

POSITION DESCRIPTION

MANAGER HEALTH INFORMATION SERVICES

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Manager Health Information Services (HIS) will have both operational and budgetary responsibility for the service and staff [including Emergency Department (ED) and theatre clerical staff], incorporating a strong planning and change management focus.

A major focus of the position is overseeing the submission of data in accordance with statutory reporting timelines, data quality activities and provision of information for planning, care management and research purposes.

Position Details	
Position Title:	Manager Health Information Services
Department	Health Information Services
Reports to:	Executive Director Finance and Corporate Services
Positions Reporting to this role:	
FTE:	
Budget:	
Enterprise Agreement:	Health and Allied, Managers and Admin EA 2021 – 2025 OR Allied Health Professionals EA 2021 - 2026
Position Classification:	Grade 6 – Grade 7 OR Health Information Manager Grade 3 (AH Manager)
Position Description last reviewed:	October 2024

Selection Criteria
Essential:
Greater than 5 years hands on experience in and/or Qualification in Health Information Management and/or eligibility for membership of the Health Information Management Association of Australia.
Demonstrated analytical skills and problem-solving ability
Extensive experience in Coding and thorough knowledge of the Australian Coding Standards
Previous experience in staff management
Previous Project Management experience
Excellent communication skills
Adaptability & willingness to work in a changing environment with minimal supervision
Previous experience in the use of patient administration systems including maintaining data integrity
Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.
Desirable:
Eligibility for membership of the Health Information Management Association of Australia

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Key Accountabilities

Oversee and manage the liaison between admissions staff and the pre-operative clinic, Theatre Liaison, ED and the bed managers in relation to patient admissions and between the wards, ED and HIS in relation to discharges.

Oversee the provision of post discharge information to general practitioners.

Annual preparation and ongoing monitoring of the services' budget to ensure cost effective and efficient utilisation of resources.

Ensure the documentation and maintenance of the services' policies and procedures.

Recruitment, training and management of HIS, ED clerical staff & casual relievers.

Maintenance of staff roster and current position descriptions for all staff.

Ensure that ongoing performance management, training and development is maintained for all HIS and ED clerical staff.

Supervision of students (Health Information Management) during professional studies placements.

Perform the role of System Administrator for iPM Patient Administration System in conjunction with ICT staff.

Manage the collection of patient data and the subsequent reporting to the VAED, VEMD, VINAH, AIMS and VHES data collections as required by the Department of Health, within prescribed deadlines.

Oversee ICD-10-AM coding of inpatient separations ensuring compliance with Australian Coding Standards and internal and external reporting timelines.

Represent the service at appropriate forums within and outside the organisation.

Provision of regular and ad hoc statistical information to Executive, department heads, unit managers, committees and outside bodies utilising iPM and Cyberquery Reporting Tool.

Ensure the integrity, safety, access and security of records and data are maintained and statutory requirements are met.

Ensure timely access to patient records for the purposes of clinical care, research and quality activities.

Advise on policies relating to record storage, retention and disposal across the organisation in accordance with statutory requirements.

Member of the National Standards 6 Committee, iPM Patient & Client Management Systems (PCMS) Operational Group, LM HIM Committee, Regional iPM Working Group, and Senior HIM Community of Practice Group.

Representation at various forums and working groups when requested to provide expert advice relating to Admission Policy, Statutory Reporting, Information Management, Privacy, Casemix, Data Integrity and Records Management.

Oversee and participate in the Regional Health Information Management/Clinical Coder service provided to three regional hospitals.

Oversee the provision of education relating to iPM, Casemix, Privacy and Documentation.

Other duties as directed.

Organisational Responsibilities

Positively promote ERH within and externally to the organisation

Comply with the ERH and Victorian Public Sector Code (VPS) of Conduct

Each employee has a responsibility to comply and promote practices with all ERH policies and procedures and familiarise themselves with those relevant to their position





Comply with relevant registration bodies mandatory continuing professional development requirements

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Carry out all work and interactions in alignment with the CARE values
Report all incidents and near misses as soon as possible after the event
Participate in risk management activities and assist with identification and control of risks within their department or area of work
Actively support compliance with the National Safety & Quality Health Service Standards and other professional standards and relevant regulatory requirements

CARE Values





All staff are expected to behave in a way that is in alignment with our corporate values:	
Collaboration 	Works with a team focus Cooperates with others and gains input and support to assist in achieving objectives We work with others to achieve shared goals
Accountability 	Monitors the impact of one's own behaviour on others Supports a "no-blame" culture in reporting incidents and helping to effectively resolve them
Respect 	Treats people fairly and openly Treats people with dignity Demonstrates personal standards of consistency, tolerance and patience
Excellence 	Consistently supports and follows organisational policies and procedures Actively participates in identifying opportunities to improve what we do

Key Relationships

Internal	External
HIS Staff	Loddon Mallee Shared Services (LMSS) staff
ED staff	Department of Health representatives
Nurse Unit Managers	statewide Chief HIMs
Ward Clerks	CEO/DON's of associated regional hospitals
Medical Staff	HIM colleagues
Executive	
Theatre Liaison	
Bed Managers	
After Hours Managers	
Finance Staff	
ICT staff	
Department Heads	

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Leadership Capabilities					
The table below indicates the leadership capability levels required. This table will need to be read in conjunction with the ERH Leadership Capability Framework.					
✓ PLEASE USE A TICK ICON TO INDICATE REQUIRED LEVEL					
Category	Descriptors	Foundation	Proficient	Advanced	Highly Advanced
	Inspires direction & purpose			X	
	Turns challenges into opportunities				X
	Communicates effectively				X
	Builds relationships			X	
	Works collaboratively				
	Acts with integrity				X
	Demonstrates accountability				X
	Drives accountability			X	
	Manages self			X	
	Promotes innovation		X		
	Accessible communicator		X		
	Values difference			X	
	Consistently articulates direction			X	
	Empowers others			X	
	Respectfully influences			X	
	Delivers results				X
	Plans and prioritises				X
	Thinks and solves problems				X
	Consumer focus			X	
	Innovation change leader			X	

TERMS & CONDITIONS OF EMPLOYMENT:

Terms and conditions are in accordance with the Letter of Offer and Contract of Employment.

I acknowledge that I have received a copy of this position description. I have read (or have had read to me) and understand the requirements of this position. I agree to work in accordance with this position description.

Signed: _____ Date: / /

Print Name: _____

cc: Employee File