

POSITION DESCRIPTION

Health Information Services Clerk



Working at Northeast Health Wangaratta

At Northeast Health Wangaratta (NHW), we value our employees. We offer leadership, vision and an environment with a strong sense of teamwork, integrity, accountability, and respect. We are committed to providing staff with continuing education, research and professional development opportunities. This ensures that our people are part of a skilled and knowledgeable workforce, delivering exceptional high quality safe patient care. When you choose to work at NHW, you are committing to aligning everything you do with our values – **Fairness, Excellence, Respect, Kindness, Integrity and Courage.**

Position Details:

Position Title:	Health Information Services Clerk
Enterprise Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest Enterprise Agreement 2016-2020, as varied
Position Classification:	HS1A
Who does this position report to:	Chief Health Information Manager
Does this position manage or supervise others:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Workplace Location:	Green Street Campus
Primary purpose of the position:	<p>Under the provision of Health Information Services(HIS) of Northeast Health Wangaratta, the primary responsibility of a Clerk in Health Information is as follows:</p> <ul style="list-style-type: none"> ▪ Works efficiently and accurately to set policies and procedures of the HIS Department and its health record governance. ▪ To participate in a dynamic health information service team that employs best customer service practices to both internal and external customers. ▪ Ensures accurate patient record completion and ensures the availability of the record at all times to the clinical and non-clinical requests. ▪ Actively participates in protecting patient privacy by following the NHW policies and procedures. ▪ Is open to adapt and embrace change management with the need to reform and react to information demands and moves to electronic/digitized processes. ▪ Is the interface for HIS sharing health records and information as per guidelines: <ul style="list-style-type: none"> ○ ED and wards ○ NHW Community and Specialist Outpatient Services ○ Executive and clinical areas such as Quality and Research. ○ General community of Northeast Victoria including Visiting Specialists, GP Community, Funeral Services, and general public members
Position Description reviewed:	January 2022

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Key Accountabilities:

1. To safeguard the privacy and confidentiality of all health information and conform to the hospitals and department's policies and procedures regarding handling information and releasing information and health records to approved recipients
2. To answer incoming phone calls and perform reception duties in a manner conducive to excellence in customer service
3. To assist with data monitoring across all electronic systems to ensure data accuracy
4. To compile medical records efficiently, accurately and within agreed time frames to enable the Health Information Managers to achieve the hospital's coding targets
5. To attain excellence in the use of the Vital Tracking Module, enabling all medical records to be immediately accessible when needed
6. To maintain the Unit Record system in reference to filing processes, storage and record destruction
7. To receive and process incoming mail in the department such that all incoming mail is sorted, date stamped and filed in an efficient, accurate and timely manner according to the agreed procedure
8. To liaise with funeral directors and coordinate the completion of death and cremation certificates in a timely manner that achieves excellence in customer service for the deceased, their family and funeral director
9. To assist the Health Information Managers where and when required
10. To actively assist in the development and ongoing process of Quality Assurance activities within the Health Information Service and to participate with other departments in this process as necessary
11. To follow the department's quality plan as delegated to each clerical position and conduct audits and tasks (monitors) allocated in an efficient and timely manner
12. To participate and contribute in regular department meetings in a positive manner
13. To assist with the education program of Health Information Management students from La Trobe University
14. The ability to complete selected Emergency Department tasks when called upon
15. Participate in the development of a safe and healthy workplace
16. Other tasks as directed

Key Relationships:

Internal	External
1. Health Information Managers	1. External Customers
2. All NHW Workforce	2. Hume Region Health Services

Essential Key Selection Criteria:

1. A strong customer service approach, with excellent standards in communication and telephone techniques
2. Able to grasp ideas, concepts and systems related to the information technology environment
3. Demonstrated ability to work independently and as part of a team working towards a common objective
4. Demonstrated organisational ability including the ability to prioritise and work to deadlines
5. Proven ability to maintain a high level of confidentiality

Desirable Key Selection Criteria:

6. Experience in reading medical terminology
7. Knowledge of terminal digit filing systems
8. Detailed knowledge of Vital software

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In addition to the above, all staff must have an remain current for continued employment, the following:

1. Covid-19 Vaccination
2. Current Class C Driver's Licence
3. A current National Police Check (renewed every 3 years)
4. A current Employer Working with Children Check (renewed every 5 years)

Immunisation:

It is a condition of appointment that all employees comply with our immunisation requirements during employment. This position is classified as Category C. Covid-19 Vaccination and yearly Flu Vaccination are required.

Diversity:

We encourage you to bring your 'whole self to work'. NHW is a safe and inclusive workplace. We value the visible and invisible qualities that make you who you are. We expect our workforce to align with our diversity expectations and programs. Working at NHW means you are on board with our journey, you will show respect, understanding and kindness to other regardless of ethnicity, sexuality, identity or any other protected attribute. We particularly acknowledge the traditional custodians of our land and pay our respects to elders past, present and emerging.

Mandatory Training:

It is a condition of appointment that all employees complete Mandatory Training and Clinical Competencies as required upon commencement, annually and in accordance with timelines specified in relevant health service policies and procedures.

Performance & Accountability:

A review of performance shall be undertaken within six months following commencement and annually thereafter. There is an expectation that staff will assume responsibility for completion of any learning requirements advised by the organisation.

