

POSITION DESCRIPTION

Manager Corporate Records



Mercy Health

Care first

Mercy Values:	Compassion, Hospitality, Respect, Innovation, Stewardship, Teamwork		
Position title:	Manager Corporate Records	Employee name:	
Facility:	Mercy Health	Date:	
Business Unit/Department:	Health Information Services		
Position reports to:	PD Corporate Governance and Strategic Projects	Positions reporting to this one:	Project Leads and contract staff.
Position Purpose:	<p>The Manager Corporate Records is responsible for the strategic corporate record management framework and corporate record keeping function across Mercy Health including:</p> <ul style="list-style-type: none"> • Reviewing, streamlining and creating consistent record keeping practices across the organisation that are aligned to a centralised strategy • Developing an understanding and register of records currently held in storage offsite with multiple providers. • Identifying and developing strategies to support business areas to implement digitisation activity plans and move away from creating and storing paper documents. • Working with senior management teams to assess both the risk and cost of holding vast amounts of unstructured records and data. • Developing processes and tools for managers to assess their records and data, understand their obligations and requirements to store information and appropriately dispose of information when it is no longer needed to be retained for business or legislative requirements. 		
Qualifications & Requirements:	<ul style="list-style-type: none"> • Tertiary qualifications in records management or a relevant discipline and /or equivalent industry experience • Demonstrated experience in leadership and staff management <p>Demonstrated skills and knowledge in records and archival management in a large public or private sector organisation.</p>		

Resource management:	Total staff management (FTE): Annual Operating Expenditure: Annual Capital Expenditure:	
Leadership Capability Framework Leader Level:	Service Leader	

Mandatory Competencies and Requirements

<ul style="list-style-type: none"> • Comply with all mandatory organisational competencies (annual completion required)
<ul style="list-style-type: none"> • Act professionally and in accordance with the Mercy Health Code of Conduct (All Employees) and the Code of Conduct for Children (VIC only)
<ul style="list-style-type: none"> • Participate in annual performance development review (PDR) process (where applicable)
<ul style="list-style-type: none"> • Recruitment & Selection Training

Personal Competencies

<ul style="list-style-type: none"> • Commitment to the Mercy values
<ul style="list-style-type: none"> • Demonstrated ability to build relationships with people at all levels
<ul style="list-style-type: none"> • Ability to manage and work as part of a team
<ul style="list-style-type: none"> • Capacity for constructive self-reflection and learning from actions and feedback
<ul style="list-style-type: none"> • Highly developed leadership skills

Job Competencies

<ul style="list-style-type: none"> • Comply with the requirements of the annual organisational mandatory and role related competencies
<ul style="list-style-type: none"> • Demonstrates values and behaviours aligning with the applicable leader level in the Leadership Capability Framework
<ul style="list-style-type: none"> • Extensive experience in managing corporate records and developing and implementing innovative solutions.
<ul style="list-style-type: none"> • Experience at building and managing high performing teams and working across a large and diverse organisation.
<ul style="list-style-type: none"> • Experience in developing and implementing data and record management framework.
<ul style="list-style-type: none"> • Excellent stakeholder management skills and demonstrated ability in negotiating with and influencing a broad range of stakeholders.
<ul style="list-style-type: none"> • Strong knowledge of retention guidelines and relevant records and information management technology applications.
<ul style="list-style-type: none"> • Demonstrated ability to build relationships at a senior level across an organisation with various entrenched practices.
<ul style="list-style-type: none"> • Proficiency in computer applications including Microsoft Office suite and records management software

Job Specific Requirements

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> Record Management, Governance and Compliance 	<ul style="list-style-type: none"> Lead in the development of corporate-wide policies and procedures for efficient, cost-effective maintenance of records and collaborate with managers and other stakeholders in their implementation throughout the organisation to ensure accessibility, security and integrity of records. Ensure that record creation, maintenance, security, storage and disposal comply with relevant state and commonwealth legislation and standards Ensure that record keeping processes across the organisation are compliant, reliable, consistent and efficient so that information is well managed and properly maintained Ensure appropriate privacy and access controls are in place. Identify and develop strategies to support business areas to implement digitisation activity plans and move away from creating and storing paper documents. Make recommendations to senior management of any system, process or structural changes that are required to be made to ensure ongoing compliance with policy, standards and legislation. Partner with business lines and area managers to sentence corporate record and data to facilitate systematic and controlled destruction that aligns with policy and retention lifecycle requirements. 	<ul style="list-style-type: none"> Mercy Health mets standards and accreditation requirements in relation to record keeping and management. Mercy Health complies with legislative requirements in relation to record keeping and management. After being appropriately sentenced, redundant records and data are disposed or archived in a timely, documented and consistent manner. Policies and procedures are in place to ensure that records of long-term value are handled with care and appropriately preserved. Leads the development of corporate records and corporate information management strategies and solutions to meet the needs of Mercy Health. Digitisation Activity Plans are in place for each area of the organisation Processes are in place to actively monitor and report compliance with relevant statutory, regulatory and governance requirements

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Strategy and Planning 	<ul style="list-style-type: none"> • Develop and implement a record management and storage strategy for the organisation • Develop and maintain in conjunction with senior management a corporate-wide records retention register and destruction schedule. • Develop a communication and training program to maximise understanding and proper use of record keeping systems and procedures. • Conduct and facilitate process reviews to find opportunities for efficiencies and cost savings • Leverage a “whole of organisation” approach to identify areas to reduce duplication and waste in record storage keeping processes, account and vendor management • Conduct benchmarking and service analysis across similar organisations to find opportunities for improvement and learning. • Manage relationships and any contractual obligations by relevant external vendors and service providers 	<ul style="list-style-type: none"> • Implements procedural and workflow changes to improve service quality and operational efficiency • Contractual obligations by vendors and service providers are actively monitored and managed.
<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 • Provider expert support to the organisation in particular senior management in relation to record management and storage • Develop and maintain high levels of professional credibility with senior management and staff. 	<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 • Works collaboratively with business lines and shared services to ensure cross-functional coordination and communication relating to the organisations records management and information governance. • Influences and drives positive change amongst diverse groups of stakeholders

Key Result Areas	Key Activities	Standard Measures
	<ul style="list-style-type: none"> • Build relationships at a senior level across a diverse organisation with various entrenched practices. • Effectively use communication channels to promote the successful adoption of change within the organisation 	<ul style="list-style-type: none"> • Leads, chairs, attends and contributes to relevant meetings, working groups and committees as required.
<ul style="list-style-type: none"> • Staff Leadership and Management 	<ul style="list-style-type: none"> • Supervise and manage project and contract staff as required. • Allocate tasks and duties to staff members while ensuring role variety and a fair distribution of workload. • Oversee and participate in the recruitment of staff including maintaining position descriptions, completing orientation, training and performance reviews • Effective workforce planning and rostering, recruitment, induction, leave and absenteeism management and succession strategies. • Effectively resolve conflict and manage staff performance as per organisational policies and procedures. 	<ul style="list-style-type: none"> • Staff are instructed in and understand their responsibilities for effective service delivery • Fosters staff collaboration to ensure the development and integration of record management systems and processes that support the work of all areas of Mercy Health. • Provide leave coverage for other senior 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 • Attend and present at conferences, workshops, seminars and meetings as required. 	<ul style="list-style-type: none"> • Ensures staff complete all mandatory training • Ensures all staff are equipped with the necessary skills and knowledge to fulfil their roles. • Develops and maintains own professional knowledge and education.

Mercy Health Requirements

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 for all staff. 	<ul style="list-style-type: none"> • Shows compassion and provides support to staff and customers. • Consistently shows respect and values each person's dignity. • Seeks opportunities to be innovative for improvement. • Communicates openly and honestly as an effective member of the leadership team. • Participates in Formation Opportunities • Establishes processes for staff to attend Formation Opportunities
<ul style="list-style-type: none"> • Demonstrates leadership in the area of safety, quality & risk and contributes to organisational quality and safety initiatives. 	<ul style="list-style-type: none"> • Maintain a safe and mentally healthy environment for patients/self/colleagues and members of the public • Maintain the safety of children and vulnerable people by acting in accordance with all child and vulnerable people related policies, procedures and regulations • Escalate concerns regarding safety, quality & risk if/where they are outside of delegated authority • Implement and participate in evaluation and continuous improvement and clinical indicator processes • Demonstrate and champion 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 assessments completed and controls implemented. • Incident/s reported as soon as practicable. • Undertake incident investigations. • Injured employees are managed within Guidelines. • Ensure all staff are aware of and have been appropriately orientated, including any relevant local and/or organization orientation training • Ensure staff maintain compliance with relevant mandatory training Accreditation outcomes. • Evidence of satisfactory patient survey and experience result • Participate in implementation and delivery of annual quality plan and business plan. • Achieves positive engagement survey results •

Key Result Areas	Key Activities	Standard Measures
<ul style="list-style-type: none"> • Communication 	<ul style="list-style-type: none"> • Ensure effective lines of communication are maintained both internally and externally • Share and disseminate organisational messaging to the workforce, including from appropriate management forums • Share resources and relevant information with colleagues to maximise productivity 	<ul style="list-style-type: none"> • Staff are well informed and updated • Evidence of a culture with open and transparent communication • Achieves positive engagement survey results
<p>Equity and Inclusion</p> <ul style="list-style-type: none"> • Demonstrates leadership in diversity, inclusion and gender equality 	<ul style="list-style-type: none"> • Harnesses the benefits of diversity by identifying and including underrepresented groups • Reviews gender equality indicators at the team level (see Gender Equality on MercyNet) • Implements actions to address any areas of concern • Critically reflects on own unconscious bias • Is a visible champion for diversity and inclusion 	<ul style="list-style-type: none"> • Improved performance against gender equality indicators • Achieves positive engagement survey results Participation in diversity related initiatives

Employee's Signature: _____

Date: _____

Print Name: _____

Manager Signature: _____

Date: _____

Print Name: _____