

POSITION DESCRIPTION

POSITION TITLE	Health Information Services Reliever Clerk
STAFFLINK POSITION NO.	539222
COST CENTRE	260129
CLASSIFICATION	Administrative Office Level 2
AWARD	Health Employee's 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
RESPONSIBLE FOR	Nil
PRIMARY PURPOSE OF THE ROLE	The Health Information Services (HIS) Reliever Clerk is responsible for a wide range of clerical duties and is a key position within HIS, with the primary purpose of this position to relieve annual and other leave as required and may have to work day and evening shifts as rostered, which includes weekends and public holidays. The duties performed include, but are not limited to performing discharge analysis on each record, sorting, scanning and assembly of inpatient records, pulling records for internal and external customers (including outpatient clinics, research, admissions and Emergency), filing of loose sheets, processing patient information requests and coordinating records required for outstanding coding.
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Primarily perform tasks to digitise paper health care records using scanning Software. 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 document imaging, 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
	Perform general HIS clerk or Front desk duties within the department as required, which includes but is not limited to relieving HIS clerks and Couriers by covering breaks and other forms of leave as required by the department
	Work morning, after hours or weekend shifts as rostered in Health Information Services
	Create new and temporary medical records and repair or replace damaged records when applicable. Allocate medical record numbers as required
	Answer telephones ringing in Health Information Services within 4 rings including phones not in local work area
	Attend to enquiries for and process release of information request for

	internal and external parties and other requests for information in alignment with Ministry of Health Guidelines and hospital policy relating to Information Privacy. These are to be allocated out where appropriate to other clerical staff.	
	Work independently as well as a team member of Health Information Services. Perform any other tasks requested by Health Information Managers and Records Processing Supervisors.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Ensuring records are available for clinics, admissions, research and clinical coding deadlines	
	Ensuring daily tasks are completed in the required timeframe meeting workload KPIs	
	Working after hours where there is limited supervision	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	HIS staff, Managers/Supervisors	For team work, reporting, escalating issues, rosters
	Liaise with HIS staff at other facilities within NSLHD and CCLHD	For document imaging and records retrieval queries
	Other RNSH staff	For document imaging and records retrieval queries
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Researchers and clinicians	For document imaging and records retrieval queries
	Police, Funeral directors, Solicitors, Insurance Companies and other government agencies	For medico-legal release of information enquiries
	Off-site records storage vendors	For records retrieval
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.	
	Excellent customer service skills and clerical/administration experience	
	Demonstrated literacy and numeracy skills	
	Sound oral and written communication skills with demonstrated attention to detail.	
	Ability to successfully work as part of a team, independently and unsupervised.	
	Demonstrate robust computer skills including but not limited to, experience with patient administration systems, Microsoft Office suite	
	Demonstrated ability to be flexible or work under pressure	
	Well-developed organisational skills and proven ability to prioritise workload to meet strict deadlines	

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	Constant
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	Constant
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	Occasional
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Occasional
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	Occasional
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	Frequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasional
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