

Position Description

Position Title	Training Lead
Position Number	30008719
Division	Innovation & Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Based on qualifications
Classification Code	Based on qualifications
Reports to	Change Manager
Management Level	Tier 4 - Shift Managers, Team Leaders & Supervisors
Staff Capability Statement	Please click here for a link to staff capabilities statement

Bendigo Health

With more than 4,500 staff and volunteers and covering an area a quarter of the size of Victoria, Bendigo Health, is an expanding regional health service offering the advantages of city life combined with the beauty and freedom that comes from living in a regional area.

Bendigo Health is a 700-bed service that treats more than 45,000 inpatients, triages more than 65,000 emergency attendees and welcomes more than 1,600 new born babies each year. In addition, more than 15,000 operations are performed in our operating theatres and more than 100,000 occasions of services are provided in our clinics to outpatients.

The organisation provides services in emergency, maternity, women's health, medical imaging, pathology, rehabilitation, community services, residential aged care, psychiatric care, community dental, hospice/palliative care, cardiology, cancer services and renal dialysis to the people of the Loddon Mallee region.

With our main campus based in Bendigo, our services extend throughout the Loddon Mallee with sites in areas such as Mildura, Echuca, Swan Hill, Kyneton and Castlemaine.

Demand on services is increasing rapidly with Bendigo being one of Victoria's fastest growing regional cities.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community

PASSIONATE – We are passionate about doing our best

TRUSTWORTHY - We are open, honest and respectful

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to the link above.

The Innovation & Digital Services Division

The Digital Services Division is charged with delivering technology solutions that deliver on our vision. As well as responsibility for the mainstream ICT services and support the division encompasses Cyber Security, Clinical Information Systems, Architecture and Applications and Project Management.

The Division leverages ICT technologies and expertise to provide the technical foundations for innovation and transformation of our clinical service delivery. The Division is instrumental in building a strong culture of utilising health informatics and using data to drive innovation.

The Clinical Information Systems Department

The Clinical Information Systems Department is responsible for overseeing the planning, development, delivery and support of Bendigo Health's clinical information systems. The department contributes meaningfully to the organisation's strategic goals and the delivery and enhancement of existing clinical systems to optimise clinical and financial benefits.

The department works closely with all teams across the business to uphold Bendigo Health and Loddon Mallee Shared Services' Architecture and Technology standards. This involves preserving the integrity, reliability and functionality of our data, systems and infrastructure while aligning with existing and new systems.

The Position

The Training Lead will drive the training strategy for the PAS and ePR Expansion Project implementation. The role will be pivotal in shaping the learning experience of Bendigo Health staff, while ensuring staff are confident and capable in adopting a new system that will transform the delivery of healthcare.

Responsibilities and Accountabilities

Key Responsibilities

- Analyse and report on complex issues and evaluate associated benefits and strategies
- Prepare training content and all required material for all training sessions
- Facilitate, coordinate, and schedule training needs and solutions using a range of delivery methods including digital, face-to-face and on the job learning activities
- Ensure all staff are trained in product usage to a high standard
- Ensure all teams are trained in new features and product releases
- Coach training staff on required training techniques
- Identify and address gaps in training material or content to ensure accuracy and productivity
- Monitor and evaluate training standards and outcomes and recommend improvements, including using feedback from learners and stakeholders for maintenance and continuous improvement of training processes and products
- Work proactively, independently and with minimal direction, but also work

- collaboratively in a team environment.
- Accountable for projects and functions with large scale workplace change.
- Delivery Training Sessions as required.
- Develop and execute a comprehensive training strategy that supports system adoption and meaningful change.
- Develop and support education solutions to complete business requirements.
- Design and deliver engaging training programs using various methodologies (e.g., e-learning, workshops, hands-on training, virtual sessions).
- Collaborate with key stakeholders, clinicians, and technical teams to ensure training meets operational and strategic goals.
- Evaluate training effectiveness, identify knowledge gaps and implement continuous improvements.
- Support change management and engagement through design and delivery of high-quality training and strong leadership skills.

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association will be complied with.

Generic Responsibilities

Code of Conduct - The Victorian Government's Code of Conduct ('the Code') is binding on all Bendigo Health staff. Contravention of a provision in the Code may constitute misconduct and/or regarded as a breach of the employee's employment agreement and will be dealt with under the organisations Counselling and Disciplinary Action Protocol.

Compliance with policies and procedures - All Bendigo Health's policies and procedures are set out in its clinical and managerial policy manuals located on the intranet under PROMPT and in hard copy. All staff must ensure they comply with policies, procedures and standard ways of work practices when carrying out their work. Any breach in compliance may result in disciplinary action.

Occupational Health and Safety - Every staff member has the responsibility to take reasonable care of their own health and safety and the safety of others, to cooperate with Bendigo Health's OH&S policies and to participate in appropriate safety education and evaluation activities. All staff are expected to participate in reporting any health, safety and wellbeing issues. Any breach in compliance may result in disciplinary action.

Infection Control - Every staff member has the responsibility to minimise incidents of infection/cross infection of patients, residents, staff, visitors and the general public. All staff must adhere to the policies and procedures as set out in Bendigo Health's infection control manuals. Any breach in compliance may result in disciplinary action.

Confidentiality - All information concerning Bendigo Health, its patients, clients, residents and staff should remain strictly confidential. Any unauthorised disclosure of such information may result in disciplinary action.

Quality Improvement - Bendigo Health is dedicated to improving the quality and safety of health services by providing care within the following domains of quality: Consumer Participation, Clinical Effectiveness, Effective Workforce and Risk Management. As a result, we apply the concept of the quality cycle for all our

quality activities, initiatives and projects thereby ensuring the best possible care and treatment results are achieved. The underlying principle of the cycle is that an activity is not complete until evaluation shows that it has been effective and reached the desired outcome. As a Bendigo Health employee you have a responsibility to participate in and commit to ongoing quality improvement activities using the framework of the NSQHSS (National Safety and Quality Health Service Standards).

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 socio-economic status. Every staff member has a responsibility to recognise and respect diversity. Inclusiveness improves our service to our community and promotes engagement amongst staff.

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Key Selection Criteria

Essential

1. Degree in health, or education related field or equivalent specialist knowledge and experience in health care system administration.
2. Demonstrated experience of leading and managing learning development, educators/trainers and learner support resources to large-scale, complex projects.
3. Experience in design, implementation and management of training delivery for a large complex multi-site, multi-drop project or program.
4. Proven ability in the management of people, performance and resources to deliver an efficient effective, knowledge management and learning and development service.
5. Demonstrated excellent verbal and written communication skills including the ability to prepare training material and reports, give presentations, engage clinicians and other staff, negotiate change and effectively communicate to a wide range of health professionals.
6. Established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines.
7. Ability to analyse training material and manage and implement changes as required.
8. Proven experience in leading training programs for large-scale system implementations.

Desirable

9. Experience in working within a public health environment preferred.

Mandatory Requirements

National Police Record Check A current and satisfactory National Police Record Check must be completed by all new staff prior to commencement at Bendigo Health.

Immunisation As a health provider dedicated to providing quality patient care, we all need to be aware of the critical importance of infection control. Each staff member has a responsibility to comply with Bendigo Health's Staff Immunisation Policy and various infection control policy and procedures. All staff are required to provide evidence of vaccinations prior to commencement at Bendigo Health

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.