

POSITION DESCRIPTION

Title	Lead Triage & Analysis
Super Stream	Information & Research Platforms
Department	Digital Innovation
Classification	AO8
Agreement	Health and Allied Services, Managers and Administrative Workers Single Enterprise Agreement 2021-2025
Reports to	Manager, Operations and Support
Accountable to	Director, Information & Research Platforms

Organisational Overview

The Royal Women's Hospital (**the Women's**), The Royal Melbourne Hospital (**RMH**), and Peter MacCallum Cancer Centre (**Peter Mac**) are leading Victorian public health services located within the Parkville precinct.

The **Women's** is Australia's foremost specialist hospital for women and newborns, delivering primary and tertiary care through a workforce of more than **2,500 staff**, and is internationally recognised for excellence in care, teaching, and research.

The **RMH** is one of Victoria's largest tertiary health services, providing world-class medical, surgical, and mental health programs. Supported by over **12,000 staff**, RMH is a designated trauma centre and leader in neurosciences, nephrology, oncology, cardiology, and virtual health.

The **Peter Mac** is a global leader in cancer research, education, and treatment, with more than **3,900 staff**, including over **700 researchers**, driving innovation in cancer prevention, diagnosis, and care.

Together, these organisations deliver integrated, research-driven, and patient-centred healthcare to local, state, and international communities.

Department Overview – Digital Innovation Service

The Digital Innovation Service (DI), hosted by the Women's, provides a unified ICT capability across the Parkville Local Health Service Network. DI supports the Women's, RMH, and Peter Mac by delivering shared digital infrastructure, systems, and innovation services critical to their clinical and operational performance.

Between July 2024 and June 2025, DI managed over 139,000 support tickets, supporting more than 19,000 staff across the health services, highlighting its essential role in enabling safe, reliable, and connected care across the precinct.

In addition, DI provides services under Service Level Agreements to the Parkville Youth Mental Health and Wellbeing Service (PYMHWS) and limited legacy support to Northern Health and Western Health.

Position Purpose

The Lead, Analysis & Triage is responsible for coordinating and overseeing the initial assessment, prioritisation, and routing of incidents, service requests, and operational issues across the Parkville precinct. Reporting to the Manager, Operations & Support, the role ensures consistent triage processes, high-quality analysis, and timely allocation of work to technical and application support teams.

The Lead plays a critical role in maintaining service stability by providing accurate impact assessments, ensuring clear communication with users, and driving efficient resolution pathways. The role maintains oversight of the service queues, monitors trends, and provides frontline leadership to analysts responsible for incident intake and first-level investigation.

Working closely with the Manager and broader operational teams, the Lead contributes to continuous improvement of triage workflows, knowledge bases, and user support processes. The position is key to ensuring responsive, customer-focused, and reliable service operations across participating health services.

Key Responsibilities

Information & Research Platforms

- Lead day-to-day triage and analysis of incidents, service requests, and operational issues to ensure accurate prioritisation and timely routing.
- Perform initial technical and functional investigation to determine severity, scope, and potential impacts.
- Maintain oversight of service queues, ensuring SLAs for first response and triage are consistently met.
- Contribute to the accuracy and currency of operational documentation, including triage guides, SOPs, troubleshooting steps, and knowledge articles.
- Monitor daily service operations, escalating issues, risks, or recurring patterns to the Manager, Operations & Support.
- Support routine service monitoring and reporting activities by providing clear insights from triage data, including volumes, trends, and bottlenecks.
- Ensure that operational processes align with precinct standards, data governance requirements, and organisational policies.

Strategic Leadership

- Support the Manager in implementing precinct-wide triage standards, workflows, and tools to ensure consistent service experience across all sites.
- Identify opportunities to improve triage quality, reduce repeat issues, and streamline user interactions.
- Provide feedback to the Manager on system pain points, recurring incidents, or process gaps requiring operational improvements or escalation.
- Support operational readiness activities for new systems or upgrades by ensuring triage workflows, knowledge articles, and first-level support materials are prepared.
- Represent the Manager in operational discussions related to triage processes, analysis quality, and frontline service performance when delegated.

Operational Performance

- Lead the frontline triage team to ensure efficient first-line handling of incidents and requests.
- Ensure accurate categorisation, prioritisation, and assignment of incidents in line with agreed SLAs and operational policies.
- Support effective problem management by identifying trends, documenting symptoms, and contributing to root-cause analysis activities.
- Assist with operational resilience activities by monitoring alerts, identifying anomalies, and escalating potential service degradations.
- Support adherence to cyber security controls by ensuring incidents are flagged, classified, and escalated in accordance with organisational frameworks.
- Verify that vendor escalations contain clear, complete diagnostic information before being passed to external partners.

People and Culture

- Provide day-to-day guidance and support to triage analysts and frontline support staff.
- Assist with onboarding of new staff by ensuring consistency in triage practices, system use, and customer service expectations.
- Contribute to capability development through coaching, knowledge sharing, and uplift of analysis skills across the team.
- Model professional, customer-focused behaviours and support a culture of teamwork, responsiveness, and continuous improvement.

- Support staff wellbeing and contribute to change adoption within the team by reinforcing clear communication and expectations.
- Uphold organisational values and support a safe, inclusive, and respectful workplace.
- Encourage behaviours aligned with organisational values and operational excellence.
- Provide digital services support for all hospital sites supported by the Digital Innovation.
- Participate in daily duty roster support across all supported health service sites as required and scheduled.
- Be available for after-hours on-call support duties across all supported hospital sites as required and rostered.
- Participate in off-site support roster as scheduled.
- Contribute to coordinated teamwork and information sharing.
- Request planned leave promptly and maintain excess leave balances in line with hospital guidelines.
- Submit timesheets and leave requests in accordance with maximum leave balances and attendance requirements.
- Engage in performance management, professional training, and development opportunities as required.
- Complete all mandatory hospital training requirements within specified timeframes.
- Consistently demonstrate hospital values in all interactions and activities.

Stakeholder and Relationship Management

- Maintain strong working relationships with clinicians, researchers, corporate staff, and internal support teams to ensure accurate issue capture and high-quality communication.
- Act as the primary point of contact for first-level escalation of triage or service intake concerns.
- Provide clear and timely communication to users regarding incident status, next steps, or information required to progress requests.
- Work collaboratively with application specialists, technical teams, and vendors to ensure efficient handover and resolution of assigned issues.
- Support the Manager by contributing to operational reports, updates, and materials for governance committees.

Financial and Risk Management

- Support monitoring of vendor performance by ensuring accurate logging, classification, and follow-up of escalated issues.
- Assist with maintaining compliance with cybersecurity, privacy, and data protection frameworks by ensuring triage processes reflect required controls.
- Identify and escalate operational risks related to service intake, data handling, triage processes, or system performance.
- Provide input to risk registers, operational reporting, and service improvement case development by supplying triage insights and frontline data.
- Ensure procurement and operational processes for tools used within triage (e.g., monitoring, ticketing) follow organisational guidelines.

Key Relationships

Internal:	External:
Chief Digital Information Officer	Victorian Department of Health
Partner organisation Board, Chief Executives and Executives	Technology vendors and service providers
Directors and Managers within Digital Innovation	Partner health services and universities
Clinical, Research, and Corporate Leaders	Research collaborators and innovation partners

Organisational Relationships

- Number of employees that are consumers of the DI service: **19,000+**

Performance and Accountability

Performance objectives are set annually with the CDIO, focusing on:

- Delivery of strategic digital outcomes
- Service reliability and cybersecurity
- Financial sustainability
- Workforce capability
- Innovation and precinct collaboration

Key Selection Criteria

- Bachelor's degree (or higher) in Business, Healthcare Administration, Information Technology, Digital Health, or a related discipline, or equivalent experience.
- Experience in process improvement, operations, or digital transformation within healthcare or similarly regulated environments.
- Working knowledge of RPA, AI, and intelligent automation, with the ability to evaluate tools and platforms.
- Understanding of healthcare operations, patient workflows, and regulatory requirements.
- Leadership in ICT or digital health, including leading multidisciplinary teams and delivering transformation programs.
- Stakeholder engagement and influence across internal and external groups.
- Strategic thinking in complex service environments.

Inherent Requirements

There are a number of critical work demands (inherent requirements) that are generic across all positions. The generic inherent requirements for this position are detailed below. These may be added to with more specific inherent requirements, if required, by your manager and Occupational Health and Safety.

Physical Demands	Frequency
Shift work – rotation of shifts – day, afternoon and night	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
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	Rare
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	Frequent
– 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	Frequent
– moderate push / pull forces 10–20 kg	Rare
– 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)	Not Applicable
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.	Rare
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
Attention to Detail	Prolonged/Constant
Working with distressed people and families	Not Applicable
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

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	0–15% of time in the position
Not Applicable	

Employee Responsibilities and Accountabilities

- Be aware of and work in accordance with Hospital policies and procedures, as amended from time to time, including:
 - Code of Conduct
 - Confidentiality
 - Data Accountability Framework
 - Infection Control
 - Occupational Health and Safety
 - Patient Safety
 - Performance Development Management
 - Respectful Workplace Behaviours
 - Risk Management
- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions, creating exceptional experiences.
- Undertake other duties as directed that meet relevant standards and recognised practice.
- Our vision is a future free from violence in which healthy, respectful relationships are the norm. Expect all staff to contribute to a culture that promotes gender equity, respect and a safe working environment.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to Victorian women.
- Data integrity is an essential element of clinical and corporate governance and a key performance indicator. The management of data influences and directly affects patient care, patient decisions, and ultimately the quality and reputation of our service delivery.

As a consequence all staff are responsible and accountable to ensure that (within their area of work):

- Data recording and reporting, is timely, accurate (ie error free) and fit for purpose.
- Data management system policies and control processes are complied with on all occasions.
- Where data issues and/or problems become apparent these matters are immediately referred and reported to supervisors/managers.

- Agree to provide evidence of a valid employment Working with Children Check and provide the necessary details to undertake a national Police check.
- Expect staff to identify and report incidents, potential for error and near misses and supports staff to learn how to improve the knowledge systems and processes to create a safe and supportive environment for staff and patients.
- Contributes to a positive and supportive learning culture and environment for health professional students and learners at all levels.

Statutory Responsibilities

- OHS Act 2004
- Freedom of Information Act 1982
- The Victorian Public Sector Code of Conduct

Declaration

I have read, understood and agree to abide by responsibilities and accountabilities outlined in this position description.

Employee Name:

Employee Signature:

Date:

Developed Date: December 2025
Developed by: Chief Digital Information Officer
Date of next Review: December 2026
