Qualifications, Registrations and Qualities:

- Relevant tertiary qualification in IT or Health Informatics or Medical Imaging or related discipline
- Cert III or IV in Workplace Training & Assessment will be looked upon favourably

Experience:

- A minimum of One to two years' experience working in a hospital or private radiology or other healthcare setting
- Application and technical knowledge of RIS' (like Karisma, Visage or similar)
- Application and technical knowledge of Voice Recognition systems (like Fluency, PowerScribe or similar).
- Application and technical knowledge of PACS (like AGFA, Intelrad or similar).
- Demonstrates decision making and critical thinking skills.
- Demonstrated ability to work well within a high performing team environment.
- Professional stakeholder management skills.
- Experience with Networking (TCP/IP, IPsec or VPN), storage, servers will be a bonus
- Australian Medicare billing experience would be highly desirable.

Knowledge, Skills and Behaviours:

- Dynamic and resourceful with passion and drive. Investigative and inquisitive nature
- Works independently and can prioritize work to meet the department's needs
- Strong focus on user needs and an intellectual curiosity about the products that help to meet them
- Good organization and time management skills
- Excellent computer skills with extensive experience of the Microsoft Windows environment
- Good technological understanding, or ability to rapidly obtain understanding, in PACS / RIS radiology workflows. Recent experience is desirable
- Sound knowledge of workflow within a hospital/clinical environment
- Ability to develop and deliver (supervised) end-user training in a classroom, on site or virtually
- Excellent planning skills and self-discipline to work with limited supervision
- Strong team player with excellent oral and written communication skills
- Working knowledge, or ability to rapidly acquire knowledge, of DICOM and HL7 standards and interactions is desirable
- At least a couple of years of clinical experience within a diagnostic imaging environment will be looked upon favourably

Responsibilities:

- Reports directly to the Medical Imaging Informatics Manager.
- Support of Agfa EI PACS, Karisma RIS & FFI Voice Recognition applications
- Assist Business As Usual (BAU) team in the delivery of tasks
- Maintain professional competence and strive to gain a deep understanding of RIS, PACS and Imaging Clinical Applications
- Maintain the integrity and reliability of the RIS/PACS and associated clinical applications on a day-to-day basis.
- Manage escalated tickets from the Level 1 Service Desk that require advanced troubleshooting/assistance or further training and liaise with vendors to resolve issues, log issues requiring further investigation and obtain updates where needed.
- Provide expert advice and technical solution outcomes to the business, leveraging your extensive knowledge and expertise in RIS/PACS applications, workflows, and integrations.
- Travel to NIV sites, as needed, to support and facilitate end user training, particularly for new staff such as Clerical, Radiographers, Clinicians, Radiologists, and other support personnel.
- Assist with any project related tasks as directed by management.
- Maintain strong working relationships with key vendors to help facilitate ongoing delivery of services
- Assist in the identification and mitigation of risks/inefficiencies with RIS/PACS systems
- Assist in the management of the Medical Imaging systems security to ensure that personnel have adequate and correct access

- Assist with the identification, preparation and implementation of application upgrades
- Create and update technical support documentation
- Provide RIS/PACS on-call support on a rotating roster, including on weekends.

Additional Requirements:

- Valid Australian Driver's License
- Strong technical aptitude mixed with a understanding of a clinical workflows in a hospital setting
- Strong communication & troubleshooting skills and able to self-direct on a daily basis
- Some on-call work is required based on a rotating roster
- On occasion, work outside of standard business hours to support critical system issues that may arise.
- Ability to meet tight project time frames and deadlines.
- Ensuring all milestones and team commitments are met

Employee Declaration

I

have read, understood and accept the above Position Description.

(Please print name)

Signature:

Date: