

Position Description

Position title:	Director Informatics
Department:	Informatics
Classification:	DX99
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise 2021--2025
Reporting to:	Chief Operating Officer

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 Informatics Team is responsible for delivering strategic and operational services that enable the effective use of clinical and corporate information across the Women's. The team fosters strong internal and external partnerships to implement and integrate contemporary digital, data, and information management practices.

We partner with clinicians, staff, and consumers to leverage data and digital systems to generate insights and improve care and organisational performance, supporting the delivery of the informatics related priorities within the Women's Strategic Plan.

Our major area of focus brings together the following key portfolios:

1. Business Intelligence & Analytics

The Business Intelligence and Analytics (BI&A) Unit manages the reporting of the hospital's key performance indicators against performance targets and assists the business with regular and ad hoc activity reporting, coordinates activity benchmarking, provides a data assurance role for activity submissions, and develops and reports clinical costing for

The Women's. BI&A also includes REDCap application, a new service at the Women's which enables secure collection and storage of clinical and operational data. The REDCap application will be provided as a joint service with the Royal Melbourne Health (RMH) REDCap and requires an honorary appointment at RMH.

2. Electronic Medical Record (EMR)

The Parkville EMR is a world-class system shared by The Women's, The Royal Melbourne Hospital, Peter MacCallum Cancer Centre, and The Royal Children's Hospital to support high-quality, seamless healthcare in Parkville and improve health outcomes for Victorians. The Women's EMR team is responsible for day-to-day management, operations, and improvement of the EMR. The team liaises with clinical and non-clinical stakeholders of the EMR and works collaboratively with the four Health Services and the Parkville EMR team to deliver outcomes to benefit patients and staff.

The EMR is used by more than 18,000 clinicians and staff across the four health services and is delivered in partnership with Epic, a global leader in health information technology.

3. Health Information Services (HIS) & Archives

Health Information Services (HIS) at the Women's covers a range of services including Electronic Medical Record (EMR) support, scanning, medical record retrieval for patient care and research, clinical coding, statutory reporting and data integrity, privacy, medical enquiries/release of information (ROI) requests and medical transcription (outpatient service).

HIS also looks after the Archives Department, which is responsible for overseeing both the historical and cultural memory of the Women's, as well as advising the corporate records retention and destruction process for the hospital, according to relevant statutes, legislation and retention authorities.

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Position purpose

The Director Informatics (DI) will provide strategic and operational leadership in business intelligence, analytics, health information and the Electronic Medical Record (EMR) at the Royal Women's Hospital, ensuring systems enable safe, timely, and person-centered care while optimising quality, patient flow, and research outcomes.

The DI also holds accountability and ensures that high quality, governed data is translated into actionable insights that support clinical, operational and strategic decision making. The DI will drive increased maturity to deliver trusted insights, integrity, and compliance. The role fosters key partnerships to support innovation and the transformation of healthcare delivery.

The Director Informatics is a key member of the Women's Leadership team and is a member of several internal Senior Leadership Committees and represents the organisation on several external committees across a Parkville Precinct level. This role will contribute to improved patient outcomes, organisational performance, and compliance with Victorian health service reporting requirements.

Key responsibilities

Leadership and people management

- As a member of the Executive Team, set the direction and provide support to achieve the Women's strategic priorities. Contribute to the overall leadership and management of the organisation.
- Foster a culture of evidence-based decision making across all areas and services.
- Define and lead the organisations BI and analytics strategy, and alignment to clinical quality and safety priorities, operational performance targets and the research and innovation agenda whilst ensuring data is positioned as a strategic asset for decision making.
- Build capability and advancement in analytics, data literacy and governance.
- Provide executive oversight of the Women's EMR, including EMR Roadmap, system performance, optimisation and continuous improvement.
- Partner with Parkville Precinct organisations (Royal Melbourne Hospital, Peter MacCallum Cancer Centre, Royal Children's Hospital) and Epic to deliver shared EMR outcomes.
- Ensure the EMR supports clinical workflows, patient safety, and service delivery requirements.
- Work closely with RWH executives, operational leaders, and teams to identify and prioritise enhancement requests that improve clinical workflows, quality of care, and research.
- Coordinate and monitor with the RWH executive and operational leaders for the delivery of the EMR benefits program.
- Lead the Business Intelligence & Analytics function to deliver accurate, timely, and actionable organisational insights.
- Oversee performance reporting, benchmarking, clinical costing, and data assurance processes.
- Establish and maintain robust data governance, data quality, and reporting frameworks.
- Provide oversight of Health Information Services, including clinical coding, record management, data integrity, and statutory reporting.
- Provide leadership and support in improving key people related performance indicators.

