

POSITION DESCRIPTION

Performance Reporting Coordinator

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Performance Reporting Coordinator is responsible for analysing, interpreting, and reporting healthcare performance data to support evidence-based decision-making and continuous improvement across the organisation. The role develops high-quality reports, dashboards, and visualisations that provide timely and meaningful insights into key performance indicators (KPIs) relating to patient outcomes, quality and safety, resource utilisation, and financial performance.

This position plays a critical role in driving performance monitoring and improvement in alignment with hospital accreditation standards, regulatory requirements, and patient-centered care principles. By translating complex data into clear, actionable insights, the Performance Reporting Coordinator supports clinicians, managers, and executive leaders to identify trends, monitor compliance, improve service delivery, and enhance the overall patient experience.

Position Details	
Position Title:	Performance Reporting Coordinator
Department	Corporate Services
Reports to:	Director Health Informatics and Performance Reporting
FTE:	
Enterprise Agreement:	Health and Allied Services, Managers and Administrative Workers 2021-2025
Position Classification:	HS4
Position Description reviewed:	February 2026

Key Accountabilities
Develop, analyse and deliver accurate, timely, and high-quality performance reports that support improvement in clinical governance, service planning, and decision-making across the health service.
Ensure performance reporting aligns with relevant standards and frameworks, including the National Safety and Quality Health Service (NSQHS) Standards, Safer Care Victoria requirements, and Victorian Department of Health reporting obligations.
Analyse and report on clinical quality, safety, and patient outcome indicators to support monitoring of and improvement in performance, identification of risks, and continuous improvement initiatives.
Design, maintain, and enhance dashboards and visual reports that clearly communicate key performance indicators (KPIs) to executives, managers, clinicians, and governance committees.
Coordinate the process of the provision of performance data, analysis, and evidence required for accreditation processes, external audits, and statutory reporting, ensuring accuracy, consistency, and audit readiness.
Monitor performance against internal targets, state benchmarks, and peer health services, identifying trends, variances, and opportunities for improvement.
Maintain the integrity, accuracy, and consistency of performance data by applying standard definitions, validating data sources, and supporting appropriate data governance practices.

POSITION DESCRIPTION

Performance Reporting Coordinator

Work collaboratively with clinical leaders, quality and safety teams, managers, and corporate stakeholders to understand reporting requirements and provide clear, meaningful performance insights.

Review and improve reporting processes, methodologies, and outputs to enhance the effectiveness, efficiency, and usability of performance information.

Maintain clear documentation of reporting methodologies, indicator definitions, and data sources to support transparency, consistency, and ongoing compliance with standards.

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

Carry out all work and interactions in alignment with the CARE values

Each employee has a responsibility to comply with and promote relevant legislation and professional standards in relation to safety, quality and risk relevant to their position

Each employee has a responsibility to comply with and promote compliance with the National Safety & Quality Health Service Standards and other industry 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

Executive Team & Organisational leaders

Digital Transformation Committee

Other ERH Committees

Health Information Services (HIS) team

ICT Team including LMSS

External

Department of Health

Safer Care Victoria

Victorian Agency for Health Information

Health Services

Directors

POSITION DESCRIPTION

Performance Reporting Coordinator

Selection Criteria

Essential:

Qualifications: Tertiary qualifications in health information management, data analytics, public health, health administration, business intelligence, or a related discipline, and/or demonstrated experience in healthcare performance reporting or data analysis.

Demonstrated experience in analysing healthcare performance data and producing high-quality reports, dashboards, and visualisations that support clinical governance, quality improvement, and organisational decision-making.

Sound understanding of the National Safety and Quality Health Service (NSQHS) Standards, Victorian public health sector reporting requirements, and accreditation processes, with the ability to align reporting outputs to these frameworks.

Demonstrated ability to ensure data accuracy, integrity, and consistency, including applying standard definitions, validating data sources, and supporting good data governance practices.

Highly developed analytical skills with the ability to interpret complex data, identify trends and risks, and translate findings into clear, actionable insights for a range of stakeholders.

Well-developed written and verbal communication skills, with the ability to present performance information clearly and effectively to clinicians, managers, executive leaders, and governance committees.

Demonstrated ability to manage multiple reporting requirements and deadlines in a complex and highly regulated environment.

Satisfactory evidence of; National police check, Working with Children's Check, *NDIS Worker Screening Check and Vaccination status* in line with credentialing committee requirements for this role.

Desirable:

CHIA, ITIL, COBIT (or similar industry certifications)

Experience working within a Victorian public health service or similarly regulated healthcare environment.

Experience supporting performance improvement initiatives, including benchmarking against peer organisations and state or national targets.

Experience using business intelligence or data visualisation tools to develop dashboards and performance reports.

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