

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Records Processing Supervisor and Auditor
<b>STAFFLINK POSITION NO.</b>	650889
<b>COST CENTRE</b>	260129
<b>CLASSIFICATION</b>	Administrative Officer Level 6
<b>AWARD</b>	Health Employees' Administrative Staff (State) Award
<b>REGISTRATION/LICENCE REQUIREMENTS</b>	Not Applicable
<b>VACCINATION CATEGORY</b>	Category B
<b>PRE-EMPLOYMENT SCREENING CHECKS</b>	National Criminal Record Check
<b>RESPONSIBLE TO</b>	Deputy Manager, Health Information Services
<b>RESPONSIBLE FOR</b>	Approximately 14 FTE
<b>PRIMARY PURPOSE OF THE ROLE</b>	<p>The Records Processing Supervisor and Auditor is responsible for ensuring the integrity of eMR via thorough auditing processes of scanned documents via spot checking, digital audits, manual notifications and actioning corrections to the errors in the data.</p> <p>This position is also responsible for overseeing the day-to-day supervision and operation of a team of health information services staffs who undertake medical records administration for paper-based, scanned and electronic records and overseeing the production, quality, integrity of processes and scanning paper-based medical records to eMR.</p>
<b>KEY ACCOUNTABILITIES</b> (Maximum of 8)	Perform document imaging auditing tasks i.e, extract data sets for digital audits, conduct digital and spot check audits, clear blackhole, assist to review and standardise Document Imaging processing across the LHD, create/update relevant auditing procedures, prepare audit reports and submit for approval for destruction, provide feedback to staff based on audit results, address document imaging quality issues and conduct education sessions for staff & clinicians as required.
	Supervise document imaging team that is essential to supporting effective patient care through the proper maintenance and effective provision of medical records to meet operational clinical needs. The role also directly contributes to assisting coders meet coding targets and thereby supporting the LHD's funding under an ABF system.
	Monitor document imaging daily workflow and maintain scanning KPIs across all streams of document imaging.
	Guide staff in sorting, preparation, scanning, archiving and destruction of clinical documentation using CPDI and assist them in reviewing scanned documentation to ensure compliance with quality and validation requirements of the CPDI process in conjunction with the HIS Manager and be able to perform those duties if required.
	Perform supervisory duties i.e., allocation of duties, preparation of rosters,

	maintain HealthRoster, conduct PDRs, process invoices, address staffing and performance issues, allocate ADOs, assist in recruitment and staff training, conduct team meetings, supervise staff with regards to timekeeping and attendance, review sick leaves, participate in relevant meetings and take minutes as required, maintain scanner equipment i.e., log service calls, review & update relevant procedures, collect & report monthly workload statistics, monitor and report on individual productivity and ensure established benchmarks are met for CPDI work process throughput.	
	Co-ordinate quality improvement programmes for HIS in conjunction with the Health Information Manager, and assist in the department meeting Australian Council for Healthcare Standards (ACHS) requirements for Equip.	
	Liaise with multiple stakeholders i.e., clinicians, NUMs, CPDI team, HIS staff & managers within NSLHD & CCLHD and address document imaging issues and auditing enquiries.	
	Demonstrate behaviours that reinforce the CORE values of our organisation; Collaboration, Openness, Respect and Empowerment and perform all other delegated tasks appropriately and in line with grading and capabilities.	
<b>KEY CHALLENGES</b> <i>(Maximum of 3)</i>	Prioritise the workload of HIS Clerks to ensure the achievement of essential services in a period of high volume record scanning and while both systems of records management are operating creating a significant demand on staffing and financial resources.	
	Maintaining KPIs with competing deadlines and workload.	
	Develop guidelines, rules, instructions and procedures for use by other staff with respect to Digital Imaging or allocated quality projects	
<b>KEY INTERNAL RELATIONSHIPS</b> <i>(Maximum of 3)</i>	WHO	WHY
	HIS Clerks, Managers/Supervisors, Coding team	Staff supervision, reporting and escalating issues
	CPDI team	For document imaging issues i.e., Kofax, scanner settings, document types for rogue forms
	NSLHD staff including clinical and administrative staff as key stakeholders in the provision of health information across all sites within NSLHD	For document imaging enquiries and quality issues

