

POSITION DESCRIPTION

Position Title	Health Information Clerk		
Division	Nursing	Unit	Health Information
Campus	Leongatha		
Classification	JA1		
Award	Victorian Public Health Sector (Health Professionals, Health and Allied Services, Managers & Administrative Officers) Enterprise Agreement		
Reports To	Manager Health Information		
Position Approved By	Director of Nursing		

Position Outline:

The Health Information Clerk is responsible for providing administrative support to ensure an efficient, effective and highly confidential health record service is provided to clients/patients of GSHS. This is to be achieved through clerical, computer and reception duties to support Health information storage and retrieval services at GSHS. This position amongst others is responsible for promoting GSHS as a quality regional health service provider.

This objective is achieved by adhering to the following core principles;

- Maintaining professional standards at all times
- Respecting the privacy and confidentiality of clients and their carers
- Providing effective cooperation with all departments of GSHS
- Ensuring duties are carried out in accordance with GSHS policies and procedures
- Ensuring practice is conducted in a way that supports the Occupational Health and Safety principles of GSHS

Working with a diverse range of people, you are required to uphold GSHS values and ensure our patients and families are treated with respect and professional care.

Divisional Context:

The Nursing Division at GSHS is a dynamic team of nurses, personal care attendants, hotel and domestic workers, administrative staff, managers and a variety of key medical practitioners who provide a broad range of acute and nursing-based services to the South Gippsland Shire, including:

- Inpatient care
- Specialist Nursing Services
- Theatre
- Infection Control
- Residential Aged Care
- Clinical Support Services
- Hospitality Services
- Staff Education and Development

Health Service Context:

GSHS is a major provider of healthcare in the South Gippsland Shire. GSHS offers a broad range of services that meet the needs of a diverse and sparsely populated area with many small rural communities. With two main acute facilities based at Leongatha and Korumburra, GSHS offers a broad range of specialist, general, acute, subacute, ambulatory, residential aged care and community services.

Although GSHS is made up of a number of sites, they all operate as part of the one organisation and therefore the service profile is informed by the geographical nature of the diverse communities as well as the strategic imperatives of the Department of Health & Human Services.

Vision, Mission and Values:

The Values are detailed in GSHS' Employee Charter and form part of your terms and conditions of Employment as does the Code of Conduct for Victorian Public Sector Employees. GSHS expects all employees to behave in accordance with these requirements at all times whilst employed by the organisation.

Vision
<i>Excellence in Healthcare</i>

Mission
<i>Building a Healthier Community Together</i>

Gippsland Southern Health Service - Values and Behaviours		
Value	Above the Line Behaviour	Below the Line Behaviour
Excellence	<ul style="list-style-type: none"> Continuous Improvement Evidence Based Practise Consistency of Practice Innovative Practice High Standards 	<ul style="list-style-type: none"> Unwilling to Improve Lack of Innovation Non-Adherence Inconsistency Acceptance
Individuality	<ul style="list-style-type: none"> Be Tolerant Acknowledge Rights Personalise Support Individuals Practice Self Care 	<ul style="list-style-type: none"> Lack of Respect Discriminating Being Inconsiderate Being Judgemental Being Dismissive
Collaboration	<ul style="list-style-type: none"> Value Teamwork Involve Others Actively Listen Ask and Offer Solutions Support Decisions and Change 	<ul style="list-style-type: none"> Poor Communication Criticising Others Being Negative Not Open Withholding Information
Accountability	<ul style="list-style-type: none"> Take Responsibility Set Clear Expectations Manage Performance Results Focused Ethically Bound 	<ul style="list-style-type: none"> Blaming Others Unethical Behaviour Underperforming Unreliable Shirking Responsibility
Respect	<ul style="list-style-type: none"> Respect People Respect Privacy Respect Property Respect Views Be courteous 	<ul style="list-style-type: none"> Being Rude Being Negative Being Disrespectful Being unhelpful Disrespecting Property
Empowerment	<ul style="list-style-type: none"> Take Initiative Actively Participate Ask Questions Clarify Expectations Empower Others 	<ul style="list-style-type: none"> Authoritarian Discrimination Blaming Others Not Sharing Stifling Development

