

## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Outpatient Document Imaging and Culling Manager
<b>STAFFLINK POSITION NO.</b>	523327
<b>COST CENTRE</b>	260129
<b>CLASSIFICATION</b>	HSM 1
<b>AWARD</b>	Health Managers' (State) Award
<b>REGISTRATION/LICENCE REQUIREMENTS</b>	Nil
<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 12 FTE
<b>PRIMARY PURPOSE OF THE ROLE</b>	The Outpatient Document Imaging Manager is responsible for the day-to-day management of the outpatient document imaging team within Royal North Shore Hospital Health Information Services (HIS). The team's primary function is to digitise paper based medical records to enable viewing in the electronic medical record (eMR). The manager will ensure that the full range of administration activities with respect to medical records (including paper based, scanned and electronic records) are performed according to service standards and KPIs. The position will liaise effectively with outpatient and community health service managers to introduce document imaging to services that have not yet commenced records imaging and to ensure quality standards are met for documents provided to Health Information Services for digitising.
<b>KEY ACCOUNTABILITIES</b> <i>(Maximum of 8)</i>	Manage all aspects of the outpatient document imaging team's work, including allocation of duties and workload to staff on a day to day basis. Provide advice and assistance to staff with respect to management of paper and electronic medical records and supervise staff in sorting, preparing and scanning and quality reviewing medical record documents.
	Ensure workload is assessed and prioritised to enable the service to meet KPIs and quality standards.
	Oversee records management including records structure, storage, clinical forms management, clinical documentation and electronic data entry, including document imaging.
	Conduct audits relating to both paper medical records and digitised medical records to ensure compliance with standards and quality requirements.
	Review systems and processes and make recommendations to improve the service and implement changes across the team as required, as well as escalating any identified risks.
	Create and maintain documentation including reports, policies and

	procedures.	
	Provide effective leadership and direction to team members to ensure the service remains focused on front end health service delivery. This includes promoting and supporting a department culture of both effective team dynamics and a quality focussed approach to HIS operations; managing, coaching, mentoring and supporting staff through performance management, training, supervision and rostering to ensure quality of services and compliance with awards, Ministry of Health and NSLHD policies and procedures.	
	Participate effectively as a member of the Health Information Services management team, providing assistance and support to other managers as required.	
<b>KEY CHALLENGES</b> <i>(Maximum of 3)</i>	Ensuring KPIs and quality standards are achieved.	
	Liaising effectively with service managers.	
	Ongoing development of a sustainable and progressive workforce that is capable of meeting the needs of the organisation and community we service.	
<b>KEY INTERNAL RELATIONSHIPS</b> <i>(Maximum of 3)</i>	WHO	WHY
	HIS Managers and staff including at Royal North Shore Hospital, in HIS departments at other NSLHD facilities and in the District HIS management team.	To build and maintain professional relationships, manage teams effectively and achieve key accountabilities.
	Royal North Shore Hospital and NSLHD staff including clinicians, managers, administrative staff, ICT staff and executives.	To promote Health Information Services, contribute expertise to hospital wide initiatives, provide advice regarding records management and to ensure Health Information Service's needs are met in order to provide optimal service delivery.

<b>KEY EXTERNAL RELATIONSHIPS</b> <i>(Maximum of 3)</i>	WHO	WHY
	Private companies including but not limited to vendors providing services to Health Information Services.	To facilitate the provision of services to HIS.
	Patients, visitors and members of the public.	To assist with responding to and managing requests for copies of medical records and other forms of clinical information.
<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.	
	Excellent computer skills, ideally with high level experience using hospital Patient Administration Systems, including Cerner products.	
	Understanding of NSW Ministry of Health policies regarding patient confidentiality and work health safety, NSW State Records disposal and retention authorities and a working knowledge of health record processes.	
	Demonstrated attention to detail and experience in conducting auditing activities.	
	Excellent organisational skills with the ability to manage time appropriately, prioritise workload and achieve deadlines in a fast paced environment.	
	Demonstrated strong work ethic with the ability to motivate and work as part of a team, use initiative and solve problems independently.	
	Excellent verbal and written communication skills including the ability to document procedures, conduct meetings, take minutes and compose emails in a professional manner.	
	Demonstrated ability in effective supervisory, interpersonal, negotiation, and human resource management skills.	

## 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	Constant
<b>Standing</b> - remaining standing without moving about to perform tasks	Frequent
<b>Walking</b> - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Frequent
<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	Infrequent
<b>Trunk Twisting</b> - Turning from the waist while sitting or standing to perform tasks	Infrequent
<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	Infrequent
<b>Lifting / Carrying</b> - Light lifting & carrying: 0 - 9 kg	Constant
<b>Lifting / Carrying</b> - Moderate lifting & carrying: 10 - 15 kg	Infrequent
<b>Lifting / Carrying</b> - Heavy lifting & carrying: 16kg & above	Not applicable
<b>Reaching</b> - Arms fully extended forward or raised above shoulder	Infrequent
<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)	Infrequent
<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	Constant
<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	Choose an item.
<b>Hearing</b> - Use of hearing is an integral part of work performance e.g. Telephone enquiries	Choose an item.
<b>Smell</b> - Use of smell is an integral part of work performance e.g. Working with chemicals	Choose an item.
<b>Taste</b> - Use of taste is an integral part of work performance e.g. Food preparation	Choose an item.
<b>Touch</b> - Use of touch is an integral part of work performance	Choose an item.
<b>Psychosocial Demands</b>	<b>Frequency</b>
<b>Distressed People</b> - e.g. Emergency or grief situations	Choose an item.
<b>Aggressive &amp; Uncooperative People</b> - e.g. drug / alcohol, dementia, mental illness	Choose an item.
<b>Unpredictable People</b> – eg dementia, mental illness, head injuries	Choose an item.
<b>Restraining</b> - involvement in physical containment of patients / clients	Choose an item.
<b>Exposure to Distressing Situations</b> - e.g. Child abuse, viewing dead / mutilated bodies	Choose an item.
<b>Environmental Demands</b>	<b>Frequency</b>
<b>Dust</b> - Exposure to atmospheric dust	Constant
<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	Infrequent
<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	Infrequent
<b>Confined Spaces</b> - areas where only one egress (escape route) exists	Infrequent
<b>Slippery or Uneven Surfaces</b> - Greasy or wet floor surfaces, ramps, uneven ground	Frequent
<b>Inadequate Housekeeping</b> - Obstructions to walkways and work areas cause trips and falls	Infrequent
<b>Working At Heights</b> - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
<b>Biological Hazards</b> - e.g. exposure to body fluids, bacteria, infectious diseases	Choose an item.