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- Review the overall informatics strategy for the organisation and provide advice as to the future structure for the division of informatics at the Women's.
- Provide leadership and support in improving key people related performance indicators.
- Model these behaviours by ensuring your own performance is appraised and feedback is gathered from colleagues.
- Build your team – Plan and implement systems and processes to support the recruitment, engagement, retention and development of your people, so that they can fulfil their current and future responsibilities as well as current and future clinical and organisational challenges.
- Provide coaching – provide feedback, instruction and development to help others excel in their current and future job responsibilities; plan and support the development of individual skills and abilities.
- Inspire others by motivating them towards higher levels of performance that are aligned with the Women's vision and values.
- Demonstrate emotional awareness by establishing and sustaining trusting relationships by accurately perceiving and interpreting your own and others' emotions and behaviour; have self-insight to effectively regulate your own responses.
- Create and execute influence strategies that gain commitment to one's ideas and persuade key stakeholders to take action that will advance shared interests and strategic goals.
- Ensure your team contributes to The Women's strategies by focusing them on the most critical priorities, measuring progress and ensuring accountability against clear metrics.
- Drive results by setting high goals for personal and group accomplishment, use measurement methods to monitor progress towards goals; work to meet or exceed goals.

Professional practice/Skills

- Ensure clinical and non-clinical managers have access to EMR data which identifies barriers to patient flow which can be used to improve patient access across the organization.
- Ensure data is provided in a contemporary way and made available to improve patient safety and quality of care and support individuals and teams to deliver relevant KPIs and business deliverables.
- Support researchers to use the available data, including enhancing informatics capability to drive clinical research to improve service delivery and patient outcomes.
- Co-ordinate and facilitate agile and effective EMR decision making within the RWH organisational structure.
- Co-ordinate appropriate RWH representation and participation in all EMR activities and decisions.
- Co-ordinate EMR activities and priorities in consultation with the RWH Executive including new operational developments.
- Assist in the development, implementation and monitoring of EMR benefits plan that includes strategies to ensure benefits are measured and can be realised.
- Support the implementation of planned EMR downtimes at the RWH and participate in reviews for all critical EMR incidents and planned outages.
- Assist with the review of the impact for upgrades, special updates, code changes and new enhancements and develop change, communication and training plans to support their implementation.
- Any other duties as required that meet relevant standards and recognised practice

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Innovation and improvement

- Create an environment that encourages others to explore alternative ways to view and solve problems. Foster a culture of excellence, innovation, positive and collaborative people management and a commitment to high standards of service and quality care.
- Provide analytics leadership for major orientational initiatives such as: EMR optimisation, digital health transformation and service redesign.
- Utilise redesign principles and lean thinking methodologies to drive continuous improvement that improves the patient journey and promotes best use of resources.
- Collaborate with other leaders to develop and trial innovative models and practices to ensure the most effective and efficient use of resources.
- Lead by example, actively leading and driving change programs through direct implementation.
- Communicate, facilitate and negotiate the introduction of major change with key stakeholders.
- Assist in the planning of major projects in complex areas involving internal and external stakeholders.
- Ensure alignment with state/national data and reporting requirements, where applicable.

Quality, safety and delivery

- Oversee and enable the delivery of enterprise performance reporting, including clinical quality indicators, activity and access metrics and financial and operational KPIs.
- Translate data into meaningful and actionable insights for executives and operational leaders.
- Support the maintenance of a strong governance framework to provide safe, appropriate and effective health care experience first time, every time.
- Comply with the Women's risk management framework.
- Deliver analytical support to improve patient safety and outcomes, service efficiency and resource utilisation.
- Establish and enforce data governance frameworks, including standards and definitions, ownership and stewardship models.
- Provide accountability and sign-off for data integrity across the services within the area of responsibility, in line with the Women's Data Accountability Framework.
- Support services within the area of responsibility to understand the Women's Data Accountability Framework and provide operational leadership for the ongoing monitoring of the control environment and data process flows.
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.

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.

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Key selection criteria

Experience/qualifications/attributes

Essential:

- Appropriate tertiary qualifications in Health or relevant disciplines.
- Comprehensive knowledge and experience of healthcare and business processes, hospital funding policy, business performance management, benchmarking and information technology are required.
- Demonstrated ability to lead business intelligence and analytics operationally and strategically.
- Proven experience aligning data and analytics with clinical safety priorities, strategy, and transformation.
- Deep experience in healthcare data environments including clinical, operational and financial datasets.
- Strong understanding of healthcare performance frameworks and government reporting and regulatory requirements.
- Proven ability to design and deliver executive level reporting and dashboards and experience in supporting board, executive and operational decision-making using systems and data.
- Demonstrated accountability for data quality, integrity, standardization, and compliance.
- A sound understanding of EMR functionality and the supporting underlying technologies involved in maintaining an EMR.
- Demonstrated ability to lead and manage a team and in leading continuous improvement, organisational change and transformation.
- Exceptional ability to engage and influence senior executives, clinicians, operational leaders, and key partners and stakeholders.
- Strong understanding of BI tools, data platforms, and system integration. With the ability to guide and support future state architecture and scalable analytics capability.
- Proven ability to meet strategic, operational and budget objectives
- Adaptability and resilience.

Desirable:

- Experience leading Business Intelligence and analytics support for major transformation programs and the ability to track and report benefits realisation in alignment to navigating complex environments.

Organisational relationships

Direct Reports

- CMIO, CMNIO, CPIO, CAHIO
- Manager Health Information Services (HIS)
- Manager Business Intelligence & Analytics

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Internal relationships

- CEO, Executive Management Team & Clinical Operations Directors and Managers.
- Chief Digital Information Officer.
- Executive Director, Parkville EMR & Directors of EMR in the Parkville precinct
- Clinical and corporate stakeholders within The Women's.
- Digital Innovation Directors
- Other internal stakeholders as required

External relationships

- Department of Health & Health Technology Services.
- Melbourne Health, The Royal Children's & Peter MacCallum & VCCC IMT staff.
- Parkville EMR Team.
- Epic EMR Vendor.
- Universities.
- Other external stakeholders as required.

Direct reports: 6
Indirect reports: 34
Budget responsibility: \$11 M

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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	Occasional
Sitting – remaining in a seated position to complete tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Rare
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	Rare
Climbing stairs/ladders – ascending and descending stairs, ladders, steps	Rare
Lifting/carrying – light lifting and carrying less than 5 kilos	Rare
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Rare
Push/pull of equipment/furniture – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Rare
– heavy push / pull forces over 20 kg	Rare
Reaching – arm fully extended forward or raised above shoulder	Rare
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	Frequent
– Gripping, holding, twisting, clasping with fingers/hands	Rare
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	Frequent
Hearing – use of hearing is an integral part of work performance	Frequent
Touch – use of touch is integral to most tasks completed each shift	Frequent
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	N/A
Problem solving issues associated with clinical and non-clinical care	Frequent
Working with distressed people and families	N/A
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Exposure to distressing situations	Rare

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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: May 2026

Developed by: Chief Operating Officer and Director Informatics

Date of next review: (up to 12 months from now)

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