

Eastern Health

POSITION DESCRIPTION

Position Title:	Health Information Services Clerk
Award Classification:	HS1
Award / Agreement Name:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2021-2025
Position Reports to:	Operations Manager, Health Information Services (Maroondah Hospital, Healesville Hospital and Yarra Ranges Health)

EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and state-wide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



1. POSITION PURPOSE

Responsible for ensuring patient information is available for care and decision making. This is achieved by preparing and scanning medical records for electronic viewing, maintaining the quality of the scanned, electronic (EMR) and paper medical records and other clerical and administrative duties as required.

This position requires the incumbent to cover all positions within the Health Information Services department at Maroondah Hospital Health Information Service and reports to the Operations Manager HIS, Maroondah/Healesville/Yarra Ranges.

Shifts will be rostered on Monday and Friday each week, day shifts. Regular day shifts start no earlier than 7am and end no later than 6.00pm Monday to Friday.

Extra shifts could be offered depending on the needs of the department and they could vary across days and different shifts.

Maroondah Hospital Health Information Service: Shift length is 8.0 hours including a 30 minute unpaid break for the rostered shift.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Preparing paper based documentation for scanning to Clinical Patient Folder (CPF) in accordance with established Health Information Services Prepping and Scanning procedures.
- Operating scanning equipment according to established procedures and guidelines to convert paper based documents into digital images that can be easily accessed and viewed.
- Undertake quality control activities for prepped and scanned documents to ensure a complete and quality scanned record is produced.
- Undertake quality control activities for the Electronic Medical Record (EMR) to ensure a complete and quality medical record is produced.
- Records management duties including; retrieval and maintenance of paper-based medical records.
- Reception and customer service duties including; responding to phone calls, electronic uploading of patient information,
- Maintain patient confidentiality at all times.
- Ensuring up to date and accurate information is recorded in Eastern Health's patient information management system (iPM)
- Perform other duties as required.

The incumbent will be required to have an adaptive approach to the further development of the role, particularly in relation to changes associated with the scanned and electronic medical record systems across Eastern Health.

3. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

Qualifications	Required	Desirable	Met
Experience using computers and Microsoft Office	✓		
Uphold a high standard of accuracy	✓		
Ability to work in an efficient manner in order to meet Key Performance Indicators	✓		
Ability to follow written and verbal instructions	✓		
Medical Terminology		✓	
Ability to quickly adapt to a changing work environment		✓	
Experience in Health Information Services		✓	
Experience with record filing		✓	

Experience using scanning equipment including maintenance		✓	
Experience using Infomedix software		✓	
Experience using Cerner Software		✓	
Experience using patient management systems		✓	

Human Resources	Required	Desirable	Met
Possess good verbal communication skills	✓		
Understand patient confidentiality	✓		
Able to work all nominated shifts/hours	✓		
Punctual	✓		
Ability to work alone as well as with the team	✓		
Experience in liaising with staff at all levels		✓	

Management	Required	Desirable	Met
Demonstrated ability to manage self in order to meet deadlines	✓		
Demonstrated organisational skills and ability to prioritise	✓		
Demonstrated ability to learn and develop	✓		
Ability to work well with others, at all levels	✓		
Able to identify problems and suggest a solution	✓		

Personal Attributes	Required	Desirable	Met
Ability to co-operate and work with minimal supervision and as part of a team	✓		
Good interpersonal skills	✓		
Has a co-operative and non-adversarial communication technique	✓		

Ability to accept and act on feedback given, to help ensure work is of a high standard	✓		
An eye for detail	✓		

Aboriginal & Torres Strait Islander Candidates

Eastern Health’s Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health’s Aboriginal Employment Coordinator at Aboriginal.Workforce@easternhealth.org.au