

POSITION DESCRIPTION

Team Leader – Health Information

Supporting Everyone to be healthy and live well

PURPOSE OF THE ROLE

The Team Leader – Health Information Services is responsible for leading the administration personnel within the H.I.S. Team. This position is a senior role, who will also remain a member of the administration team within the division.

The position requires a broad range of skills and the ability to be flexible and adapt to varying situations. You will be required to work as a team member and show initiative and highly developed problem-solving skills.

Position Details	
Position Title:	Team Leader- Health Information
Department	Health Information
Reports to:	Health Information Manager
Positions Reporting to this role:	Nil
FTE:	0.8
Enterprise Agreement:	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</i>
Position Classification:	HS3
Position Description last reviewed:	January 2025

Key Accountabilities
Demonstrated leadership skills aligned with ERH Leadership Capability Framework, including previous leadership experience;
Well-developed interpersonal and written communication skills;
Sound analytical and problem-solving skills;
Demonstrated advanced reception and administration skills;
Demonstrated high standard of customer service for individuals and groups with diverse needs;
Demonstrated ability to work autonomously and effectively within a team environment;
A high standard of clerical practices and technological expertise including data entry and the key components of Microsoft Word, Excel, Outlook and Microsoft Edge;
Support the development and /or review of Standard Operating Procedures (SOP's) or policies as required;
Liaise with ERH staff and external agencies where required;
Proven high level of organisational and time management skills in performing multiple tasks and setting priorities;
Supporting digital transformation and implementation of new and developing technologies, including eMR, electronic Patient Record (ePR).

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Position Specific Responsibilities

Provide leadership to the team, oversee staff rostering, KRONOS scheduling and assist the H.I.S. Manager with recruitment and performance management.
Collaborate with clerical staff in the H.I.S. team to support daily operations.
Allocate staffing resources efficiently and provide staff education on current and new processes and systems. Regular review of SOP's.
Manage feedback from staff, offering guidance on service access and system navigation.
Relieve across various admin areas in the Health Information Services department as required
Equipment ordering in administrative roles.
Provide support to HIS Manager tasks as required.
Handle preparation for meetings, manage supplies, and support additional duties

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
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

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Internal	External
Director Financial Services	Consumers, families and carers
Corporate Services Division staff	Referrers and external agencies
Other ERH Department staff	

Selection Criteria
Essential:
<ul style="list-style-type: none"> • Previous demonstrated leadership experience; • Evidence of advanced of clerical / reception skills; • Efficient and timely general office management practices; • Effective and efficient use of relevant technologies, including the key components of iPM, Patient Flow, RCP, Microsoft Office, Outlook, Internet Explorer, appropriate health management systems, Microsoft Office, and Microsoft Word / Excel; • Demonstrated ability to work both as part of a team and autonomously; • Flexibility of days and hours of work; • Strong communication skills and demonstrated ability to work within a team environment.
<i>Satisfactory evidence of; National police check, Working with Children's and Vaccination status in line with policy and procedure at this time.</i>
Desirable:
<ul style="list-style-type: none"> • Certificate IV Leadership and Management • Certificate IV – Business Administration

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
Collaboration 	Inspires direction & purpose		✓		
	Turns challenges into opportunities		✓		
	Communicates effectively			✓	
	Builds relationships		✓		
	Works collaboratively		✓		
Accountability 	Acts with integrity		✓		
	Demonstrates accountability			✓	
	Drives accountability			✓	
	Manages self		✓		
	Promotes innovation	✓			
Respect	Accessible communicator		✓		

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	Values difference		✓		
	Consistently articulates direction	✓			
	Empowers others		✓		
	Respectfully influences		✓		
Excellence 	Delivers results		✓		
	Plans and prioritises		✓		
	Thinks and solves problems		✓		
	Consumer focus			✓	
	Innovation change leader	✓			

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