

POSITION DESCRIPTION

Health Information Manager

challenge yourself **make an impact** shape the **future**

Western NSW is not your average Local Health District. We're a place where you can bring your purpose to life, fast track your career and broaden your scope through interesting and challenging work scenarios. We value autonomy and responsibility, and will always support you in an inclusive, collaborative and caring team environment. We strive for healthier rural people and thriving communities, bringing care closer to home through our virtual and integrated care services. With innovation at the heart of all roles, you'll be part of shaping the future of rural health. Sometimes it will be hard, other times demanding, but we promise it will always be extremely rewarding.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Medical Records Mgr Gde 4
State Award	Public Hospital Medical Record Librarians Award
Category	Administration & Health Records Health Records and Information
Vaccination Category	Category B
ANZSCO Code	224214 Records Manager
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

Leading and managing health information services for the facility facilities supporting ready access to quality data and information for clinical decision making, clinical quality improvement, application of activity based funding models and to meet medico legal requirements.

KEY ACCOUNTABILITIES

- Plan, lead, oversee and monitor day to day practice in relation to all aspects of health information management relating to the facility/ facilities to ensure consistent high standards of integrity and availability; and compliance with relevant legislation and policy.
- Ensure the storage and retrieval of medical records enables timely access to relevant information by front line clinicians to support accurate clinical decision making and quality patient outcomes.
- Work with clinicians as required to ensure understanding of clinical documentation requirements and local health information processes to support the collection of quality clinical data and information and to collaborate over improvements, including the implementation of new technology and processes.
- Oversee the accurate and timely coding of clinical records, to meet reporting requirements and to effectively support contemporary funding models, as applicable.
- Ensure legislative and policy requirements in relation to creation, maintenance, access, archiving and destruction of medical records are met to effectively minimise medico- legal risk to the organisation.
- Implement processes to monitor performance and drive continual quality improvement in relation to clinical record flow, including hard copy and electronic records, and data quality/ integrity to support quality clinical decision-making and proactively align with contemporary practice in health information.
- Take responsibility for the effective recruitment, leadership, management, development and performance of direct reports and play an active role in team culture development and practices which value diversity.

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KEY CHALLENGES

- Facilitate access to health information for healthcare and other legitimate purposes while ensuring privacy and security requirements are upheld.
- Alignment of electronic and paper based health records to promote access in an environment of increasing demands for information availability, including requirements for networked LHD-wide services.
- Delivering a quality service while balancing limited resources, meeting the competing needs and expectations of a variety of stakeholders, and managing a high volume workload.

KEY RELATIONSHIPS

Who	Why
Line manager.	Receive direction and support, highlight risks and collaborate over solutions to significant issues impacting on service provision for the facility/ facilities.
Local clinicians.	To provide advice, education and support and collaborate over improvements.
District level HIM managers and colleagues.	To collaborate over LHD HIM practice and implementation of change, including process and technology.

SELECTION CRITERIA

1. Tertiary qualifications in Health Information Management (HIM) or equivalent work experience.
2. Comprehensive knowledge of contemporary HIM practice in NSW Health, including current legislation, policy and activity based funding; and recent experience in health information management, including clinical coding.
3. Experience leading and developing people from diverse backgrounds to achieve outcomes, solve problems, implement change and improve services.
4. High level written and verbal communication skills, including the ability to develop effective working relationships with clinicians and managers.
5. Information and communication technology competence with a range of standard software programs - including for email, data entry, reporting, researching.
6. Knowledge and understanding of legislation, policy and practice in relation to health information, medical record management and privacy.
7. Current licence to drive in NSW with the ability and willingness to drive for work purposes.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the WNSWLHD and NSW Health levels. Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with WNSWLHD's strong commitment to quality and safety.

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CAPABILITIES FOR THE ROLE

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available via the [Public Service Commission website](#).

Capability Summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Adept
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Act with Integrity	Intermediate	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and follow legislation, rules, policies, guidelines and codes of conduct • Help others to understand their obligations to comply with legislation, rules, policies, guidelines and codes of conduct • Recognise and report misconduct, illegal or inappropriate behaviour • Report and manage apparent conflicts of interest
Relationships Commit to Customer Service	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> • Build a supportive and co-operative team environment • Share information and learning across teams • Acknowledge outcomes which were achieved by effective collaboration • Engage other teams/units to share information and solve issues and problems jointly • Support others in challenging situations
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Research and analyse information and make recommendations based on relevant evidence • Identify issues that may hinder completion of tasks and find appropriate solutions • Be willing to seek out input from others and share own ideas to achieve best outcomes • Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<p>management functions and systems</p> <ul style="list-style-type: none">• Understand and comply with information and communications security and acceptable use policies• Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies