



POSITION DESCRIPTION

Core Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position title:	HIS Change and Implementation Lead	Employee name:	
Entity/Group:	Mercy Health Services	Date:	
Business Unit/Department:	Health Information Services		
Position reports to:	Manager HIS Projects and Service Improvement		
Position Purpose:	Lead and deliver on Health Information Services business improvement projects and ongoing change initiatives. Create and implement communication, change management and stakeholder engagement plans. Educate HIS staff in process and workflow review methodologies and help imbed a culture of continuous improvement.		
Qualifications:	<ul style="list-style-type: none"> • Relevant tertiary or postgraduate qualifications in Health Information Management or equivalent • Demonstrated experience in leadership, projects and change management • Eligible for full membership of the Health Information Management Association of Australia (HIMAA) 		
Resource management:	Annual Operating Expenditure:	Annual Capital Expenditure:	

<i>Mandatory Organisational Competencies</i>	<i>Personal Competencies</i>	<i>Job Competencies</i>
<ul style="list-style-type: none"> • Orientation (on commencement) 	<ul style="list-style-type: none"> • Commitment to the Mercy values. 	<ul style="list-style-type: none"> • Comply with the requirements of the annual organisational mandatory and role related competencies policy and procedure.
<ul style="list-style-type: none"> • Equity & Inclusion (annual) 	<ul style="list-style-type: none"> • Demonstrated ability to build relationships with people at all levels. 	<ul style="list-style-type: none"> • Extensive experience in Health Information Management in an acute hospital setting.
<ul style="list-style-type: none"> • Emergency Procedures (annual) 	<ul style="list-style-type: none"> • Ability to manage and work as part of a team. 	<ul style="list-style-type: none"> • Demonstrated understanding of quality improvement principles and accreditation processes.
<ul style="list-style-type: none"> • Work Health & Safety (annual) 	<ul style="list-style-type: none"> • Capacity for constructive self-reflection and learning from actions and feedback. 	<ul style="list-style-type: none"> • Able to manage a complex program of work and balance competing priorities.
<ul style="list-style-type: none"> • Infection Control (annual) 	<ul style="list-style-type: none"> • Perform with a high level of integrity and professionalism 	<ul style="list-style-type: none"> • High level interpersonal, liaison and stakeholder management skills, including the ability to develop productive working relationships
	<ul style="list-style-type: none"> • Excellent interpersonal, verbal and written communication skills 	<ul style="list-style-type: none"> • Demonstrated ability to be self directed and maintain progress in multiple activities at the same time and ensure deadlines are met.
	<ul style="list-style-type: none"> • Ability to use initiative and be flexible 	<ul style="list-style-type: none"> • Experience in software applications relevant to areas of responsibilities
	<ul style="list-style-type: none"> • Understanding of and commitment to customer service. 	<ul style="list-style-type: none"> • Able to create and deliver high quality presentations both written and verbal
	<ul style="list-style-type: none"> • Client and customer focused with a commitment to privacy and confidentiality at all times. 	<ul style="list-style-type: none"> • Extensive specialised knowledge in Health Information, Project Management and Service Improvement, work flow review and change management
	<ul style="list-style-type: none"> • Highly developed constructive leadership style that promotes teamwork, participation and involvement 	<ul style="list-style-type: none"> • High level understanding of Victorian casemix funding model, mandatory reporting processes, medical record management and related standards and legislation

		<ul style="list-style-type: none"> • Experience in motivating and managing teams from a delivery and performance perspective including an ability to develop skills and capabilities of others;
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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

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Demonstrates and upholds the Values and Mission of Mercy Health. 	<ul style="list-style-type: none"> • Ensure the values of Mercy Health are incorporated into daily work practices. 	<ul style="list-style-type: none"> • Shows compassion and provides support to colleagues and patients. • Consistently shows respect and values each person's dignity.

Key Result Areas	Key Activities	Standard Measures
		<ul style="list-style-type: none"> • Seeks opportunities to be innovative for improvement. • Communicates openly and honestly as an effective team member.
<ul style="list-style-type: none"> • Demonstrates an understanding of individual responsibility for safety, quality & risk and participates in organisational quality and safety initiatives. 	<ul style="list-style-type: none"> • Maintain a safe environment for patients/self/colleagues and members of the public. • Escalate concerns regarding safety, quality & risk to an appropriate staff member. • Participate in evaluation and continuous improvement and clinical indicator processes. • Demonstrate the principles of Person Centred Care: <ul style="list-style-type: none"> ○ Respect & Dignity ○ Information Sharing ○ Participation ○ Collaboration. 	<ul style="list-style-type: none"> • Risk controls implemented. • Incident/s reported as soon as practicable. • Undertake incident investigations. • Orientation completed. • Training up to date. • Accreditation outcomes. • Patient satisfaction and experience survey results. • Participate in implementation and delivery of annual quality plan and business plan.
<ul style="list-style-type: none"> • Change and Implementation Lead 	<ul style="list-style-type: none"> • Assist with the development and delivery of business change processes including change management, benefits realisation, communications, stakeholder engagement and project documentation to support the successful implementation of Health Information Services Projects and Service Improvement. • Ensure project and service improvement benefits are realised by establishing baseline measures and metrics that are able to be monitored throughout the project lifecycle and post implementation 	<ul style="list-style-type: none"> • Assist with the development and leading the HIS change management and service improvement strategy • Engage, negotiate and liaise with variety of internal and external stakeholders to facilitate successful implementation of new processes; • Provide oversight and reporting of key change and operational initiatives; • Projects and service improvements initiatives are delivered successfully, on time, within scope and within allocated budget. • Change is implemented using contemporary change management frameworks and methodologies.

