

POSITION DESCRIPTION

Clinical Information Department Manager

Our CORE values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District / Agency	Hunter New England Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Administration & Health Records Health Records and Information Medical Records Management
Vaccination Category	Category B
ANZSCO Code	512211 Health Practice Manager
Website	www.hnehealth.nsw.gov.au

PRIMARY PURPOSE

Provide strategic advice and leadership in provision of Clinical Information Department (CID) for the Lower Mid North Coast Sector (LMNCS), to ensure orderly and secure storage of patient information, access to patient information for continuum of care, managing release of information within statutory guidelines and management support for Activity Based Management (ABM).

KEY ACCOUNTABILITIES

- Maintain an up to date knowledge of relevant legislative, mandatory guidelines and industry standards, along with other professional practices to ensure the CIS operational procedures comply.
- Provide expert advice to the Lower Mid North Coast Sector Executive team with regard to CIS including service provision within policy and legislative requirements and routine report provision on key performance indicators from patient data collection and Casemix data analysis.
- Manage the release of information and medico legal processes for the Lower Mid North Coast Sector, including providing strategic advice and support to the Sector; including liaising with all external customers included but not limited to; Police, FACS and other government, non-government organisations and the general public on clinical information issues.
- Develop and implement Sector wide quality improvement programs for CID including monitoring and the evaluation of standards related to EQUiP national standards in consultation with the Quality Manager to ensure a service of excellence that meets ACHS and NSW Ministry of Health standards, along with achieving standardisation of practices in health record management.
- Effective and efficient management of the human resource requirements for the Sector including resource allocation, recruitment, professional development and performance

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- management of CID staff, ensuring compliance with HNE and Ministry of Health policy.
- Consulting and communicating with staff to promote workplace health and safety.
- Ensuring all staff within the CID complete all required patient safety and quality education.
- Addressing and where appropriate escalating identified work, health and safety matters including staff non-compliance with Work Health and Safety responsibilities, and promoting a risk management approach to identifying, assessing, controlling and evaluating identified health and safety risks.
- Ensure that work is conducted in a manner that demonstrates values of cultural respect in accordance with HNE Health's Closing the Gap strategy
- Drive, lead and model behaviours to staff and patients that reflect the Excellence Framework.

KEY CHALLENGES

- The position requires expert professional knowledge of principles, practice and skills across all facets of health information management.
- Working collaboratively within a multidisciplinary clinical team.
- Management of resources and service provision within budget. Meeting the requirements in relation to compliance with strategic plans, Excellence, 90 day action plans, Quality WH&S activities.

KEY RELATIONSHIPS

Who	Why
General Manager, Lower Mid North Coast Sector	Line Manager
Management Accountant, Lower Mid North Coast Sector	Key financial relationship
Clinicians, Nursing staff, Patient Services, other facility Manager and / or staff in relation to patient activity and other work requirements	Key positional relationships
Other Health Service personnel	Key staff who interact with the department

SELECTION CRITERIA

1. Degree in Health Information Management (or equivalent) or extensive experience in working in a senior position within a Health Information (Medical Record) Service.
2. Demonstrated ability to develop, direct and lead a committed team to achieve departmental, organisational and NSW Health objectives with previous experience managing a Clinical Information Department and skills in financial, operational, human

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- resources management and work health safety requirements.
3. Demonstrated organisational, strong leadership skills, oral communication and report writing skills, as well as proven liaison and negotiation skills facilitating compliance with deadlines and the ability to work under pressure.
 4. Demonstrated capability and experience working with legislation and policies related to privacy and health records with the ability to write appropriate procedures to ensure compliance by Clinical Information Service.
 5. Demonstrated experience and commitment to quality improvement initiatives and processes.
 6. Extensive experience and knowledge of patient administration systems, proficiency in Microsoft Office programs as well as experience in the design of clinical forms.
 7. Demonstrated experience in clinical coding using ICD-10-AM along with experience in data collection, report provision and analysis of patient data for performance indicators, activity based funding and research.