Key Responsibilities

- Maintaining confidentiality at all times, whilst respecting the values, culture, wishes and vulnerability of clients by complying with GSHS Privacy Policies in relation to the obtaining, accessing, security, use and disclosure of private and health information
- Checking the UR selection, data entry and compilation of Urgent care presentations
- Assist with storing and retaining medical records in accordance with the Victorian retention and destruction guidelines
- Accurate data entry into HealthSmart iPM software
- Attending to telephone calls and information requests in a timely, professional and courteous manner
- Allocation of patient MRN numbers
- Creating new medical records as required\
- Retrieving medical records for wards/units/clinics as required
- Track movements of medical records that leave from the department and ensure electronic tracking on patient management system is maintained
- Collecting, collating and filing relevant patient record documents
- Filing medical records accurately using the terminal digit filing process
- Retrieving medical records from archives building as required
- Assist with the sentencing and storing of medical records in accordance with the Public Records Office of Victoria (PROV) guidelines
- Assist with routine correspondence as required, including sorting and distributing mail
- Undertaking additional clerical duties including faxing and photocopying as required
- Attention to detail
- Work collaboratively with all members of the multidisciplinary team to facilitate integrated person-centred care leading to timely and effective client discharge.

Key Selection Criteria:

Mandatory

- Understanding of and commitment to maintaining patient confidentiality
- Satisfactory National Criminal History Check upon commencement of employment
- Well-developed interpersonal, communication, negotiation and time management skills
- Ability to work effectively within a team environment

Desirable

- Experience working with medical records
- Experience with scanning documents
- Knowledge of Medical terminology
- Experience in terminal digital filing
- Experience working with in-house software program Health smart iPM
- Health Industry experience
- Current Drivers Licence

OH&S

Each employee has the right to a safe working environment and they should advise their supervisor of any risk or condition likely to result in accident or injury. Each employee has the responsibility to take reasonable care of their own health and safety, to comply with GSHS OH&S policies and procedures and to participate in appropriate safety education and evaluation activities.

Policies & Procedures

It is everybody's responsibility to access and have knowledge of the relevant policies and procedures that relate to their employment. All GSHS policies and procedures can be accessed on the intranet site.

Person Centred Care

Person Centred Care (PCC) is a philosophical approach to how we provide care to patients and interact with other customers, including colleagues. PCC is based on the principles of respect, value of the individual, and the need to deliver service in an environment that supports peoples’ physical, emotional, social and psychological needs. PCC is underpinned by a culture of collaboration and partnership and all staff are required to adhere to these principles.

Values & Conduct

Staff are required to comply with GSHS Employee Charter. The way we behave in the workplace and the manner in which we undertake our job is as important as how we perform the tasks for our role. We expect that all staff will embrace GSHS’ Employee Charter and demonstrate these in their daily work.

GSHS operates under the Code of Conduct for Public Sector Employees. This Code of Conduct, together with any professional Code of Conduct relevant to the role being performed, form part of each employee’s conditions of employment and it is expected that all staff will familiarise themselves and comply with this Code of Conduct and those relevant to the role they perform at GSHS.

Risk Management

GSHS supports an organisational philosophy that ensures risk management is an integral part of corporate objectives, plans and management systems. Staff are to be accountable for risk management through organisational, team and individual performance objectives that are within their span of control.

- Contribute to effective risk management within their area of influence
- Adhere to organisational risk management policy and procedures
- Assist in fostering a risk-aware culture and ensure that any staff members in their supervision understand their responsibilities
- Identify new and emerging risk
- Contribute feedback to risk management review processes

Professional Development & Performance Management

Ensures best practice at all times by ensuring that professional skills are regularly updated and mandatory competencies are maintained in accordance with GSHS Policy.

It is a condition of employment that staff participate in the performance review program in accordance with the parameters set out in GSHS policy and procedures.

Quality Improvement

Each staff member has a responsibility to participate and commit to ongoing quality improvement activities.

Privacy & Confidentiality

All GSHS Employees are required to comply with the provisions of the Privacy & Confidentiality Policy and any legislative requirements detailed in the Federal Privacy Act, 1988, the Health Records Act 2001, Section 141 of the Health Services Act Victoria, 1988 and the Freedom of Information (Amendment) Act, Victoria 1999.

Additional Requirements:

To ensure a healthy and safe environment for everyone, smoking is not permitted on GSHS grounds, buildings or vehicles.

All staff are required to provide a current National Police Records Check prior to commencement. A Working with Children Check may also be required for particular positions.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at GSHS’ discretion and activities may be added, removed or amended at any time.

Sign-off to verify agreement with this Position Description:

Incumbent		Date	
Manager		Date	