

POSITION DESCRIPTION

Record Processing Supervisor for Afterhours Staff

POSITION TITLE	Record Processing Supervisor for Afterhours Staff
STAFFLINK POSITION NO.	505569
COST CENTRE	260129: J1 RNS Health Information Services GEN
CLASSIFICATION	Administrative Officer Level 4
AWARD	Administrative Officer Level 4
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Deputy Manager, HIS
RESPONSIBLE FOR	8.26 FTE
PRIMARY PURPOSE OF THE ROLE	The Records Processing After Hours Supervisor is responsible for the day-to-day supervision of a team of Health Information Services staff who undertake medical records administration for paper-based, scanned and electronic records. From within Health Information Services at Royal North Shore Hospital, this position supports medical records administration by undertaking a range of duties such as staff supervision, roster management, recruitment, training and assessment, procedure development, quality improvement and auditing, reporting writing and liaising with other staff at the hospital. The position operates within general business hours of the Health Information Service but will require working after hours from time to time to support and relieve after hour shifts both on the weekend and during the weekdays.
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Supervise and perform the duties of Health Information Services HIS Clerks as listed in their position descriptions when required. Support HIS After Hours and Reliever Clerks in sorting, preparation, scanning and quality control of clinical documentation using specialised scanning software in conjunction with the Inpatient Record Processing Supervisor. Perform end to end document imaging processing duties as required.
	Guide staff in reviewing scanned documentation to ensure compliance with quality and validation requirements of the document imaging process in conjunction with the Inpatient Document Imaging Supervisor and be able to perform those duties if required. Ensure the smooth transition of work operations between the day and after hours teams by open and clear communication with both the staff and supervisors involved.
	Conduct document imaging auditing of the work of After Hours and Reliever staff and feedback the findings to both these staff and line management. Monitor quality of work performed by After Hours and Reliever HIS staff and take appropriate steps to ensure errors are rectified. Rectify any procedural problems and address any performance issues in consultation with the

	Deputy Manager, HIS. Perform quality checks on the data entered on eMR.
	Coordinate or conduct timekeeping, mandatory and other training, rostering, performance reviews, leave management and attendance audits for After Hours, Relievers and other HIS staff as required. Publish department rosters in consultation with the Deputy Manager, HIS
	Assist in the recruitment and training of staff. Process staff pays using the payroll processing software, for approval by the Deputy Manager, HIS. Process invoices by the due date for the department in conjunction with HIS managers. Manage stationery orders for the Department to ensure sufficient but not excess stock and efficient budget expenditure. Conduct department orientation which includes orientation to the campus and department and covers WHS requirements, policies and procedure sign off and introduction to interfacing services. Organise staffing paperwork which includes employee forms, network access and security badges and create a staff file for these to be filed into.
	Review all procedures for document imaging and other relevant HIS functions on an ongoing basis, in consultation with Manager or Deputy Manager, HIS. Test and refine procedure updates with HIS staff and management. Complete quality assurance reviews of HIS processes which include both document imaging and paper based records. Create, evaluate and review benchmarks for document imaging statistics on an ongoing basis and feedback work performance relating to these benchmarks to After Hours and Reliever HIS Clerks. Report on the After Hours and Reliever team in management and supervisor meetings.
	Participate in and contribute to HIS Quality Improvement programs to assist the department in meeting Australian Council for Healthcare Standards (ACHS) requirements for EQulP accreditation. Undertake Work Health Safety responsibilities including ensuring the completion of monthly Hazard Inspections, completion of mandatory training for all HIS staff and compliance with Hazard Management guidelines. Ensure that Hazard Management folders are kept updated and that Risk Assessments are completed. Manage any identifiable risks in consultation with Managers and Supervisors. Understand and enforce the Workplace Health and Safety (WHS) policies and ensure staff members are familiar with their content. Establish safe work practices as required to minimise hazards within the Supervisor's control and train staff in existing safe work practices. Support the accreditation process by ensuring that all WHS documentation is up to date and in compliance with Ministry of Health and NSLHD WHS Policies.
	Relieve in other HIS Supervisor or Manager positions as required. Design, implement and conduct auditing activities including the completion of month key performance indicators for the records processing section. Conduct and maintain minutes of regular meetings with HIS staff and participate in all required departmental and District wide meetings. Collect workload statistics from relevant staff and report them to the Deputy Manager, HIS. Ensure staff members retrieve required records promptly from offsite storage facilities in line with policies and procedures. File medical records from the sorter and maintain tidiness of allocated filing shelves in main file.
KEY CHALLENGES (Maximum of 3)	Supervising staff in an afterhours setting, without face to face contact.
	Ensuring timely completion and strict compliance with the requirements of the document imaging process and relevant RNSH and NSLHD policies and procedures.
	Maintaining a high level of quality and attention to detail. Working with finite

	resources.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Afterhours HIS Clerks and Relievers	Supervising them and their work
	HIS staff and Medico-legal Clerks	Working alongside these staff on a daily in all aspects of HIS operations
	HIS Managers and Supervisors	Reporting to the Management team and escalate issues, relieving supervisors, rostering, resource management for work allocation
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Suppliers of goods and services to HIS	Placing orders, processing invoices,
	Members of the public	For release of information
	Government departments such as NSW Police and external requestors of information such as medical centres	For release of information
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 computer/IT skills, including demonstrated high level experience using hospital Patient Administration Systems or electronic Medical Records (eMR)	
	Understanding of patient confidentiality, government disposal and retention authorities, workplace health and safety and 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 work under pressure	
	Demonstrated enthusiastic work ethic and the ability to motivate and work as part of a team	
	Excellent verbal and written communication skills including the ability to document procedures, conduct meetings, take minutes and compose emails in a professional manner	
	Ability to show initiative and ability to solve problems independently. Demonstrated ability in effective supervisory, interpersonal, negotiation, and human resource management skills	

JOB DEMANDS CHECKLIST	
<p>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.</p> <p>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.</p> <p> 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 </p>	
Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Frequent
Standing - remaining standing without moving about to perform tasks	Frequent
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	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Infrequent
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)	Occasional
Hand & Arm Movements - Repetitive movements of hands and arms	Occasional
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Frequent
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Infrequent
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	Constant
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	Infrequent
Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness	Infrequent
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	Occasional
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	Infrequent
Inadequate Lighting - Risk of trips, falls or eyestrain	Occasional
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	Occasional
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Occasional
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