



## POSITION DESCRIPTION

<b>Core Mercy Values:</b>	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
<b>Position title:</b>	Health Information Manager Systems and Extracts	<b>Employee name:</b>	
<b>Entity/Group:</b>	Mercy Health Services	<b>Date:</b>	
<b>Business Unit/Department:</b>	Health Information Services		
<b>Position reports to:</b>	Manager Quality, Systems and Extracts		
<b>Position Purpose:</b>	Contributes to the efficient and effective delivery of Health Information Services for Mercy Health by supporting data extract and submission activities and providing application support, education, implementation, upgrade, vendor and stakeholder management for clinical systems managed by Health Information Services.		
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Relevant tertiary or postgraduate qualifications in Health Information Management or equivalent</li> <li>• Eligible for full membership of the Health Information Management Association of Australia (HIMAA)</li> </ul>		
<b>Resource management:</b>	<b>Annual Operating Expenditure:</b>	NA	
	<b>Annual Capital Expenditure:</b>	NA	

<b>Mandatory Organisational Competencies</b>	<b>Personal Competencies</b>	<b>Job Competencies</b>
<ul style="list-style-type: none"> <li>• Orientation (on commencement)</li> </ul>	<ul style="list-style-type: none"> <li>• Commitment to the Mercy values.</li> </ul>	<ul style="list-style-type: none"> <li>• Comply with the requirements of the annual organisational mandatory and role related competencies policy and procedure.</li> </ul>
<ul style="list-style-type: none"> <li>• Equity &amp; Inclusion (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to build relationships with people at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>• Experience in Health Information Management in a hospital setting</li> </ul>

<ul style="list-style-type: none"> <li>• Emergency Procedures (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to work as part of a team.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated experience in data reconciliation and transmission and knowledge of mandatory reporting requirements</li> </ul>
<ul style="list-style-type: none"> <li>• Work Health &amp; Safety (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated interpersonal, verbal and written communication skills</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated ability to understand system structure and identify data discrepancies</li> </ul>
<ul style="list-style-type: none"> <li>• Infection Control (annual)</li> </ul>	<ul style="list-style-type: none"> <li>• Perform with a high level of integrity and professionalism</li> </ul>	<ul style="list-style-type: none"> <li>• Extensive experience in health information software applications such as iPM, CPF, EDIS, and BOS</li> </ul>

### ***Leadership Capability Framework***

All Mercy Health employees are required to demonstrate values and behaviours in alignment with our Leadership Capability Framework. The six capability clusters and respective descriptors are below. Behavioural indicators relevant to your specific Leader Level are available on MercyNET.

- **Performance** - Ensure performance is aligned with internal/external stakeholder needs and seeks to exceed expectations to deliver compassionate and responsive care to those in need.
- **Growth & Sustainability** - Give consideration to social, economic and environmental demands to support growth and strengthening of our position as an efficient, effective and responsive provider of health, aged and community services.
- **Self-development** - Build our organisational capability to support a highly skilled and diverse workforce as well as a culture of continued learning, self-development and engagement.
- **Advocacy** - Advocate for the vulnerable and disadvantaged to provide access to quality health, aged and home care services.
- **Innovation** - Support research, training and continuous improvement to remain competitive and responsive to the emerging needs of those whom entrust us with their care.
- **Collaboration** - Strengthen the provision of our services by developing collaborative and cooperative relationships with internal and external stakeholders including Mercy ministries, community, government and catholic affiliates.

### ***Generic Requirements***

- Act professionally and in accordance with the Mercy Health Code of Conduct
- Maintain clinical registration (where applicable)
- Participate in annual performance development review (PDR) process

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
<ul style="list-style-type: none"> <li>• <b>Demonstrates and upholds the Values and Mission of Mercy Health.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the values of Mercy Health are incorporated into daily work practices.</li> </ul>	<ul style="list-style-type: none"> <li>• Shows compassion and provides support to colleagues and patients.</li> <li>• Consistently shows respect and values each person's dignity.</li> <li>• Seeks opportunities to be innovative for improvement.</li> <li>• Communicates openly and honestly as an effective team member.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Demonstrates an understanding of individual responsibility for safety, quality &amp; risk and participates in organisational quality and safety initiatives.</b></li> </ul>	<ul style="list-style-type: none"> <li>• Maintain a safe environment for patients/self/colleagues and members of the public.</li> <li>• Escalate concerns regarding safety, quality &amp; risk to an appropriate staff member.</li> <li>• Participate in evaluation and continuous improvement and clinical indicator processes.</li> <li>• Demonstrate the principles of Person Centred Care: <ul style="list-style-type: none"> <li>○ Respect &amp; Dignity</li> <li>○ Information Sharing</li> <li>○ Participation</li> <li>○ Collaboration.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Risk controls implemented.</li> <li>• Incident/s reported as soon as practicable.</li> <li>• Undertake incident investigations.</li> <li>• Orientation completed.</li> <li>• Training up to date.</li> <li>• Accreditation outcomes.</li> <li>• Patient satisfaction and experience survey results.</li> <li>• Participate in implementation and delivery of annual quality plan and business plan.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Health Information Manager Systems and Extracts</b></li> </ul>	<ul style="list-style-type: none"> <li>• Under the direction of the Manager Quality, Systems and Extracts provide application support, education, implementation, upgrade, vendor and stakeholder management for clinical systems managed by Health Information Services including the Patient Administration System and CPF</li> <li>• Maintain issues and faults logs for clinical systems and resolve, prioritise and escalate issues and faults as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Clinical Systems are optimised and maintained to support clinical staff and end users.</li> <li>• Clinical information is available when and where required for patient care.</li> <li>• Health Information Services is effective in implementing and maintaining clinical systems and delivering related staff training.</li> <li>• Works with ISS and IT to ensure clinical systems have service continuity and downtime is minimised.</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
	<ul style="list-style-type: none"> <li>•Work collaboratively with ISS and IT on clinical application and systems support issues.</li> <li>•Support the Manager Quality, Systems and Extracts to provide expert advice on current Health ICT and information management systems and structures including opportunities for optimisation and functionality enhancements that support end users.</li> <li>•Assist and work collaboratively with staff managing clinical applications outside of HIS such as EHS, BOS and SPI</li> <li>•Work collaboratively and support HIMs who have been allocated data reporting portfolios.</li> <li>•Produce and maintain policy and procedure documents related to data extracts and reporting and ensure that consistent processes are maintained across sites.</li> <li>•Support the Manager Quality, Systems and Extracts to oversee and coordinate the transmission and reconciliation of VAED, VEMD, VACS/VINAH and AIMS data.</li> <li>•Assist in ensuring all data submission deadlines are met.</li> <li>•Support the Manager Quality, Systems and Extracts to oversee and coordinate the reporting and submission of patient cancer diagnosis details to the Victorian Cancer Registry (VCR), birth outcomes to the Victorian Perinatal Data Collection (VPDC) and Consultative Council on Obstetric &amp; Pediatric Mortality and Morbidity (CCOPMM)</li> </ul>	<ul style="list-style-type: none"> <li>•All mandatory reporting requirements set out by DHHS and other external bodies are submitted on time and in high quality.</li> <li>•Ensures data errors and discrepancies are analysed for trends requiring further education and/or system and process modifications</li> <li>•Support the Manager Quality, Systems and Extracts to oversees and coordinate data error corrections and dataset reconciliation.</li> <li>•Coordinates organisation responses to data submission revisions and changes</li> <li>•Liases with IT and software vendors to ensure that submission files, extracts and interfaces comply with specifications.</li> <li>•Internal processes and procedures are consistent for HIS across sites.</li> <li>• Oversees and coordinates reporting, data error corrections and dataset reconciliation for allocated data extracts.</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
	<ul style="list-style-type: none"> <li>•Oversee and coordinate error corrections, reconciliation and submission of allocated data extracts.</li> <li>•Maintain an up to date understanding of funding and data submission policies and guidelines</li> <li>•Provide support, guidance and education to staff who have data reporting responsibilities on data quality and integrity, admission and funding policies and ensure correct procedures are followed.</li> <li>•Utilise the HIS Business Partner model to provide important information and feedback on errors to clinical and administrative areas outside of HIS</li> </ul>	
<ul style="list-style-type: none"> <li>• <b>Engagement with Internal and External Stakeholders</b></li> </ul>	<ul style="list-style-type: none"> <li>•Ensure professional working relationships and effective communication with all internal and external stakeholders</li> <li>•Attends regular team meetings and provides feedback and contributions to discussions.</li> <li>•Provide information and support to the organisation in particular senior management in relation to Health Information</li> </ul>	<ul style="list-style-type: none"> <li>•Effective lines of communication are maintained both internally and externally.</li> <li>•Actively stays engaged and informed of service needs and any planned changes</li> <li>•Influences and drives positive change amongst diverse groups of stakeholders</li> <li>•Attends and contributes to relevant meetings, working groups and committees as required.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Change Management and Service Improvement</b></li> </ul>	<ul style="list-style-type: none"> <li>•Participate and contribute to service improvement projects aimed at improving HIS service, systems and procedures</li> <li>•Work towards better internal and external HIS customer service.</li> <li>•Contribute to the HIS Service Improvement plan and document all quality improvement activities.</li> <li>•Contribute to relevant HIS and organisation projects as required.</li> </ul>	<ul style="list-style-type: none"> <li>•Supports procedural and workflow changes to improve service quality and operational efficiency</li> </ul>

<b>Key Result Areas</b>	<b>Key Activities</b>	<b>Standard Measures</b>
<ul style="list-style-type: none"> <li>• <b>Training, Education and Professional development</b></li> </ul>	<ul style="list-style-type: none"> <li>• Support the production, implementation and management of staff education and training relevant to role and responsibilities.</li> <li>• Contribute to the supervision of university and work experience students</li> <li>• Attend conferences, workshops, seminars and meetings as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Completes all mandatory training</li> <li>• Participates in performance review and professional development activities.</li> <li>• Develops and maintains own professional knowledge and education.</li> </ul>
<ul style="list-style-type: none"> <li>• <b>HIS Business Partner</b></li> </ul>	<ul style="list-style-type: none"> <li>• As a HIS Business Partner proactively support the allocated Program Director in the achievement of the programs operational and strategic goals in relation to Health Information.</li> </ul>	<ul style="list-style-type: none"> <li>• Act as a central contact point for the allocated program director for all matters related to Health Information.</li> <li>• Develop an understanding of the priorities, practices and workflows of the allocated program</li> <li>• Work with senior HIS Managers to coordinate and facilitate HIS responses to allocated program requests and needs.</li> </ul>

**Employee's Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Print Name:** \_\_\_\_\_