

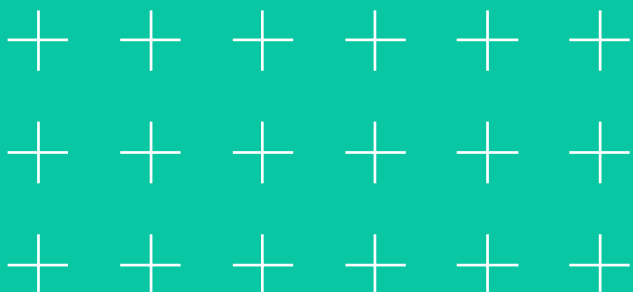


**The Royal  
Melbourne  
Hospital**

# Advancing health for everyone, everyday.

**Could this be you?**

**Join The Royal  
Melbourne Hospital's  
NorthWestern Mental  
Health Service**



**Position Description**

**Health Information Manager**



## THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

## OUR VISION

# Advancing health for everyone, every day.

## THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it The Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

### People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

### Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

### Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

## OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**





We are recruiting to these positions at the services listed in the table below:

Area Mental Health Service	Main Locations
Aged Persons' Mental Health Program (APMHP)	Sunshine Hospital, Western Health Harvester Clinic, Sunshine
Inner West Area Mental Health Service (IWAMHS)	The Royal Melbourne Hospital, Parkville Waratah Clinic, Moonee Ponds
Mid West Area Mental Health Service (MWAMHS)	Sunshine Hospital, Western Health Harvester Clinic, Sunshine
Northern Area Mental Health Service (NAMHS)	Northern Hospital, Northern Health Noogal Clinic, Mill Park
North West Area Mental Health Service	Broadmeadows Hospital, Northern Health Coburg Clinic, Coburg
Orygen Specialist Programs	Royal Park Campus, Poplar Road, Parkville Footscray Hospital, Western Health
NorthWestern Mental Health – Quality, Planning and Innovation Unit: Planning and Informatics Team (NWMH)	The Royal Melbourne Hospital, Parkville  NB: this is a two year contract only



## KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
- Work in your scope of practice and seek help where required.
- Work in partnership with consumers, patients and where applicable carers and families.
- Work collaboratively with colleagues across all RMH teams.
- Continue to learn through mandatory training and other learning activities.
- Seek feedback on your work including participation in annual performance discussion.
- Speak up for safety, our values and wellbeing.
- Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
- Respect that the RMH is a smoke-free environment.
- Ensure direct reports receive regular feedback and participate in annual discussions.
- Contribute to organisation-wide and service/division initiatives and planning activities.
- Ensure training needs of direct reports are identified and undertaken.
- Ensure risk management activities are completed, effective controls are in place and incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.
- Create a psychologically safe work environment where everyone feels safe to speak up. Monitor and achieve relevant KPIs and targets and operate within their allocated budget.

This role will be working across the five Health Information Governance pillars across NWMH:

1. Health Information & the Clinical Record
2. Data Integrity, Reporting & Analysis
3. Digital Health & Informatics
4. Privacy, Confidentiality & Security
5. Legislation and Standards

Within these governance pillars, these positions will have a particular focus on:

- Ensuring information is collected, used and disclosed appropriately to maintain security and integrity
- Participating in the development and delivery of education and training packages for clinical and non-clinical staff
- Participating in processes that improve documentation standards in the clinical record to support clinical care and funding reform
- Provide support to operationalise recommendations/directives to improve data collection techniques, data integrity and compliance with reporting requirements
- Undertake audits and report on findings. Assist to develop and implement recommendations for action
- Undertake analysis of data to assist with service development, monitoring and improvement in relation to funding within mental health services
- Undertake, as required, clinical classification of bed based and community episodes (clinical coding)
- Participate in, and support data integrity and quality activities, as part of the NWMH ABF Data Improvement Strategy
- Actively engage, communicate and participate in local service initiatives to ensure all staff understand the requirements for ABF

### Integrity, Reporting & Analysis

- Develop and assist with implementing consistent work processes across AMHS sites and teams, e.g. cohesive data collection and reporting
- Work in collaboration with stakeholders to develop efficiencies in data collection and reporting




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### Privacy, Confidentiality & Security

- Assist to maintain and promote high standards of privacy and confidentiality with clinical and non-clinical staff
- Enable and assist with managing clinical information according to funding policy and legislation, e.g. *Health Records Act 2001 (Vic)*, the *Mental Health Act 2014 (Vic)*

### Operational Management

- Lead and support the operational management of health information in a collaborative partnership with the AMHS leadership team, clinical and non-clinical staff in relation to statutory reporting and Activity Based Funding
  - Take accountability and responsibility for own professional development to ensure HIM competencies are met and maintained to the level and standard as outlined by HIMAA
  - You will be required to work across multiple sites/locations
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### KEY RELATIONSHIPS

#### Internal

- AMHS Health Information Manager
- NWMH HIM – ABF lead
- Area Manager
- Program Managers and Clinical Leaders
- All AMHS clinical and non-clinical staff
- Senior Health Information Manager, NWMH
- Manager, Planning and Informatics
- Health Information Services, local hospitals

#### External

- Department of Health, Victoria
  - Partner hospitals and organisations (e.g. Northern Health, Western Health, Wellways)
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### KEY SELECTION CRITERIA

- Formal Qualifications
    - Bachelor of Health Information Management, or equivalent
    - Eligible for membership of Health Information Management Association of Australia
  - Essential:
    - Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
    - Excellent written and verbal communication skills, with proven ability to communicate confidently in matters relating to Health Information to a wide range of stakeholders
    - Able to work collaboratively with various stakeholders across an organisation, such as Health Information Managers, clinicians, lived experience workforce, IT, executive and administrative professionals
    - Able to perform with limited direct supervision, but remain part of a team
    - Experience in, or demonstrable understanding of, information systems and processes, including understanding the collection and reporting of health datasets to the State and Commonwealth, in particular those for mental health services
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- Experience in, or demonstrable understanding of, data analysis, monitoring and integrity of mental health service performance and evaluation, statistical analysis and database management
- Experience in, or demonstrable understanding of, clinical classification of bed-based episodes using ICD-10-AM; understanding of the Victorian Admitted Episodes Dataset (VAED) and casemix data
- Demonstrated ability to prioritise and manage deadlines
- A current driver's license
  - Desirable:
    - Health information management experience in a mental health setting or healthcare service
    - Understanding of the *Mental Health Act 2014 (Vic)*, *Health Records Act 2001 (Vic)*, *Privacy and Data Protection Act 2014 (Vic)*, and other legislation relating to health information management
    - Experience in upskilling or providing education and training to clinical and/or administrative staff

Additional Information:

- Travel would be required between sites and offices
- The incumbent will be required to consult with other services of NWMH and partner hospitals

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## KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
- Achievement of portfolio specific KPI targets
- Participation in and satisfactory feedback through the annual performance review process
- Ability to maintain a safe working environment and ensure compliance with legislative requirements

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## AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Effective, Person-centred Care (STEP) in line with our clinical governance framework.
- Are an equal opportunity employer, committed to providing a work environment free of harassment and discrimination. We promote diversity and inclusion in the workplace.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

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## ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.



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Employee Signature

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Employee Name (please print)

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Date

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