



**The Royal
Melbourne
Hospital**

Advancing health for everyone, everyday.

Could this be you?

**Join The Royal
Melbourne
Hospital Team**



Position Description

Health Information Services (HIS) Clerical Trainer/Support Officer



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**



- Other ad-hoc duties as directed by ECM Operations Manager eg. Overlays, health hub activations, external pathology interface errors, contract care uploading, assisting with queries, assist with on boarding, document destruction, ordering supplies, privacy reports
- Coverage for ADO's, sick leave, approved annual leave and any other leave (e.g. maternity or long service leave) for HIS Clerks and ECM Operations Manager – support only

KEY ACCOUNTABILITIES

- Training of the ECM team in all aspects of digitizing medical record content and EMR
- Communicate with ECM Operations Manager on progress and make recommendations in relation to training
- Organize and initiate plan with ECM Operations Manager to train all staff in prepping, scanning and QA
- Make recommendations on optimization of the ECM system and EMR
- Ensure that medical record documentation is accurately arranged in the ECM system

KEY RELATIONSHIPS

Internal

- Health Information Services
- Clinical Staff
- Ward Staff
- Transformation and Quality

External

- Other Health Organisations
- Healthcare Providers
- General Public

KEY SELECTION CRITERIA

Essential:

- Previous experience in digitization of medical record content
- Previous experience in HIS
- Excellent communication skills, both oral and written
- Excellent IT adaptation skills
- Proficient Microsoft Office skills
- Strong analytical and problem solving skills
- Excellent interpersonal skills

Desirable:

- Training experience
- Bachelor of Health Information Management

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
-

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.
-

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.

Employee Signature

Employee Name (please print)

/ /

Date
