

Position Title:	Operations Manager HIS BHH
Award Classification:	Health Information Manager – Grade 3 (or commensurate with experience)
Award / Agreement Name:	Allied Health Professionals – Victorian Public Hospital Sector – Enterprise Agreement 2016 - 2020
Current Effective Date:	October 2021
Next Review Date:	October 2022
Reports to:	Associate Program Director -- Information Integrity & Analytics - Hybrid Health Records & Scanning

1. ORGANIZATIONAL INFORMATION

Our Vision

Great care, everywhere, every time.

Our Mission

Together we care, learn, discover and innovate.

Organisational Environment

Eastern Health provides a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care and community health services to people and communities that are diverse in culture, age and socio-economic status. These services are provided both on an inpatient and outpatient basis. These services and programs are supported by staff who possess an unparalleled commitment to patient care as well as teaching and research.

The strategic goals are fully detailed in the Eastern Health i-learning orientation.

Eastern Health Values

Eastern Health values reflect who we are as individuals and as an organisation, and are testament to the Eastern Health Mission Statement; they include the concepts of Kindness, Respect, Excellence, Agility, Humility and Patients First.

The Eastern Health Values are fully detailed in the Code of Conduct which is covered in the Eastern Health i-learning orientation.

2. POSITION SUMMARY

This position is responsible for the day to day management of Hybrid Health Records and Scanning operations in particular at Box Hill HIS. This entails ensuring required staffing resources are rostered, work is completed within EH target timeframes and of a high quality, and processes used are consistent with those used at other EH HIS sites.

3. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Attain a detailed understanding of EH HIS processes to ensure achievement of service delivery requirements and to drive required change to improve outcomes.
- Liaise with Operations Managers at Maroondah and Angliss to coordinate consistent workloads, sharing work and staffing resources as required.
- Support the APDs – Information Integrity by providing advice and implementing processes and procedures that create consistency in service provision, delivery and quality across EH HIS reducing discrepancies encountered by external stakeholders.
- Ensure the availability of clinical records for patient care by ensuring HIS staff are aware of their responsibilities and requirements and addressing barriers that impact on record provision.
- Apply human resource management strategies to facilitate staff recruitment, selection, retention, supervision and exit in line with organisation policy and procedures and relevant state and federal legislation.
- Develop, supervise, motivate, performance manage and support individuals and work teams.
- Continually monitor work patterns within the department and allocate resources to complete tasks and meet service delivery requirements.
- Completion of clerical staffing rosters working in conjunction with other Operations Managers to attain efficiency in staff resources and workstation utilisation.
- Adapt local processes and procedures to accommodate the use of the EMR.
- Provide support to staff in addressing concerns raised in the completion of their daily duties.
- Effective communication within HIS and with related departments and external EH staff.
- Participation in the oncall roster.
- Represent HIS on relevant internal and external committees as required.

Finance and Performance

- Identify ways to create efficiencies that reduce costs.
- Actively monitor HIS performance through the review of KPIs collected internally.
- Collation, analysis and reporting of CPF statistics related to staff achievements.

Learning and Growth

- Ensure appraisal and performance development plans are completed annually for BHH clerical staff member.
- Ensure completion of mandatory training of BHH clerical HIS staff.
- Ensure adequate training is provided to clerical HIS staff required to complete duties within HIS.

- Actively self-educate to keep abreast of relevant industry changes and advancements.

Quality and Compliance

- Assist with HIS achievement of required standards, regulations and legislation including National Quality Framework, Health Records Act and Public Record Office Standards.
- Ensure privacy principals are followed at all times when devising and implementing processes and procedures, implementing or providing health information management.
- Participation in EH and local quality improvement activities.
- Actively audit processes and procedures to ensure they are compliant with HIS standards and provide feedback to assist in achievement service improvement.
- Assist with updating the HIS Performance Board

Other

- Be respectful of the needs of patients, visitors and other staff and maintain a professional approach in all interactions.
- Undertaken other duties as requested.
- Travel between sites will be required.
- Other duties as required.

4. SAFE PRACTICE AND ENVIRONMENT

Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

5. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

6. QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

7. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2000.

8. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

9. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

11. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Signed: _____
Enter Manager's Title

Date: ____/____/____

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

ATTACHMENT 1

KEY SELECTION CRITERIA

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Qualifications	Required	Desirable
Bachelor of Applied Science (Health Information Management) or equivalent	◆	
Eligibility for membership of Health Information Management Association of Australia		◆
Previous experience in Health Information Services	◆	

Human Resources	Required	Desirable
Possess good negotiation skills and conflict resolution skills	◆	
Ability to review own performance to enhance and improve in assigned duties	◆	
Ability to work closely with hospital administration, medical staff, health care professionals, and other hospital employees	◆	

Management	Required	Desirable
Demonstrated planning and organisational skills	◆	
Commitment to quality improvement	◆	
Demonstrated effective and appropriate written, verbal, presentation and interpersonal communication techniques	◆	
Demonstrated ability to manage self and others in order to meet deadlines	◆	
Ability to work well with staff, at all levels	◆	
Able to identify problems and suggest a solution	◆	
Ability to work independently and to prioritise work requirements	◆	
Previous experience in managing staff	◆	

Technical Abilities	Required	Desirable
Competency in utilising word processing, spread sheet, presentation, database and web applications	◆	
Knowledge of CPF, Cerner Clinicals (EMR) and/or Hospital PAS		•

Personal Attributes	Required	Desirable
Demonstrates behaviour that promotes team work	◆	
Has a co-operative and non-adversarial communication technique	◆	
Demonstrated ability to learn and develop	◆	

Other Requirements	Required	Desirable
Current Victorian drivers licence		◆