Quality and Risk Management:

In order to help ensure continued employee, patient safety and quality of care:

- Understanding individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines at NHW
- Comply with requirements of the National Safety and Quality Health Service Standards, Aged Care Quality Standards and other relevant standards, regulations and legislative requirements.
- Contribute to organisational quality and safety initiatives and participate in the development and review of policies and procedures as appropriate
- Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public
- Maintain a safe working environment at all times
- Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to consumers and our workforce

Staff are required to abide by the Code of Conduct for NHW.

Occupational Health & Safety and Wellbeing:

The safety, health and wellbeing of employees is a priority for NHW and I recognise the importance of an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals. I commit to:

- Comply with instructions given for their own safety and health and that of others, in adhering to safe work procedures
- Take reasonable care to ensure their own safety and health and that of others, and to abide by their duty of care provided for in the legislation

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- Reporting through the incident management system any near misses or incidents as they occur
- Not place others at risk by any act or omission
- Not wilfully or recklessly interfere with safety equipment
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Promoting our values and vision

An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making.

Policies & Procedures:

Whilst the policies and procedures do not form part of your employment contract it is expected that you will comply with NHW's policies, procedures and reasonable instructions at all times during the course of your employment.

Confidentiality:

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of NHW. Staff must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities staff must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action and may include termination of employment.

Declaration:

As the incumbent of this position, I acknowledge that I have read this Position Description, understand its contents and agree to work in accordance with the contents therein. I understand that other duties may be directed from time to time.

I understand and accept that I must comply with the policies and procedures applicable to NHW. I also agree to strictly observe the NHW Code of Conduct and policy on confidentiality of commercial and patient information or such sensitive information that I may come across in the course of my employment.

Name:

Signature:

Date:

POSITION DESCRIPTION – Jobs Demands Checklist

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The purpose of this section is to describe the physical and psychological risk factors associated with the job. Applicants must review this form to ensure they can comply with these requirements and successful applicants will be required to sign an acknowledgment of their ability to perform the job demands of the position.

Position:	Health Information Services Clerk
Department / Unit:	Health Information Services
Workplace Location:	Green Street Campus

Frequency Definitions:

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

Demands	Description	Frequency					
		I	O	F	C	R	N
Physical Demands:							
Sitting	Remaining in a seated position to perform tasks					X	
Standing	Remaining standing without moving about to perform tasks		X				
Walking	Floor type: even / uneven / slippery, indoors / outdoors, slopes		X				
Running	Floor type: even / uneven / slippery, indoors / outdoors, slopes						X
Bend / Lean Forward from Waist	Forward bending from the waist to perform tasks		X				
Trunk Twisting	Turning from the waist while sitting or standing to perform tasks		X				
Kneeling	Remaining in a kneeling posture to perform tasks	X					
Squatting / Crouching	Adopting a squatting or crouching posture to perform tasks	X					
Leg / Foot Movement	Use of leg and / or foot to operate machinery						X
Climbing (stairs / ladders)	Ascend / descend stairs, ladders and steps	X					
Lifting / Carrying	Light lifting and carrying (0 - 9 kg)		X				
	Moderate lifting and carrying (10 – 15 kg)	X					
	Heavy lifting and carrying (16 kg and above)						X
Reaching	Arms fully extended forward or raised above shoulder		X				
Pushing / Pulling / Restraining	Using force to hold / restrain or move objects toward or away from the body		X				
Head / Neck Postures	Holding head in a position other than neutral (facing forward)	X					
Hand & Arm Movements	Repetitive movements of hands and arms		X				
Grasping / Fine Manipulation	Gripping, holding, clasping with fingers or hands	X					
Work At Heights	Using ladders, footstools, scaffolding, or other objects to perform work	X					

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Driving	Operating any motor powered vehicle	X						
Sensory Demands:								
Sight	Use of sight is an integral part of work performance, eg: Viewing of X-Rays, computer screens, etc						X	
Hearing	Use of hearing is an integral part of work performance, eg: Telephone enquiries				X			
Smell	Use of smell is an integral part of work performance, eg: Working with chemicals							X
Taste	Use of taste is an integral part of work performance, eg: Food preparation							X
Touch	Use of touch is an integral part of work performance							X
Psychosocial Demands:								
Distressed People	Eg: Emergency or grief situations.	X						
Aggressive & Uncooperative People	Eg: Drug / alcohol, dementia, mental illness.	X						
Unpredictable People	Eg: Dementia, mental illness, head injuries.	X						
Environmental Demands:								
Dust	Exposure to atmospheric dust.	X						
Gases	Working with explosive or flammable gases requiring precautionary measures.							X
Fumes	Exposure to noxious or toxic fumes.							X
Liquids	Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE.							X
Hazardous Substances	Eg: Dry chemicals, glues.							X
Noise	Environmental / background noise necessitates people raise their voice to be heard.		X					
Inadequate Lighting	Risk of trips, falls or eyestrain.	X						
Sunlight	Risk or sunburn exists from spending more than 10 minutes per day in sunlight.	X						
Slippery or Uneven Surfaces	Greasy or wet floor surfaces, ramps, uneven ground.	X						
Inadequate Housekeeping	Obstructions to walkways and work areas cause trips and falls.	X						
Biological Hazards	Eg: Exposure to body fluids, bacteria, infectious diseases.							X
The area below is for any special comments or notes on significant physical or other demands required to perform this job:								
Nil								