

Position Description

Position title:	Patient Experience Systems Consultant
Department:	People & Patient Experience
Classification:	Administrative Officer Grade 6 Level 1 - 5 (AO61 – AO65)
Agreement:	Health and Allied Services, Managers and Administrative Workers Single Interest Enterprise Agreement 2021-2025
Reporting to:	Manager, Patient & Visitor Services

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**

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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.

About the department/unit

The People and Patient Experience Team is responsible for providing strategic and operational services to support the experience of patients and consumers, and our employees at the Women's. The Team is committed to forming strong internal and external partnerships through the implementation and integration of contemporary patient experience and human resource practices.

We listen to and partner with our people, patients, their families, carers and consumers to gain insights and improve our services. We support the organisation to achieve the people and patient experience objectives of the Women's Strategic Plan.

Position purpose

Reporting to the Manager of Patient and Visitor Services, the Patient Experience Systems Consultant is responsible for:

- Patient experience improvement projects and initiatives, including but not limited to the ongoing implementation and optimisation of technology and systems that contribute to exceptional patient experience at the Women's.
- Utilising their highly developed skills in data management to implement the Women's patient experience surveys and reporting.
- Partnering with key internal and external stakeholders and consumers to prepare reports and share meaningful insights from patient experience measurement feedback and drive patient experience improvement initiatives.

Champion patient experience and patient voice across the Women's by actively contributing to working groups, enhancement projects, and organisational committees, ensuring that consumer perspectives inform decision-making, service design, and quality improvement activities.

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Key responsibilities

Technological Expertise and Skills

- Explore and recommend the best systems, tools and technology to meet a range of patient experience needs and support the delivery of exceptional patient experiences in new and innovative ways.
- Lead the optimisation of existing systems to ensure they meet the needs of patients, consumers and staff, including;
 - Telehealth (e.g., Health Direct Video Call)
 - Health Hub (also known as Patient Portal/My RCH Portal)
 - The Women's Patient Experience Survey Suite (currently via REDCap)
 - The Victoria Healthcare Experience Survey (VHES)
- Monitor all services usage and report as required.
- Support users of the systems with training and troubleshooting
- Contribute to the ongoing evaluation and improvement of the Telehealth and Health Hub user experience (staff and patient)

Leadership, Collaboration and Relationships

- Actively promote the benefits of patient systems at all levels of the organisation to develop and mature our partnerships with patients as part of our Strategic Plan
- Work closely with clinical services and patients to optimise and standardise the use of digital platforms and technology to enhance the patient and staff experience
- Partnering with patients and consumers/leveraging co-design to inform improvement initiatives.
- Align with key strategic projects to prioritise opportunities to optimise and innovate patient experience platforms and be a key enabler to rolling out new digital patient initiatives.
- Lead the implementation of new features and change management activities related to patient experience system updates and new features.
- Work closely with the clinical and quality and safety teams to ensure that there is a high degree of clinical quality maintained in the use of these technologies.
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and understand violence against women and family violence issues.
- Liaise with the ICT & EMR teams, clinicians, and other key stakeholders to optimise the potential of these platforms, resolve technical issues and act as a business conduit when patient contact issues arise.
- Participate in a range of communication forums to maximise opportunities to obtain system usage feedback and ascertain stakeholder needs.

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Information, Data Management and Reporting

- Use of the Women's electronic medical record (EMR) and iPM, REDCap, VHES and Health Direct Video Call where required to fulfil the requirements of this position.
- Collaborate and partner with the Digital Innovation team to generate patient activity reports for:
 - Monthly VHES uploads
 - survey distribution
- Upload patient data extracts and create and maintain information databases (e.g., Excel-based datasets), performing light data analysis to support accurate and timely patient experience measurement and reporting.
- Use the REDCap platform, Victorian Healthcare Experience Survey and other tools as required to design and develop surveys, extract data and create reports, papers and presentations.

Other Responsibilities

- Lead training requirements, on the job coaching and development of education tools for staff and consumers in the use of patient experience systems.
- Maintain internal resources, tools and guidelines related to patient experience systems and technology.
- Liaise with service providers when necessary, to troubleshoot issues and drive improvement. • In partnership with Consumer Health Information and other key stakeholders, support the design and development of an organisation wide patient consultation approach.
- Guide the adoption of digital patient communication methods in a systematic, consistent and streamlined way that is aligned with our brand.
- Contribute to the development of the People and Patient Experience team via active participation in team meetings, focus groups and projects

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:

- Embodies the Women's values of courage, passion, discovery, and respect.
- Project experience in healthcare and/or information systems/technology and/or patient experience.
- Excellent communication skills including written, verbal, presentation, and facilitation skills

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- Experience in taking a lead role in the implementation or support of digital consumer or customer service platforms and survey tools.
- Ability to develop and maintain productive relationships/partnerships with individuals at all levels of the organisation to implement innovative solutions
- Ability to perform under pressure, be organised, prioritise effectively and work in a collaborative manner
- High level administrative, organisational and problem-solving skills
- Ability to work as part of a team and liaise effectively with multi-disciplinary staff and internal teams to support change management
- Understanding of the sensitivity and confidential nature of health information
- High level of computer literacy with a range of applications including, MS Office, advanced proficiency in Excel

Desirable:

- Experience working with clinical staff in a healthcare environment
- Knowledge of person/patient centered care and/or principles of exceptional experience.
- Experience with Telehealth / Healthdirect Video Call; EPIC EMR; Health Hub, VHES and iPM
- Intermediate to advanced capability in survey tools such as REDCap

Organisational relationships

Internal relationships

- People and Patient Experience and People, Culture and Wellbeing service staff
- Operational Managers and Directors
- Business Intelligence & Analytics
- Health Information Services
- Clinical and non-clinical staff
- IT Services staff
- Communications Team

External relationships

- Parkville EMR Team
- Telehealth Victorian Community of Practice
- Health Direct Video Call
- Peers and network partners in Parkville precinct
- Other public health provider/hospital peers/networks
- Consumer Representative Groups
- Victorian Healthcare Experience Survey
- Safer Care Victoria

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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	Frequent
Standing - remaining standing without moving about to perform tasks	Rare
Walking – floor type even, vinyl, carpet,	Rare
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	Not applicable
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	Rare
– 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	Rare
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
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged
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 *
Hearing – use of hearing is an integral part of work performance	Prolonged *
Touch – use of touch is integral to most tasks completed each shift	Prolonged *
Psychosocial demands	Frequency
Observation skills – assessing/reviewing patients in/outpatients	Prolonged
Problem solving issues associated with clinical and non-clinical care	Prolonged
Working with distressed people and families	Rare
Dealing with aggressive and uncooperative people	Rare
Dealing with unpredictable behaviour	Rare
Job demands – high workload, tight deadlines, and competing priorities	Rare
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.	Rare
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 has limited direct physical contact with patients and clinical environments, employees are required to be vaccinated against or demonstrate immunity to influenza, COVID-19, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

Employment with the Women's is conditional upon the provision of satisfactory evidence of vaccination and/or screening, and we may withdraw an offer of employment if the required evidence is not provided at least five business days prior to the intended start date.

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: April 2026

Developed by: Alix Candy, Director, People & Patient Experience & Manager, Patient & Visitor Services

Date of next review: April 2027

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