## POSITION DESCRIPTION

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| **Position Title** | **Training & Administration Coordinator (GH)** |
| **Program** | YourEMR Program |
| **Reports to** | Head of EMR Adoption- GH |
| **Industrial Agreement** | Health & Allied Services, Managers and Administrative Workers 25-27 |
| **Classification:** | HS3 |
| **Employment Type** | Full Time, Fixed Term |
| **Location** | Ballarat |

## THE YOUREMR ELECTRONIC MEDICAL RECORD PROGRAM

Grampians Health (GH) and St Vincent's Hospital Melbourne (SVHM) are partnering to deliver Victoria's first shared Electronic Medical Record (EMR) across rural, regional and metropolitan Victoria. The **YourEMR Program** is a multi-year initiative that will implement an enterprise digital platform across ambulatory, inpatient and community-based services, creating a more connected and integrated healthcare experience for patients and clinicians.

The program will bring together a multidisciplinary team to design, build and implement a contemporary EMR platform that supports safe, high-quality and patient centred care across both organisations. Working closely with clinicians, operational staff, consumers and key stakeholders, the YourEMR team will drive operational transformation and enable greater collaboration across health services.

With a target completion date of 2028, the YourEMR Program represents a significant investment in the future of healthcare delivery, providing the digital foundations to enhance care delivery and support innovation across Victoria.

## ABOUT OUR ORGANISATION

**Grampians Health**

Grampians Health draws on its 150 years of health service delivery to provide high-quality, accessible care, close to home.
Situated across multiple campuses within Victoria's Grampians Region, our collaborative workforce comprises more than 7,000 professionals, providing compassionate care to more than half a million people who call the region home.

The region's catchment is a vast 48,500km2, offering opportunities to work in unique and diverse area's rural locations, and our organisation's values unite us in a singular vision - to be at the forefront of healthcare excellence, and to foster a healthier and thriving Grampian's region.

## POSITION PURPOSE

The Training & Administration Coordinator is responsible for coordinating training, workforce engagement, and administrative activities that support the successful delivery of the YourEMR Program at Grampians Health. Working

closely with the Training, Change, Communications and Adoption teams, the role ensures the effective planning, scheduling and administration of program-wide training activities while supporting workforce readiness for the transition to the new Electronic Medical Record (EMR).

The role will lead the development and coordination of the Training Plan at Grampians Health, including training logistics, venue and room management, learning management system (LMS) coordination, scheduling, and training administration. The position is also responsible for supporting the recruitment, onboarding and administration of Super Users and Credentialed Trainers, ensuring an appropriately skilled workforce is in place to support implementation.

In addition, the Training & Administration Coordinator will coordinate administrative workforce engagement activities to promote awareness, preparedness and participation across Grampians Health.
The role provides project support through budget tracking, invoice processing, reporting and general program administration, while also contributing to change management and communications initiatives that support organisational readiness and adoption of YourEMR.

This position plays a critical role in ensuring training, engagement and administrative functions are delivered efficiently, enabling clinicians, administrative staff and operational teams to successfully transition to and adopt the new EMR solution.

## KEY ACCOUNTABILITIES

**Project Involvement & Responsibilities**

- Ability to plan and prioritise the delivery of key program milestones in accordance with established program timelines;
- Work collaboratively with the EMR project team, ensuring agility and flexibility in your approach;
- Ability to deliver against defined targets efficiently;
- Deliver tasks in accordance with defined project milestones, ensuring that challenges and risks are escalated early to the appropriate parties;
- Participate in and support project governance forums, ensuring stakeholders are supported in making informed decisions;
- Incorporate change management principles in the overall project consultation process, proactively identifying opportunities for change management support;
- Complete tasks in accordance with the EMR project methodology including appropriate risk, decision, issue, resolution and task management.

**Training & Super User Support**

- Deliver the training plan for Grampians Health through stakeholder engagement, definition and development. Ensure the strategy is fit for purpose and achievable, in alignment with the broader YourEMR training strategy;
- Coordinate room bookings, calendars and scheduling for training and interviews – ensuring attention to detail and appropriate communication;
- Define the recruitment plan for super-users and credentialled trainers, ensuring clear onboarding practices in alignment with program timelines;

- Provide administrative support to all tasks as required, including (but not limited to) stakeholder communication, scheduling and logistics;

**Engagement, Change and Adoption**

- Define and deliver against the Grampians Health Administration Engagement strategy, ensuring all stakeholders are appropriately engaged and informed;
- Support Communication and Change Managers with adoption tasks to ensure stakeholders remain informed;
- Manage and maintain project communication channels including Sharepoint throughout the program;
- Develop content at the direction of program leadership relating to change, engagement and adoption. This includes written and visual content as required.

**Project Administration and Support**

- Support budget maintenance and invoicing processes for the YourEMR Program;
- Support scheduling for transport and accommodation for the YourEMR Program;
- Provide office management for the Grampians Health EMR Operations Centre; and
- Provide secretariat duties for YourEMR Program governance committees.

**Relationship Management**

- Demonstrate EMR Collaboration principles and lead by example throughout all aspects of your role;
- Collaborate closely with change managers, communication managers, program leadership, health service staff and external partners to ensure alignment on approach;
- Present technical information in a way that is easy to understand to all stakeholders, ensuring contributors make well-informed decisions;
- Actively engage and collaborate with health service stakeholders to understand business needs and deliver workflow solutions that will support the delivery of high-quality patient care;
- Develop and maintain strong working relationships with stakeholders across St Vincent's Hospital Melbourne and Grampians Health;
- Work collaboratively with all streams and applications across the YourEMR Program, ensuring our shared goal is always prioritised;
- Be customer focused, ensuring we are meeting the needs of the end users across our organisations;
- Be transparent- ensure issues and options are clearly communicated.

## QUALIFICATIONS & EXPERIENCE

**Essential**

- Experience in providing administrative support in previous roles;
- Experience in supporting large scale digital transformation programs;
- Further education in a relevant field including project management, administration or data;
- Has the ability to work on premise at all Ballarat Base Hospital (a minimum of 3 days);
- Ability to travel to other Grampians Health and St Vincent's Hospital Melbourne sites in accordance with the YourEMR Program Travel Policy.

**Desirable**

- Experience in supporting an Electronic Medical Record Program.

## ORGANISATION REQUIREMENTS (GRAMPIANS HEALTH)

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary a NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

## OTHER RELEVANT INFORMATION (GRAMPIANS HEALTH)

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).

- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.