

Position Description

Position title:	REDCap Administrator
Department:	Business Intelligence and Data Analytics
Classification:	AO51-AO55
Agreement:	Health & Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reporting to:	Manager, Business Intelligence & Analytics and indirect report to RMH REDCap Developer

About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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About the department/unit

The REDCap (Research Electronic Data Capture) Administrator will be part of the Women's Business Intelligence and Analytics team. The main functions of the Business Intelligence and Analytics Unit include:

- Providing reporting and analytics support to assist with performance monitoring, service planning, and clinical research to enable data-driven improvements
- Management of organisational data warehouse and business intelligence reporting platform
- Monitoring and reporting of the Women's activity-based funding and clinical costing data
- Management of the Women's REDCap application, which is a shared resource with the Royal Melbourne Hospital (RMH).

The REDCap application will be a new service at the Women's to enable secure collection and storage of clinical and operational data. The REDCap application will be provided as a joint service with the RMH REDCap and will require an honorary appointment at RMH.

The Unit has recently embarked on the BI Replacement Project which will deliver a new BI and Analytics platform in the next 6 months. This role will work closely along the BI Project team to integrate data captured within REDCap with the new platform and facilitating the development of REDCap data into the new reporting platform (Power BI).

Position purpose

Reporting to the Manager, Business Intelligence & Analytics, this new role will support and maintain the Women's REDCap application. In this role you will support REDCap to develop solutions for research, clinical or quality related data, and its integration with the enterprise data warehouse.

Working closely with the REDCap Developer at RMH, you will be required to:

- Maintain and support all aspects of the joint REDCap application at the RMH/Women's including supporting end-user requests and server maintenance
- Develop and implement new REDCap projects at the Women's as required
- Facilitate and lead the integration of REDCap data into the Women's Data Warehouse
- Assist with integration of REDCap with other hospital data sources such as EMR or iPM

Key responsibilities

- Work with RMH REDCap Developer to provide a joint REDCap training and support service at RMH and the Women's
- Support the REDCap application by assisting end-users using the application, processing end-user requests, and other administrative actions within the application.
- Analyse, design, develop and test REDCap projects to support successful capture of data for clinical research projects
- Work closely with the Data Engineering team within the BI & Analytics unit to assist with the integration of REDCap with the enterprise data warehouse and hospital data sources such as EMR and iPM
- Work with the RMH REDCap Developer and Digital Innovation team to ensure timely server maintenance, application upgrades, PHP / MySQL database Upgrades, Windows Server patching
- Document common issues in a knowledgebase and write responses that can be utilised by other users.

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- Participate in the REDCap administrative consortium.
- Participate in the REDCap Community Site
- Participate in all aspects of improving the team, including education/training of other team members and contributing to process/communication improvement initiatives.
- Undertake other project work as directed by the Manager, BI & Analytics

Information and data management

- Use of the Women's Electronic Medical Record (EMR) where required to fulfil the duties of this position

Key Performance Indicators (KPI's)

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Relevant tertiary qualification related to Computing and/or Information Systems
- Experience and expert knowledge in data access, extraction, management, analysis, interpretation and reporting from a range of sources
- Demonstrate strong interpersonal and communication skills, including experience working with a range of stakeholders.
- Extensive computer skills, with advanced expertise in Microsoft Excel and Microsoft Word
- Well-developed administrative skills, including the ability to plan workload, prioritise conflicting demands and manage own time.
- Provide flexibility to work out of hours on occasion to meet project deadlines.
- Possess professional standard with strong accuracy, attention to detail and time management skills

Desirable:

- Experience in REDCap project development / management.
- Knowledge of web technologies such as HTML, JavaScript, jQuery, and CSS
- Experience with SQL Server Management Studio, MySQL, PHP
- Experience working within a hospital or healthcare environment.

Organisational relationships

Internal relationships

- The Women's Staff and departments
- Research Office
- Executive Directors and Directors
- Informatics Department
- ODIP

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- Other internal stakeholders as required

External relationships

- REDCap Developer, RMH
- RMH Health Intelligence
- External users of REDCap
- REDCap Consortium
- Other Health Services
- Parkville EMR team
- Other external stakeholders as required

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Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

Physical demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Not Applicable
Sitting – remaining in a seated position to complete tasks	Prolonged / Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking – floor type even, vinyl, carpet,	Occasional
Lean forward/forward flexion from waist to complete tasks	Rare
Trunk twisting – turning from the waist to complete tasks	Rare
Kneeling – remaining in a kneeling position to complete tasks	Rare
Squatting/crouching – adopting these postures to complete tasks	Not Applicable
Leg/foot movement to operate equipment	Not Applicable
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Not Applicable
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not Applicable
– heavy push / pull forces over 20 kg	Not Applicable
Reaching – arm fully extended forward or raised above shoulder	Not Applicable
Head/neck postures – holding head in a position other than neutral (facing forward)	Rare
Sequential repetitive actions in short period of time	
– Repetitive flexion and extension of hands wrists and arms	Prolonged / Constant
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged / Constant
Driving – operating any motor-powered vehicle with a valid Victorian driver's license.	Not Applicable
Sensory demands	Frequency
Sight – use of sight is integral to most tasks completed each shift	Prolonged / Constant
Hearing – use of hearing is an integral part of work performance	Prolonged / Constant
Touch – use of touch is integral to most tasks completed each shift	Prolonged / Constant
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged / Constant
Problem solving issues associated with clinical and non-clinical care	Prolonged / Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Not Applicable
Dealing with unpredictable behaviour	Not Applicable
Job demands – high workload, tight deadlines, and competing priorities	Occasional
Exposure to traumatic or distressing content or situations – including handling sensitive information arising from patient records, patient care activities, incident reports, adverse events, or investigations of adverse events.	Not Applicable
Role specific considerations Support is available for staff exposed to psychological risks. Any adjustments that may be required can be discussed with your manager.	
Definitions used to quantify frequency of tasks/demands as above	
Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).
- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.
- We are committed to the safety, wellbeing and empowerment of all children and young people. We prioritise an environment where children are protected and heard. We commit to safeguarding the social and emotional wellbeing of First Nations children, understanding that their connection to country, culture, kin and community is critical to their safety.

Vaccination requirements

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Declaration

By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.

Developed date: 15/01/2026

Developed by: Davor Sulava

Date of next review: (12 months from now)

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