<b>KEY EXTERNAL RELATIONSHIPS</b> <i>(Maximum of 3)</i>	WHO	WHY
	Health Share and other support services and external service providers	For logging service calls i.e., cleaning requests, scanner servicing
	Offsite records storage vendors	For records storage and retrieval
	External vendors	Stationary order supplies etc.
<b>SELECTION CRITERIA</b> <i>(Minimum of 3 maximum of 8)</i>	Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them.	
	Demonstrated ability in effective supervisory duties, interpersonal, negotiation, team motivation and human resource management skills.	
	Excellent organisational skills with the ability to manage time appropriately, prioritise workload and work under pressure.	
	Excellent computer/IT skills, including demonstrated high level experience using hospital Patient Administration Systems, including Cerner.	
	Demonstrated attention to detail and experience in conducting auditing activities.	
	Understanding of patient confidentiality, government disposal and retention authorities, workplace health and safety and working knowledge of health record processes.	
	Excellent verbal and written communication skills including the ability to document procedures, conduct meetings, take minutes and write memos.	
	Ability to show initiative and ability to solve problems independently.	

## JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Infrequent: intermittent activity exists for a short time on a very infrequent basis  
 Occasional: activity exists up to 1/3 of the time when performing the job  
 Frequent: activity exists between 1/3 and 2/3 of the time when performing the job  
 Constant: activity exists for more than 2/3 of the time when performing the job  
 Repetitive: activity involved repetitive movements  
 Not Applicable: activity is not required to perform the job

Physical Demands	Frequency
<b>Sitting</b> - remaining in a seated position to perform tasks	Frequent
<b>Standing</b> - remaining standing without moving about to perform tasks	Frequent
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Occasional
<b>Running</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
<b>Bend/Lean Forward from Waist</b> - Forward bending from the waist to perform tasks	Occasional
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	Occasional
<b>Kneeling</b> - remaining in a kneeling posture to perform tasks	Infrequent
<b>Squatting / Crouching</b> - Adopting a squatting or crouching posture to perform tasks	Infrequent
<b>Leg / Foot Movement</b> - Use of leg and / or foot to operate machinery	Not applicable
<b>Climbing (stairs/ladders)</b> - Ascend / descend stairs, ladders, steps	Occasional
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	Frequent
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	Infrequent
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	Repetitive
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	Occasional
<b>Pushing / Pulling / Restraining</b> - Using force to hold / restrain or move objects toward or away from the body	Occasional
<b>Head / Neck Postures</b> - Holding head in a position other than neutral (facing forward)	Occasional
<b>Hand &amp; Arm Movements</b> - Repetitive movements of hands and arms	Occasional
<b>Grasping / Fine Manipulation</b> - Gripping, holding, clasping with fingers or hands	Occasional
<b>Work At Heights</b> - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
<b>Driving</b> - Operating any motor powered vehicle	Not applicable

<b>Sensory Demands</b>	<b>Frequency</b>
<b>Sight</b> - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens	Repetitive
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Constant
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals	Not applicable
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation	Not applicable
<b>Touch</b> - Use of touch is an integral part of work performance	Not applicable
<b>Psychosocial Demands</b>	<b>Frequency</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	Infrequent
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	Infrequent
<b>Unpredictable People</b> – eg dementia, mental illness, head injuries	Infrequent
<b>Restraining</b> - involvement in physical containment of patients / clients	Not applicable
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	Not applicable
<b>Environmental Demands</b>	<b>Frequency</b>
<b>Dust</b> - Exposure to atmospheric dust	Occasional
<b>Gases</b> - Working with explosive or flammable gases requiring precautionary measures	Not applicable
<b>Fumes</b> - Exposure to noxious or toxic fumes	Not applicable
<b>Liquids</b> - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE	Not applicable
<b>Hazardous substances</b> - e.g. Dry chemicals, glues	Not applicable
<b>Noise</b> - Environmental / background noise necessitates people raise their voice to be heard	Infrequent
<b>Inadequate Lighting</b> - Risk of trips, falls or eyestrain	Occasional
<b>Sunlight</b> - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
<b>Extreme Temperatures</b> - Environmental temperatures are less than 15C or more than 35C	Not applicable
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	Not applicable
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	Infrequent
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	Occasional
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	Occasional
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable