



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

Join The Royal
Melbourne
Hospital Team



Position Description

**Pathology Connect Credentialled
Trainer**



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. Be a great place to work and a great place to receive care
2. Grow our Home First approach
3. Realise the potential of the Melbourne Biomedical Precinct
4. Become a digital health service
5. Strive for sustainability



Position Description

Position Title:	Pathology Connect Credentialled Trainer
Service:	Quality, Informatics and Improvement
Location:	The RMH Elizabeth Street
Reports To:	Change Manager LIS
Enterprise Agreement:	Victorian Public Mental Health Services Enterprise Agreement 2020–2024 / Victorian Public Health Sector (Medical Scientists, Pharmacists and Psychologists) Single Interest Enterprise Agreement 2021 - 2025
Classification:	Depends on experience
Employment Status:	Full time, Fixed term
Immunisation Risk Category:	Category C
Date of Review:	January 2026

POSITION SUMMARY

The Pathology Connect Program is a major digital transformation initiative delivering an integrated pathology system across the Parkville health services. This will include the Epic Laboratory Information System (Beaker) which will support core pathology workflows. The LIS will integrate with other downstream systems such as Magentus for blood transfusion as well as PBRC as a billing solution. The program will unify pathology processes, improve data quality, enhance patient safety, and streamline operations across all Parkville sites. Credentialled Trainers are essential to preparing end users for these changes by delivering targeted, high quality training and providing go-live support.

- As a Pathology Connect Credentialled Trainer, you will deliver high-quality training and be equipped with the skills and knowledge provide support to end users using the Pathology Connect Systems – specifically the Epic Beaker module and Magentus system for Transfusion and Cell Therapy, as required.
- The Pathology Connect Project is seeking a credentialled trainer to support training and go live support for Pathology staff. Credentialled trainer will undertake training in all modules including Core Laboratory, Anatomical Pathology, Andrology, Lab Manager, Microbiology, Molecular Pathology and Pathology Collection modules.
- The Credentialled trainer will also assist the Pathologist specialty trainers who will be responsible for training Pathologists. From approximately 8–10 weeks prior to go-live, your primary focus will be on formal training delivery, with substantial involvement during go-live and early post-go-live periods to provide at-the-elbow support, troubleshoot workflow adoption issues, and reinforce learning.
- The full-time Credentialled Training role duration will be from the agreed start date-17/7/2026 (including 2 weeks post go-live providing end user support).

KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- **Training Delivery •**
 - Complete and pass the Epic Beaker Credentialing Program for relevant modules and training focus areas.
 - Deliver engaging and consistent end user training in accordance with approved curriculum and lesson plans across Beaker modules and supporting systems.
 - Adapt training materials to reflect laboratory departments and workflows such as microbiology, core laboratory, and specimen reception workflows, including andrology where applicable.
 - Ability to write and update training materials such as lesson plans and tipsheets, clearly and concisely
 - Prepare training environments, test patients, and realistic scenarios for training modules.
 - Conduct competency assessments and track completion in the relevant Learning Management System.
 - Prepare and provide Beaker training across all Beaker modules.
 - Prepare and provide training for supporting systems such as Magentus, as required •
 - Maintain awareness of workflow changes and ensure training reflects the latest system build.
- **Other Requirements Pathology Connect**
 - Flexibility to deliver training outside standard hours (including early mornings, evenings, or weekends) as required. •
 - Ability to travel between Parkville precinct sites.
 - Participate in program meetings, workshops, and debriefs.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.
- **Project Contribution**
 - Work with the Change Manager and Principal Trainer to identify curriculum updates and workflow refinements across Epic beaker modules and associated workflows.
 - Support training logistics, including scheduling, room setup, equipment checks, and materials distribution.
 - Collate and provide feedback on training delivery to the Change Manager and Principal Trainer highlighting any potential areas of concern from trainees that may require further training support. •
 - Serve as a subject matter across Epic Beaker modules including microbiology, molecular biology, anatomical pathology, core laboratory, specimen reception, and andrology workflows.
 - Assist with development of post-go-live training and refresher materials across Epic Beaker modules.
- **Go-Live & Post-Go-Live Support**
 - Provide on-floor support during go-live over a rostered 24/7 support schedule.
 - Troubleshoot workflow issues across Epic Beaker modules escalating where required.
 - Reinforce correct use of the system and promote adoption through real-time guidance.
 - Capture user feedback for training and system improvement. •
 - Assist with development of post-go-live training and refresher materials.
- **Engagement & Communication •**
 - Build rapport with end users to encourage confidence in the new system.
 - Explain technical concepts clearly to audiences with varying digital skills. •
 - Liaise with program teams to ensure training aligns with project timelines. •
 - Support program communications to promote training opportunities and expectations.]

KEY RELATIONSHIPS

Internal

- Change Manager – LIS
- Senior Project Director
- Beaker Project Manager
- Principal Trainer
- Beaker Project Manager
- Pathology Leadership

External

- Pathology staff
- Health service staff
- Local EMR teams
- Pathology and Clinical leaders
- Parkville EMR team
- Local health service Training teams

KEY SELECTION CRITERIA

Formal Qualifications:

- A relevant clinical or education tertiary qualification. •
- Previous experience in a healthcare or digital health implementation project preferred.

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
- Public hospital pathology Laboratory Medical Scientist experience minimum 3 years especially in Molecular Pathology and Core Laboratory (Biochemistry, Immunology, Haematology and Transfusion)
- Working with Children Check (WWC)

Desirable:

- Certificate IV in Training and Assessment or equivalent. •

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements
- Successful completion of credentialing training on Epic Beaker modules.
- Timely and consistent delivery of approved training content.
- Positive learner feedback from training evaluations.
- Accurate completion of training records.
- Active contribution to curriculum updates and improvements.
- Effective post-go-live support measured by adoption and reduced escalations.
- Compliance with program policies and values. •
- Constructive engagement with project teams and stakeholders. •
- Contribution to identifying and mitigating training-related risks. •
- Demonstration of adaptability to meet program priorities.
- Working with Children's Check (WWC)

AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

• **Equity, Inclusion, Belonging and Safety**

- As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.

• **First Nations Commitment**

- We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.

• **Child Safe Standards**

- RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.

• **Equal Opportunity and Accessibility**

- We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.

• **Thriving Together**

- Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date