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Effectively use communication channels to promote the successful adoption of change within the organisation. • Work collaboratively with all HIS Staff on service improvement initiatives and projects relevant to their areas. • Assist with any procurement, tender and/or contract management processes related to HIS and HIS Projects as directed • Participate in HIS and Organisation Projects as required • Educate HIS staff in process and workflow review methodologies and facilitate workshops to ensure staff engagement and ownership of any change. 	<ul style="list-style-type: none"> • Monitors project schedules, identifies and escalates risks and resolves issues as they arise. • Develops, implements and manages communication plans for HIS projects and general HIS communication channels including the intranet and newsletters. • Conducts benchmarking and service analysis across similar organisations to find opportunities for improvement and learning. • Conducts process reviews to find opportunities for efficiencies and cost savings. • Assist with the development and implementation of a Digitisation Activity Plan for the organisation
<ul style="list-style-type: none"> • Contributes to the effective operational management of Health Information Services 	<ul style="list-style-type: none"> • Facilitate the implementation of departmental and program objectives in line with the organisation's strategic framework • Develop, report and benchmark relevant Key Performance Indicators (KPIs) to monitor service and performance levels • Develop and produce reports that are meaningful to performance monitoring and service improvement • Monitor and report compliance with relevant statutory, regulatory and health service governance requirements. • Contribute to the timely investigation and resolution of riskman and VHIMs incidents and staff and consumer feedback and complaints • Ensure confidentiality and privacy of health records and patient information is maintained at all times 	<ul style="list-style-type: none"> • Works with the Manager HIS Projects and Service Improvement to develop and implement strategies to ensure HIS meets its Key Performance Indicators and all stakeholder obligations. • All Health Information Services activity is delivered in compliance with health service, legislative, national standards and government requirements. • Policies and procedures are kept relevant and up to date. • Attends and contributes to accreditation and standards working groups and committees as required. • Assists in the completion of activities and the compilation of evidence to achieve accreditation. • Is flexible and willing to assist other team members to achieve department objectives and deadlines

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Contribute to the development and review of policies and procedures. • Actively contribute to the achievement of accreditation especially in relation to health information management standards and criteria. • May be required to perform or assist with other duties, projects and tasks as requested by the Manager, HIS Projects and Service Improvement, in line with award requirements, classification, capabilities and expertise. 	
<ul style="list-style-type: none"> • Engagement with Internal and External Stakeholders 	<ul style="list-style-type: none"> • Ensure professional working relationships and effective communication with all internal and external stakeholders. • Provide expert support to the organisation in relation to Health Information 	<ul style="list-style-type: none"> • Effective lines of communication are maintained both internally and externally. • Staff are engaged and informed of service needs and any planned changes • Influences and drives positive change amongst diverse groups of stakeholders • Leads, chairs, attends and contributes to relevant meetings, working groups and committees as required. •
<ul style="list-style-type: none"> • Change Management and Service Improvement 	<ul style="list-style-type: none"> • Participate and contribute to service improvement projects aimed at improving HIS service, systems and procedures • Work towards better internal and external HIS customer service. • Contribute to the HIS Service Improvement plan and document all quality improvement initiatives. • Contribute to relevant HIS and organisation projects as required. 	<ul style="list-style-type: none"> • Implements procedural and workflow changes to improve service quality and operational efficiency • Provides leadership and identifies opportunities for the involvement of all HIMs and HIS staff in service improvement. • Assist the Manager HIS Projects and Service Improvement with the planning, development, implementation and ongoing use of scanned and electronic medical record systems for the organisation.

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Leadership 	<ul style="list-style-type: none"> • Provide leadership to HIS staff on departmental and organisational change • Act as a change leader to all staff in HIS 	<ul style="list-style-type: none"> • Promote and foster a culture of positive change and ongoing improvement • Fosters staff collaboration to ensure the development and integration of patient information systems and processes that support the work of all areas of Health Information Services. • Provide leave coverage for other senior HIS Managers as required. • Attend and work at multiple sites as needed
<ul style="list-style-type: none"> • Training and Education 	<ul style="list-style-type: none"> • Support the production, implementation and management of staff education, professional development and training • Contribute to the supervision of university and work experience students • Attend and present at conferences, workshops, seminars and meetings as required. 	<ul style="list-style-type: none"> • Ensures staff complete all required training • Ensures all staff are equipped with the necessary skills and knowledge to fulfil their roles. • Develops and maintains own professional knowledge and education.

Employee's Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

Print Name: _____