



# Goulburn Valley Health Position Description



## GV Health

<b>Position Title:</b>	Senior Health Information Manager
<b>Reports to:</b>	Chief Finance Officer, Chief Procurement Officer and Executive Director Information and Technology
<b>Department:</b>	Information Services
<b>Directorate:</b>	Finance, Procurement and Information and Technology
<b>Cost centre:</b>	P0202
<b>Code &amp; classification:</b>	Health Information Manager Grade 4, Year 1 – 4 (JB21 – JB24)
<b>Performance review:</b>	Upon completion of probationary and qualifying period and annually or as requested
<b>Employment conditions:</b>	Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2016 – 2020 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura and Rushworth. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services across the Goulburn Sub-Region within the Hume Region.

The *Goulburn Valley Health Strategic Plan 2019-23* provides the direction for GV Health with key elements summarised below.

### OUR PURPOSE

Improving community wellbeing through high quality health services, outstanding care and learning.

### OUR VALUES AND BEHAVIOURS

Our culture is made up of our CREATE values and behaviours, through which we commit to delivering ongoing quality healthcare for our community. Our CREATE values and behaviours are the foundations for our strategic pillars, and for achieving our goals.

#### Compassion

- We treat others with kindness and respect;
- Our deep connection to the community enhances our care for patients;
- We support the whole patient journey;
- We are understanding of each other.

#### Respect

- We respect the patient’s voice and their choices;
- We celebrate diversity and are proud of multiculturalism;
- We respect differences of opinions;
- We respect the input of different disciplines and areas of expertise.

#### Excellence

- We are encouraged to grow professionally and personally;
- We are leaders in what we do;
- We invite feedback and are always striving to do better;
- We connect patients to further care and information.

#### Accountability

- We are responsible for our actions;
- We are courageous in our decision making and grow from our mistakes;
- We deliver what we promise;
- We don’t compromise on our standards.

#### Teamwork

- We are a multi-skilled workforce and we pool our resources together;
- We mentor and support one another;
- We take a collaborative approach to care;
- We are approachable.

#### Ethical behaviour

- We hold ourselves to high standards;
- We rigorously uphold professional boundaries in our regional setting where patients may be friends or family too;
- We value and respect our patient’s privacy and trust;
- We stand up against unsafe practice.



## **CREATE Outstanding**

CREATE Outstanding encompasses foundation elements of the *Goulburn Valley Health Strategic Plan 2019-23* to link GV Health's purpose, values and our Culture of Care with fundamental organisational systems and processes. GV Health is striving to achieve CREATE Outstanding in every interaction with the people services are provided for as well as how staff work with each other.

## **ROLE STATEMENT:**

The Senior Health Information Manager, Information Services (IS) has been developed in order to provide operational support to the Manager, for the daily activities of GV Health IS and related departments. This position will enable the current HIM team to provide input and support to the Patient Administration System (PAS) replacement project. The Senior Health Information Manager provides day to day leadership and planning for the successful functioning of the Information Service at GV Health. This role includes providing leadership and support to the Team Leaders across all departments linked to (but not limited to) IS: Emergency Department Clerical staff, Switchboard operators, Ward Clerks, HIS staff, GVAMHS HIS and administration support, Main Reception and clinical coding. In addition, this role provides support and expertise in statutory reporting requirements across GV Health.

Furthermore, this role has responsibility for clinical record systems management and development of the 3M Document Management System. The Senior Health Information Manager will provide backup and support to the Manager, Data Reporting and Manager, Customer Services Operation Manager – particularly while the PAS Replacement project is requiring focussed resources.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

## **EXTERNAL RELATIONSHIPS:**

Liaises with:

- Department of Health and Human Services
- External Service Providers
- Hume Regional Health Alliance
- Public Record Office of Victoria
- Births, Deaths and Marriages Victoria

## **INTERNAL RELATIONSHIPS:**

Liaises with:

- Executive Management Team
- Directors and Department Managers
- Clinical staff
- Administrative and Support staff
- Human Resources

## **Positions (Cost Centres) reporting to this role:**

- Health Information Service (P0202)
- CMI Co-ordinator and GVAMHS HIS
- ED Clerical
- Main Reception
- Switchboard



## KEY RESPONSIBILITIES, ACTIVITIES AND DUTIES:

In conjunction with the Manager IS:

- Develop an integrated approach to clinical record management across all campuses of GV Health
- Develop strong working relationships between all staff within HIS and related departments
- Facilitate training in confidentiality, Switchboard, Patient Administration System, scanning, Casemix funding, doctor orientation, 3M Document Management System and any other HIS related activities
- Lead projects that facilitate change and increased efficiencies
- Represent HIS on committees as required and actively participate in committee activities
- Promote and embody a risk management approach in accordance with the GV Health Risk Management Program
- Liaise with senior staff regarding any health information changes that impact on service provision
- Implement and document quality improvement processes
- Assist in future planning for the development of GV Health IS and the clinical record
- Work with Manager, IS to review and improve work processes
- Monitor service demand to ensure IS continues to meet required service provision
- Assist in data extraction and reporting
- Orientate, supervise and support new IS staff members
- Develop and implement appropriate educational activities for staff
- Supervise and support staff from designated IS management areas
- Ensures health information compliance, data quality and reporting are delivered in line with all legislative and DHHS requirements
- Develops and presents data and data analysis as required
- Monitor IS objectives and performance measures
- Contribute expertise and advice in the areas of Freedom of Information, Corporate record development and record retention and destruction if required
- Undertakes staff recruitment and selection in accordance with hospital policy
- Manages staff leave entitlements in line with GV Health policies and requirements
- Ensure that clinical coding is accurate and of the highest standard and complies with relevant standards
- Initiates reviews, audits and assessments on health information practices/processes
- Provide a high quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

## QUALITY, SAFETY, RISK and IMPROVEMENT

- Ensure compliance and application of responsibilities as outlined in the GV Health Risk Management framework
- Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines
- Maintain a safe working environment for yourself, your colleagues and members of the public
- Investigate, evaluate, report and manage risk through appropriate systems and ensure actions are taken to prevent and minimise harm to all
- Contribute to organisational quality and safety initiatives and participate in the evaluation and continuous improvement processes
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public



- Measure and respond to feedback and complaints including reporting findings to management and the appropriate committees
- Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements.

### **OTHER REQUIREMENTS FOR NON CLINICAL MANAGERS:**

- Actively manage employees by conducting annual performance and development reviews and ensuring that health and safety, employment principles and legislative requirements are met
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory training
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Develop and maintain collaborative relationships with all other teams and professionals
- Understand and act in accordance with the GV Health Code of Conduct, values and relevant policies, procedures and guidelines
- Where relevant collaborate with consumers and the community in the development, implementation and review of health service planning, policies and quality improvement activities
- Maintain confidentiality in regard to all information concerning GV Health, its consumers and employees
- Demonstrate sensitivity, empathy and respect for the customs, values and spiritual beliefs of others at all times
- Assist with the supervision of students where appropriate
- Improve performance by seeking feedback, setting goals and participating in annual performance reviews
- Complete the mandatory training requirements as defined by GV Health
- Participate in committees and professional groups and disseminate relevant information to relevant employees
- Comply with the principles of Patient and Family Centred Care
- Promote GV Health as a quality regional health service provider.

### **KEY PERFORMANCE INDICATORS:**

- 80% attendance and active participation at committees, working groups and meetings
- Active participation in the Performance and Development review process
- Completion of statutory reporting requirements for VAED, VEMD and ESIS within DHHS timelines
- Coding quality is of a high standard with at least 90% accuracy
- Documentation audit undertaken at least once per calendar year
- Keep up to date with current and future health information management issues
- Participate in professional development activities as approved by Manager IS.

### **Other Position Requirements**

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required.

GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).



## KEY SELECTION CRITERIA:



CREATE. Outstanding.

### Mandatory

- Commitment to the GV Health Values of *Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour*.
- Relevant qualifications in Health Information Management and eligibility for membership of the Health Information Management Association of Australia
- At least 5 plus years’ recent experience in a Senior Health Information Manager role
- Demonstrated effective leadership and communication skills with people at all levels
- Extensive experience managing staff
- Possess good negotiation and conflict resolution skills.
- An understanding of record governance, probity and confidentiality requirements and the ability to maintain documentation and processes to best practice standards
- Ability to demonstrate a commitment to implementing continuous improvement
- Effective communication skills, both written and verbal, with demonstrated capacity to communicate and negotiate with a variety of staff across GV Health
- Ability to work autonomously as well as in the team environment
- Demonstrated project and change management experience and expertise
- Satisfactory National Criminal History Check prior to commencement of employment
- Satisfactory Victorian ‘Employee’ Working with Children Check prior to commencement of employment
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment

### Inherent Requirements

GV Health has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The role may require the following tasks among other things:

CLERICAL / ADMINISTRATION ROLE	
<ul style="list-style-type: none"> <li>▪ manual handling (pushing, pulling, lifting)</li> <li>▪ sitting, standing, bending, reaching, holding, lifting</li> <li>▪ computer work, data entry</li> <li>▪ general clerical at varying levels ,</li> <li>▪ use of personal protective equipment</li> <li>▪ handling general waste</li> <li>▪ pushing and pulling trolleys / filing</li> <li>▪ work at other locations may be required</li> <li>▪ shift work in some roles</li> <li>▪ driving motor vehicles</li> <li>▪ dealing with anxious or upset consumers or members of the public</li> </ul>	

<b>Reviewed by</b>	Health Information Manager
<b>Issued</b>	May 2021
<b>Reviewed</b>	May 2022

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That GV Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to GV Health’s Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Physical Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- That GV Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: \_\_\_\_\_

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(Print Name)