

Position Description

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| Position Title | Clinical Communication Systems Specialist |
| Position Number | 30011805 |
| Division | Digital Services |
| Department | Clinical Information Systems |
| Enterprise Agreement | Nurses And Midwives (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2024-2028 |
| Classification Description | Clinical Nurse Consultant B |
| Classification Code | ZJ4 |
| Reports to | Director Clinical Information Systems |
| Management Level | Non Management |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none">• National Police Record Check• Registration with Professional Regulatory Body or relevant Professional Association• Immunisation Requirements |

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

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

The Position

This position is responsible for ensuring optimisation, operational support and ongoing improvements of Bendigo Health's secure, role-based clinical communication systems. This position bridges clinical expertise and digital operations, ensuring clinical communication systems

- Align with Bendigo Health's Digital Health Strategy and Clinical Communication Framework.

- Are complementary to clinical documentation systems without duplication, and
- Align with operational improvement priorities.

The position acts as the key liaison between clinicians, ICT, vendors, and digital health governance groups—championing user experience, clinical safety, and technology adoption across the organisation.

Responsibilities and Accountabilities

The Clinical Communication Systems Specialist will ensure clinical communication systems remain reliable, clinically safe, and responsive to operational needs.

Key Responsibilities

- Maintain configuration and user role mapping to ensure accuracy and efficiency.
- Plan and coordinate new departmental rollouts and feature implementations.
- Facilitate ongoing system improvements and enhanced user experience
- Monitor usage analytics and reporting dashboards.
- Conduct audits of platform use, message appropriateness, and response times.
- Coordinate issue resolution and enhancement requests with ICT and vendor support.
- Collaborate with key stakeholders to identify workflow opportunities and promote integration with other systems.
- Apply improvement science with a focus on ongoing sustainable improvements
- Coordinate targeted education, onboarding, and support resources.
- Champion adoption through clinical leadership engagement and feedback loops.
- Liaise closely with other clinicians who work at the interface between clinical practice and clinical information systems
- Lead incident investigations related to clinical communication systems.
- Maintain and update governance documentation, policies, procedures, user guides, and operating procedures.
- Serve as a clinical liaison between the Digital Health team and clinicians.
- Attend divisional and multidisciplinary meetings to provide updates and gather feedback.

Key Selection Criteria

Essential

1. Current registration as a Registered Nurse or Registered Midwife with AHPRA (Australian Health Practitioner Regulation Agency).
2. Demonstrated understanding of clinical communication workflows and hospital operations.
3. Proven skills in stakeholder engagement, education, and change facilitation.
4. Expertise in continuous improvement
5. Analytical and problem-solving ability with attention to detail.
6. Strong written and verbal communication skills.
7. Demonstrated capacity to work independently and collaboratively within multidisciplinary teams.

8. Organised, adaptable, and proactive approach to continuous improvement.
9. Demonstrated high-level ICT knowledge and skills, with a strong interest in digital health and a commitment to developing technical capability.

Desirable

10. Experience with clinical communication platforms, Microsoft Teams integrations, or digital health tools.
11. Familiarity with TrakCare or similar EMR environments.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

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.