

POSITION DESCRIPTION

POSITION TITLE	RNSH Senior HIS Clerk
STAFFLINK POSITION NO.	523325; 523330
COST CENTRE	260129
CLASSIFICATION	Administrative Officer Level 3
AWARD	Health Employees' Administrative Staff (State) Award
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Records Processing Supervisor-Scanning & Auditor (for HIS Clerks scanning Inpatients and ED paperwork) Outpatient & Culling Manager (for HIS Clerks scanning Outpatients and Community Health paperwork)
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	<p>Under the supervision of the Records Processing Supervisor-Scanning/Auditor or Outpatient & Culling Manager, the RNSH Senior HIS Clerk performs the duties of a HIS Clerk as well as providing support, guidance and mentoring to a number of staff.</p> <p>The incumbent is responsible for performing and guiding others in undertaking a wide range of clerical duties, including conducting discharge analysis on each record, sorting, scanning and the assembly of medical records, pulling records for internal and external customers (outpatient clinics, research, admissions and Emergency), filing of loose sheets, processing patient information requests and coordinating records required for outstanding coding. The incumbent will exercise initiative in the application of established work practices and procedures. The RNSH Senior HIS Clerk performs work under the broad supervision, but possesses some independence in the undertaking of day to day activities.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Provide guidance to HIS clerks on the full range of HIS clerk duties and escalate issues to the Records Processing Supervisor- Scanning according to established protocols.
	Perform general HIS clerk duties. Prepare paperwork to be scanned into the electronic medical record (eMR) including sorting, preparing, scanning, quality control, validating and archiving.
	Locate and chase up medical records for scanning, for patient care (outpatient clinics, admissions, emergency, community), discharge analysis, loose sheets, clinical coding, or research and transfer and send where applicable, including ordering medical records from off-site storage facilities.
	Monitor daily scanning workflow along with Supervisors, prepare rosters and

	allocate work, collect timesheets, sort & distribute mail when applicable, submit individual statistics, participate in team and department meetings and team building activities, provide training to staff and conduct competency sign offs, conduct daily test batch, escalate scanning issues, assist supervisors/managers to address rogue forms, assist supervisors with timekeeping.	
	Attend to scanning enquiries and release of information requests and process according to Ministry of Health and NSLHD policies and procedures and legislative requirements relating to Privacy.	
	Assist Auditor with spot checks audit, provide feedback to staff, and destroy scanned records following relevant policies and procedures.	
	Participate in quality improvement activities and provide a high level customer service to patients, staff and others.	
	Perform all other delegated tasks appropriately and in line with grading and capabilities.	
KEY CHALLENGES (Maximum of 3)	Providing a timely service to clinicians to support patient care during the period of transition from paper to electronic records with both systems needing to run concurrently.	
	Ensuring records are available for clinics, admissions, research and clinical coding deadlines in an environment where there may be an excessive delay with records being returned to the department.	
	Maintaining scanning KPIs and addressing Document Imaging backlog if any with limited resources and assisting HIS Clerks to perform the full range of duties in a fast paced environment.	
KEY INTERNAL RELATIONSHIPS (Maximum of 3)	WHO	WHY
	HIS Clerks, Managers/Supervisors, Coding team across NSLHD	Team work, reporting and escalating issues
	Researchers, clinicians and other RNSH staff as required	For records access and document imaging enquiries
	CPDI Team	For document imaging issues i.e., Kofax, scanner settings

KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Government Records Repository and Grace Storage Facility	For records retrieval & storage
	Suppliers of goods and services to HIS	For stationary orders, scanner servicing enquiries
	Colleagues in other LHDs and members of the public	For release of information requests
SELECTION CRITERIA <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.	
	Sound knowledge of Health Information Services (HIS) administrative functions and the role of HIS within a Health Service	
	Demonstrated ability to work as a productive member of a team, including promoting and supporting teamwork, combined with the ability to work independently and unsupervised	
	Capacity to guide others in the successful completion of HIS administrative functions and to identify issues require escalation	
	Sound oral and written communication skills, combined with demonstrated literacy and numeracy skills and the ability to give attention to detail	
	Excellent customer service skills and clerical/administration experience	
	Developed computer skills including experience with Document Imaging, patient administrations systems and Microsoft Office suite	
	Well-developed organisational skills and proven ability to prioritise workload to meet strict deadlines. Demonstrated ability to be flexible or work under pressure.	

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

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