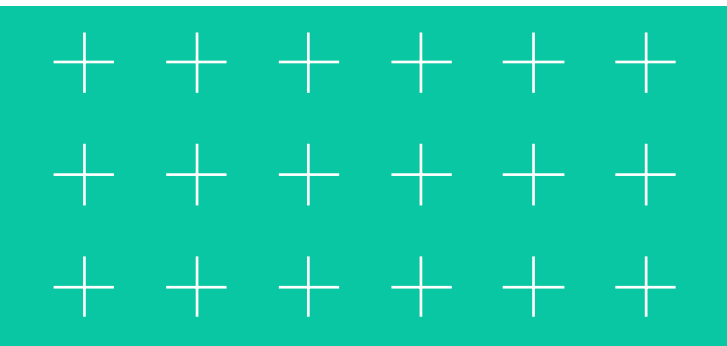
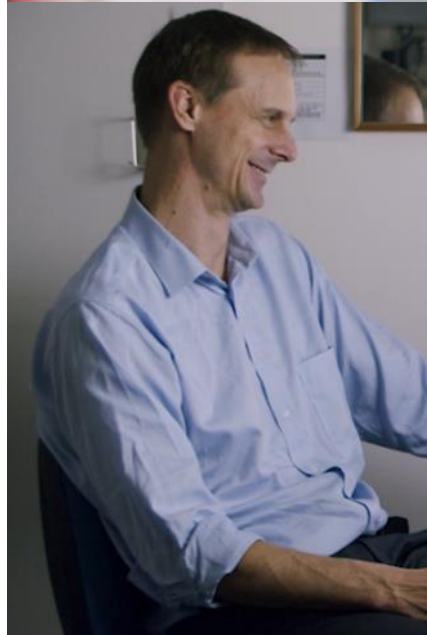




**The Royal  
Melbourne  
Hospital**

**Advancing  
health  
for everyone,  
every day.**

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



**Position Description**  
**Health Information Manager**



## About The Royal Melbourne Hospital

As one of Victoria's largest public health services, the Royal Melbourne Hospital (RMH) provides a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs. We are a designated state-wide provider for services including trauma, and we lead centres of excellence for tertiary services in several key specialties including neurosciences, nephrology, oncology, cardiology and virtual health.

We are surrounded by a Parkville Precinct of brilliant thinkers, and we are constantly collaborating to set new benchmarks in health excellence - benchmarks that impact across the globe. While the work we do takes us in inspiring new directions; caring for each other, our patients and consumers is as essential to who we are, as any scientific breakthrough we make.

Our people of more than 10,000 strong, embody who we are and what we stand for. We're here for when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing and for delivering excellence together, always.

### 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



## Position Description

<b>Position Title:</b>	Health Information Manager
<b>Service:</b>	North West Area Mental Health Service
<b>Location:</b>	Coburg
<b>Reports To:</b>	Area Manager
<b>Enterprise Agreement:</b>	Victorian Public Mental Health Services Enterprise Agreement 2016–2020
<b>Classification:</b>	YA69 (Gr 3, Yr 1)
<b>Immunisation Risk Category:</b>	Category C
<b>Date of Review:</b>	March 2021

## Position Purpose

- The role of the Health Information Manager is to provide guidance and leadership in the collection, use, evaluation and management of health information within the Area Mental Health Service.
- The role is to act as a key resource and contact person in relation to the process development and adherence of the standards for the management of information relating to health.
- The HIM will liaise with the Senior Health Information Manager for professional guidance support and leadership.
- The HIM will liaise with the Manager of HIS at the relevant acute health service to facilitate the exchange of information.
- The HIM will provide operational guidance to administration staff within the programs in collaboration with their operational manager.

## Department Description

NorthWestern Mental Health (NWMH) provides a comprehensive, integrated range of services to people with a serious mental illness in North-Western Melbourne. A multi-disciplinary workforce of 1,800 staff provides services through four Area Adult Mental Health Services (Inner West, North West, North West and Northern), an Aged Persons' Mental Health Program and a Youth Mental Health Service – ORYGEN Youth Health. NWMH is a clinical service of Melbourne Health and operates in partnership with Northern Health and Western Health.

- North West AMHS (NWAMHS) provides a comprehensive range of psychiatric services to adults aged between 16-65 who reside in the local government areas of Moreland and Hume.
- Psychiatric services to residents of the North West are provided through the following programs:
- Community Teams located at Broadmeadows and Coburg
- Broadmeadows Inpatient Psychiatric Unit
- Broadmeadows Community Care Unit
- Preventative and Recover Care Centre (PARC)
- Glencairn Consultancy Suites
- Psychosocial Research Centre
- Mental Health Forensic Interface Team
- NWAMHS HOPE Team
- NWAMHS Services are located at the following sites:



- Broadmeadows Health Service, 35 Johnstone St, Broadmeadows 3047
- 130 Bell St, Coburg 3058
- 6-10 & 12-20 Talgarno St, Broadmeadows 3047
- 1/362 Bell St Pascoe Vale South 3044
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- These programs provide a range of acute, continuing care, early intervention, rehabilitation, health promotion and prevention services relating to assessment and treatment of a range of mental health problems. The effective delivery of quality psychiatric services requires effective consultation and liaison between the component services of the North West AMHS and with a wide range of community services and agencies.

## Key Accountabilities – Position Specific

Pursue and provide professional support, development, and training opportunities that enhance the management of information in mental health.

- Work with the relevant partner health service (Northern Health) to develop and roll out the Electronic Medical Record (EMR) including orientation, education and training of all staff.
- Develop and maintain a relationship with the EMR team to advocate for mental health for future enhancements.
- Provide support and oversight to administrative staff around scanning patient information into CPF (medical record) to ensure medical records are complete.
- Provide support and oversight to administrative staff around data entry into the patient information management systems Client Management Interface (CMI), hospital patient administration system (iPM) and local databases.
- Provide operational guidance to administrative staff in collaboration with their operational manager.
- Participate in annual performance appraisal with administrative staff, in collaboration with their operational manager.
- Oversee professional development activities of administration staff and junior Health Information Management (Gr 1 & 2) workforce.
- Coordinate and co-chair monthly administration support meetings
- Participate in the recruitment of administration staff that impact on health information management.
- Provide orientation and education across the Area Mental Health Service in relation to health information systems and relevant legislation.
- Keep abreast of activities occurring across mental health and opportunities for mental health promotion by engaging with professional bodies such as the Victorian HIMAA Mental Health Advisory Group.
- Undertake professional development as appropriate to professional classification.
- Supervise and participate in the supervision and training of Health Information Management students.

### Improve the Quality and Safety of our Services

Melbourne health strives to continuously improve the quality and safety of our services and actively involve and inform patients and their carers in the healthcare they receive. This allows us to deliver the best care for our community.

Major Accountabilities and activities for this position that relate to the above strategic goal are:

- The Area Mental Health Service will enter and monitor client information and data that meets the requirements of the Mental Health Branch, the Department of Health and NorthWestern Mental Health.
- Conduct clinical coding in accordance with coding deadlines.
- Ensure data collection, management and reporting complies with the Health Service Agreement and organisational needs.
- Monitor, analyse and report on admitted and community activity.



- Implement appropriate processes to ensure data integrity across all health data collection systems.
- Provide advice and assistance in data evaluation within the Area Mental Health Service.
- Manage the mental health patient information system (CMI) to ensure that it supports the data collection required for clinical care and reporting needs.
- Ensure the service meets Department of Health reporting requirements.
- The Area Mental Health Service will conform with relevant accreditation standards, Australian standards for health information services and statutory requirements.
- Ensure processes are in place to meet standard requirements
- In collaboration with key staff, evaluate the compliance of the Area Mental Health Service with the necessary standards and legislation.

## Key Relationships

### Internal

- Undertake, participate and assist in NorthWestern Mental Health and Area Mental Health Service initiatives
- Contribute and participate in meetings at the Area Mental Health Service and NorthWestern Mental Health.
- In collaboration with key staff, develop and review policies and procedures related to management of health information relevant to the Area Mental Health Service.
- Identify service gaps through analysis of data in consultation with the Senior Health Information Manager to improve service provision in line with the overall objectives of the NorthWestern Mental Health.

### External

#### Develop and encourage Strategic Relationships

- Our relationships with our key partners in health, research, education and foremost with our community are crucial to achieving our mission to deliver world class care. Continuing to develop and encourage these strategic relationships is a key priority for Melbourne Health.
- Build relationships and partnerships with key stakeholders to ensure that the goals and objectives of NorthWestern Mental Health are met.
- Attend and participate in meetings as the health information representative for the Area Mental Health Service where required.

## Selection Criteria

### Formal Qualification(s) & Required Registration(s):

- Bachelor of Health Information Management or equivalent
- Eligible for membership of Health Information Management Association of Australia
- Essential:
- Excellent written and verbal communication skills including ability to communicate well with a wide range of people.
- Able to perform with limited direct supervision.
- Understanding of information systems and processes.
- Ability to prepare reports/proposals outlining key issues.
- Demonstrated ability to priorities and manage deadlines.
- To have a thorough understanding of the Health Records Act, Mental Health Act and other legislation relating to health information management.
- Experience in mental health services evaluation, statistical analysis and database management.
- Understanding of Research protocols and clinical research processes.
- Experience in training professionals in the area of health service provision.
- A current driver's license.
- Travel would be required between sites and offices.
- The incumbent will be required to consult with other services of NWMH and partner hospitals.



**Desirable:**

- Previous experience in a public mental health service.

## Required Capabilities

The Capability Development Framework applies to all The RMH employees and describes the capabilities that are needed to meet our strategic goals.

Below is a list of capabilities and the attainment level required in this position.

<i>Capability Name</i>	<i>Attainment Level</i>
Organisational savvy	Consolidation
Communicating effectively	Mastery
Building relationships	Consolidation
Patient and consumer care	Mastery
Working safely	Mastery
Utilising resources effectively	Consolidation
Innovation, continuous improvement and patient safety	Consolidation
Adaptability and resilience	Mastery
Integrity and ethics	Mastery
Delivering results	Mastery
Analysis and judgement	Consolidation
Developing and managing skills and knowledge	Mastery

## Health, Safety and Wellbeing

The RMH aims 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 to the RMH.

RMH employees have a responsibility to:

- Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives;
- Take reasonable care for their own safety and wellbeing and that of anyone else that could be affected by their actions;
- Speak up for the safety and wellbeing of patients, consumers, colleagues and visitors and escalate any concerns that have or could impact safety;
- Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the RMH in any action it considers necessary to maintain a safe working environment which is safe and without risk.

RMH Employees in supervisory/management roles have, in addition to the above, responsibility to:

- Ensure all health, safety and wellbeing procedures are in place and maintained in their work areas;
- Ensure risk management activities are undertaken and effective risk controls are in place;
- Make sure that training needs for all employees are identified and undertaken as required;



- Ensure incidents are recorded, investigated and corrective actions implemented as far as is reasonably practical.

## The RMH Key Performance Indicators

RMH employees are measured through successful:

- Demonstration of RMH values and behaviours, being a role model for living the values;
- Completion of mandatory training activities including training related to the National Standards;
- Participation in the RMH and Division/Service specific business planning process (if required);
- Achievement of RMH and portfolio specific KPI targets as they apply to areas of responsibility;
- Participation in and satisfactory feedback through the annual performance review process; and, where applicable, ensure direct reports have individual development plans including an annual review;
- Ability to provide a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- Ability to operate within allocated budget (if required).

## Clinical Governance Framework

RMH employees have a responsibility to deliver Safe, Timely, Effective, Person-Centred Care (STEP) by:

- Fulfilling roles and responsibilities as outlined in the Clinical Governance Framework;
- Acting in accordance with all safety, quality and improvement policies and procedures;
- Identifying and reporting risks in a proactive way in order to minimise and mitigate risk across the organisation;
- Working in partnership with consumers and patients and where applicable their carers and families;
- Complying with all relevant standards and legislative requirements;
- Complying with all clinical and/or competency standards and requirements and ensuring you operate within your scope of practice and seek help when needed.

## Equal Opportunity Employer

The RMH is an equal opportunity employer. We are proud to be a workplace that champions diversity; we are committed to creating an inclusive environment for all people. Our goal is for our people to feel safe, included and supported so that they can be at their best every single day.



## 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 IN CAPITALS)

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Date (day/month/year)