

Position Description

Position Title	Manager - ePR
Position Number	30010195
Division	Digital Services
Department	EPR
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2025-2027
Classification Description	Administrative G6
Classification Code	HS6
Reports to	Director Clinical Information Systems
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Manager, ePR reports to the Director of Clinical Information Systems and works closely with the ePR, PAS and Clinical Informatics teams to support the ongoing operation, optimisation and enhancement of the electronic Patient Record (ePR) and Patient Administration System (PAS). The role is responsible for leading the ePR & PAS team and overseeing the planning, prioritisation and delivery of system improvements, service optimisation initiatives, upgrades and enhancement activities to ensure the systems continue to meet organisational and clinical needs.

The key responsibilities include providing leadership, guidance and support to members of the ePR & PAS Team, fostering strong partnerships with Clinical Informatics Officers, and leading engagement with business stakeholders and subject matter experts to identify opportunities for continuous improvement, system adoption, workflow optimisation and service innovation. The Manager will ensure effective governance of resources, risks, quality, stakeholder engagement and communications to support the ongoing value and utilisation of the ePR and PAS platforms across the organisation.

The position would be suited to a dynamic and collaborative leader with the ability to influence, communicate and provide strategic and operational advice to a diverse range of stakeholders across the organisation and with external partners.

Responsibilities and Accountabilities

Key Responsibilities

- Lead the ongoing operational management, support, optimisation and enhancement of the electronic Patient Record (ePR) and Patient Administration System (PAS) to ensure system reliability, performance and alignment with organisational objectives.
- Work collaboratively with Clinical Informatics Officers, clinical leaders and business stakeholders to identify, prioritise and implement system enhancements, workflow improvements and digital transformation initiatives.
- Establish and maintain governance processes for system changes, enhancements, upgrades and releases, ensuring appropriate stakeholder consultation, testing, risk assessment and change control.
- Monitor system utilisation, performance metrics and user feedback to identify opportunities for continuous improvement and increased adoption of digital solutions.
- Oversee vendor and external partner relationships, ensuring contracted services, system support arrangements and enhancement activities are effectively managed and delivered.
- Lead operational planning for system upgrades, maintenance activities and future development roadmaps to support evolving clinical and business requirements.
- Ensure compliance with relevant information management, privacy, cybersecurity, clinical safety and organisational governance requirements.
- Support the development of a culture of continuous improvement, innovation and customer service within the ePR & PAS Team, promoting best practice and knowledge sharing.
- Provide strategic advice and recommendations to the Director of Clinical Information Systems regarding system performance, optimisation opportunities, emerging technologies and future investment priorities.

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.

Key Selection Criteria

Essential

1. Degree or postgraduate qualifications in Health, Business Management, Information Technology, Health Informatics or a related discipline.
2. Demonstrated experience leading teams through organisational change, with the ability to operate effectively in environments requiring continuous improvement and service transformation.
3. Excellent judgement with a proven ability to identify, analyse and resolve complex operational, technical and business issues through practical and sustainable solutions.
4. Proven ability to effectively manage resources, priorities, and competing demands to achieve organisational objectives.
5. Well-developed problem-solving and analytical skills, including the ability to evaluate business processes, identify improvement opportunities and implement effective solutions.
6. Demonstrated ability to establish, develop and maintain productive working relationships with stakeholders, vendors and external partners to achieve strategic and operational outcomes.
7. Demonstrated experience managing, supporting and optimising complex digital health or enterprise information systems in a large and complex environment.

Desirable

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

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.