

<b>Directorate</b>	Canberra Health Services	<b>Reporting Relationships</b>																																		
<b>Division</b>	Chief Financial Officer	Director Health Information Services																																		
<b>Business Unit</b>	Health Information Services																																			
<b>Position Number</b>	<table border="1"> <tr><td>10688</td><td>20812</td></tr> <tr><td>12058</td><td>20863</td></tr> <tr><td>12059</td><td>20864</td></tr> <tr><td>16674</td><td>21055</td></tr> <tr><td>16675</td><td>21094</td></tr> <tr><td>17346</td><td>23811</td></tr> <tr><td>17347</td><td>24786</td></tr> <tr><td>20107</td><td>25119</td></tr> <tr><td>20206</td><td>25139</td></tr> <tr><td>20260</td><td>29258</td></tr> <tr><td>20413</td><td>29259</td></tr> <tr><td>20497</td><td>29261</td></tr> <tr><td>20500</td><td>32200</td></tr> <tr><td>20502</td><td>45719</td></tr> <tr><td>20543</td><td>46124</td></tr> <tr><td>20751</td><td>47222</td></tr> <tr><td>20752</td><td></td></tr> </table>	10688	20812	12058	20863	12059	20864	16674	21055	16675	21094	17346	23811	17347	24786	20107	25119	20206	25139	20260	29258	20413	29259	20497	29261	20500	32200	20502	45719	20543	46124	20751	47222	20752		↑
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<b>Position Title</b>	Health Information Services Administration Officer	Operations Manager																																		
<b>Classification</b>	ASO2/3	↑																																		
<b>Location</b>	Canberra Hospital																																			
<b>Last Reviewed</b>	Draft March 2023	HIS Admin Officer																																		

Canberra Health Services (CHS) is focussed on the delivery of high quality, effective, person-centred care. We provide acute, sub-acute, primary and community-based health services, to the Australian Capital Territory (ACT) and surrounding regions. More information can be found on the [CHS website](#).

Our **Vision**: creating exceptional health care together

Our **Role**: to be a health service that is trusted by our community

Our **Values**: Reliable, Progressive, Respectful and Kind

## POSITION OVERVIEW

The CFO Division is responsible for developing and maintaining budgets, providing strategic financial advice, procurement and supply, and operational reporting across the health service. Additionally, the CFO Division includes the Health Information Services (HIS) team, which provides a range of services including:

- Provision of health records and personal health information for patient care, research, quality improvement, education, and medicolegal purposes
- Clinical record scanning and management of paper and electronic health records
- Clinical coding and casemix data generation; and
- Patient identifier management.

Working under general direction, as part of a small team, the HIS Administrative Officer is responsible for processing clinical documentation into the on-line scanned clinical record solution (Clinical Patient Folder and DHR). This entails performing a range of tasks including scanning or uploading of clinical record documents, performing verification, chart correction and other quality control activities to maintain record integrity. The HIS Administrative Officer is required to consistently achieve quality and productivity targets for record processing to ensure scanning deadlines are met and record integrity and patient safety are not compromised.

## **DUTIES**

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Under limited direction of the Supervisor and HIS Operations manager you will process clinical documentation into the on-line clinical record solution (Digital Health Record or Clinical Patient Folder). You will:

1. Operate and maintain computerised health information systems, including the Digital Health record (DHR), (including preparation for scanning, quality control and quality assurance of the system), Clinical Patient Folder (CPF), and any other relevant system used by Health Information Services
2. Liaise with areas outside of HIS where necessary, in relation to the integrity of the medical record (paper and DHR).
3. Maintaining record integrity whilst achieving quality and productivity targets in:
  - Preparation and sorting of patient information documents prior to scanning
  - Scanning, uploading, document separation, indexing and QA of documents using the scanning software system in a timely and efficient manner
  - Delivering and collecting medical records and appropriate paperwork from departments upon request
  - Maintaining departmental key performance indicators
  - Responding to requests for correction of documentation errors and chart corrections
  - Monitor the documentation deficiencies and follow up all deficiencies in line with the HIS procedures
4. Answer general department enquiries via the phone, email, or clients presenting in person
5. Process requests for patient information. Ensure confidential information is released to authorised persons only, in accordance with Health Information Services processes
6. Arrange proxy access to MyDHR and arrange access for external providers to DHRLink as required
7. Follow departmental procedures and directions for all duties and make use of all available resources, e.g. emails, procedures, intranet, management directives, mandatory training etc.
8. Undertake other duties appropriate to this level of classification which contribute to the operation of the organisation.

## ABOUT YOU

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CHS is committed to workforce diversity and to creating an inclusive workplace. As part of this commitment, we welcome applications from all diversity groups. Aboriginal and Torres Strait Islander peoples, people with disability and people who identify as LGBTQIA+ are particularly encouraged to apply.

### Behavioural Capabilities

1. Ability to work within a team environment as well as independently with minimal supervision.
2. Adaptability and flexibility to accommodate change.
3. Highly motivated with strong organisational skills and attention to detail.

### Position Requirements / Qualifications

#### Mandatory

Relevant experience working in a hospital clinical records department, medical practice or similar health environment is preferred.

- The successful applicant will need to be available for day and evening work including weekend and after-hours work.
- Have an understanding of how the [National Standards and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- CHS is leading the drive to digitally transform health service delivery in Australia through the implementation of a territory wide [Digital Health Record](#). Computer literacy skills are required which are relevant to this role as you will be responsible for completing required documentation and becoming a proficient user of the Digital Health Record and/or other Information Technology systems; once proficient, you will need to remain current with changes, updates and contingencies.

#### Desirable

- Have an understanding of how the [National Safety and Quality Health Service \(NSQHS\)](#) indicators align with this role.
- Fulfil the responsibilities of this role in alignment to the [CHS Exceptional Care Framework](#), [Clinical Governance Framework](#), [Partnering With Consumers Framework](#) and [all other related frameworks](#).

### **Please note prior to commencement successful candidates will be required to:**

- Undergo a pre-employment National Police Check.
- Prior to commencing this role, a current registration issued under the [Working with Vulnerable People \(Background Checking\) Act 2011](#) is required.
- Comply with Canberra Health Services Occupational Assessment, Screening and Vaccination policy.
- Comply with Canberra Health Services Credentialing and scope of clinical practice requirements for medical professionals.
- Comply with CHS credentialing and scope of clinical practice requirements for allied health professionals.

## **WHAT YOU REQUIRE**

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These are the key selection criteria for how you will be assessed in conjunction with your resumé and experience.

1. Proven recent experience working with an electronic storage and retrieval system for medical records or similar, with demonstrated ability to exercise initiative and sound judgment when performing the required duties.
2. Demonstrated ability to work as part of a small team in a medical record department, hospital, or other similar environment.
3. Demonstrated ability to prioritise tasks and consistently achieve productivity targets and competencies whilst exercising a high attention to detail.
4. Demonstrated knowledge of patient privacy principles and relevant legislation and the practical implementation of these principles in a health care workplace.
5. Demonstrates understanding of, and adherence to, safety and quality standards, work, health and safety (WH&S) and the positive patient experience. Displays behaviour consistent with CHS's values of reliable, progressive, respectful and kind.

## WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role and indicates how frequently each of these requirements would need to be performed. Please note that the ACT Public Service is committed to providing reasonable adjustments and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Occasionally
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Frequently
Sitting at a desk	Frequently
Standing for long periods	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Never
Frequent travel – driving	Never

PSYCHOSOCIAL DEMANDS	FREQUENCY
Distressed People e.g. Emergency or grief situations	Never
Aggressive & Uncooperative People e.g. drug / alcohol, dementia, mental illness	Never
Unpredictable People e.g. Dementia, mental illness, head injuries	Never
Restraining e.g. involvement in physical containment of clients/consumers	Never
Exposure to Distressing Situations e.g. Child abuse, viewing dead / mutilated bodies; verbal abuse; domestic violence; suicide	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment e.g. gases; liquids; biological.	Never
Slippery or uneven surfaces	Never

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Frequently
Working outdoors	Never

MANUAL HANDLING	FREQUENCY
Lifting 0 – 9kg	Occasionally
Lifting 10 – 15kg	Never
Lifting 16kg+	Never
Climbing	Occasionally
Running	Never
Reaching	Occasionally
Kneeling	Never
Foot and leg movement	Never
Hand, arm and grasping movements	Occasionally
Bending/squatting	Occasionally
Bend/Lean Forward from Waist/Trunk twisting	Never
Push/pull	Never
Sequential repetitive movements in a short amount of time	Frequently