

Position Description			
Name		Date	
Position Title	Health Information Manager		
Department	Population Health, Planning and Performance		
EBA / Award	Victorian Stand Alone Community Health Services (Health and Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement 2018-2022		
Classification	Level – HS 4 to 6 depending on experience and qualifications Full time 76 hours per fortnight Ongoing Position Initial 6-month probationary review and then annual performance appraisal.		
Primary Site	Wangaratta / Wodonga negotiable, with travel to other sites required		
Reporting to	Executive Director Population Health, Planning and Performance		
Direct Reports	Information Coordinator 0.9 FTE Client Records Officer 0.9 FTE Information Systems and Support Officer 0.6		
Budgetary Responsibilities	0810 Program Code (Information Management)		
Liaises with Internally	GH staff, including Business Services, Quality, Risk/Compliance and People Working Well roles <ul style="list-style-type: none"> • Program Managers across all Gateway Health services • Information, Communication and Technology Team • Senior Management Team 		
Liaises with Externally	This position may be expected to liaise with, though not limited to the following; <ul style="list-style-type: none"> • Victorian Departments of Health and Fairness, Families and Housing • Other Community Health and service organisations. • Health services • Other Not for Profit Organisations. • Software vendors • Primary Health Networks • Universities and other tertiary institutions • Australian Digital Health Agency 		
Program Information	Health Information Team is a key part of Gateway Health's Business Service support capability. This program provides: <ul style="list-style-type: none"> • Coordination of performance reporting to meet funding body and internal governance requirements • Oversight of health information and document/health records management, ensuring compliance with relevant legislation, including privacy and information sharing requirements. • Support in data quality, collection, analysis and presentation to inform planning, outcome measurement, organisational and program effectiveness and identify areas for improvement. • Oversight, training and monitoring of Client Information Systems implementation. 		

<p>Purpose of the role</p>	<p>The Health Information Manager will demonstrate skills and knowledge to enable Gateway Health to meet the complex nature of delivering and managing health services in an increasingly data-driven and digital environment.</p> <p>Working with a dynamic team, this role has responsibility for management of effective systems and processes which optimise the collection, collation, quality, security and use of client health information.</p> <p>The Health Information Manager will plan, develop, implement and manage effective health information services, such as patient/client information systems, and clinical and patient related administrative data, to meet the medical, legal, ethical and administrative requirements of health care delivery.</p>
<p>About Gateway Health</p>	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People Living Well</p> <p>Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing</p> <p>Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.</p> <p>We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE</p> <p>Our Principles:</p> <p><i>We advocate for fair and equitable access to health care and wellbeing services for all.</i></p> <p><i>We respect the strength of individuals and the community, and their capacity to recover from adversity.</i></p> <p><i>We recognise the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.</i></p> <p><i>We actively listen and work alongside the community and each other to design and deliver better solutions.</i></p> <p><i>We believe a learning culture is critical to enhancing the wellbeing of staff, clients and the community.</i></p> <p><i>We contribute to creation of a connected and integrated health and community care system to achieve the best outcomes for our clients and community.</i></p> <p>Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p>

	<p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions: This position description will be reviewed annually, during annual appraisals, when the position becomes vacant, or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop collaborative working relationships • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Improvement approach • Work within legislative and compliance framework.
<p>Key Responsibilities and Accountabilities</p>	
<p style="text-align: center;">Role Specific</p>	
<ul style="list-style-type: none"> • Lead and manage the Health Information Team, ensuring best practice in client health information management principles and standards. • As a member of the Senior Management Team, contribute to overall business planning, implementation and monitoring of performance against the organisation's strategic plan and service plan. • Provide expert advice to the Chief Executive Officer and Executive team on strategic and operational client information management requirements. • Develop, monitor and review all relevant policies and procedures within timelines. • Ensure effective control of inherent and residual risk in the areas of your responsibility. <p>Information management</p> <ul style="list-style-type: none"> • Lead the design and development of an integrated Client Information Management Framework including systems and processes for: <ul style="list-style-type: none"> ○ Secure client information transfer and multi-agency information sharing schemes; ○ Management of client health records, related forms and documents in line with statutory and regulatory requirements; including effective procedures for filing, storage, retrieval, and disposal and destruction of client information. ○ Electronic health record development, including My Health Record; ○ Introduction of a Patient Master Index/Client Administration System that provides a single unique identifier for each client that remains constant no matter which service or services they receive from Gateway Health and no matter which data collection system is used by that service or services. • Contribute to the design and development of Gateway Health's outcomes reporting framework; generate and analyse indicator and trend reports on service use and client demographic profiles in keeping with this framework. • Lead implementation of Gateway Health's Privacy Plan, undertaking the role of the Privacy Officer for the organisation. • Maintain effective processes to manage and monitor client information requests, Freedom of Information requests and subpoenas in accordance with Freedom of Information and Privacy legislation. • Working with Senior Management and IT Teams, develop business rules for effective client information transfer within Gateway Health and between Gateway Health and external agencies. • Oversee maintenance of client information management systems and data bases, liaising with internal IT team, services and vendors to co-ordinate software up-grades, and manage contracts with client data base vendors. 	

Monitoring and Reporting

- Maintain and evaluate procedures and controls for all aspects of client health information management to:
 - ensure timely and comprehensive data entry and reporting.
 - meet industry standards and legislative requirements
 - satisfy data integrity and contractual/organisational report completion timeframes
 - oversee organisational protection of confidentiality and privacy of patient/client related information
 - record, analyse, present and distribute statistical information to inform clinical governance planning, monitoring and decision making.
- Oversee coordination of timely submission of all monthly, quarterly and annual reports on client services as required by State and Commonwealth funding bodies.
- Working with Senior Managers, assist in designing a robust platform of measures and outcomes for Models of Care.
- Provide data and data analysis to inform the planning, design and co-ordination of services and programs, advocacy campaigns, and preparation of grant and tender submissions.
- Develop, implement and monitor a suite of client health information and service utilization metrics for regular reporting and visibility including data integrity and privacy.
- Ensure that effective systems are in place for orientation and training for staff in use of data collection and reporting systems.

Data Quality

- Working with Senior Managers, assist in designing activities to improve the quality of client data recording and collection.
- Oversee design and development, analysis and use of Gateway Health's Client Records Audit program, including analysis and presentation of information to ensure improvements in clinical data recording, collection and use for organisational decision making.
- Build and improve capacity across the organisation in collecting, analysing, reporting and presenting data and information.
- Coordinate a continuous education program for staff, including orientation for new staff on quality client record keeping, data collection and privacy requirements.
- Design, coordinate and evaluate a program of routine documentation and quality audits, to support the organisation's quality improvement framework and accreditation requirements.
- Timely and accurate maintenance of financial and statistical data and any other information per organisational policy.
- Participation in and facilitation of regular performance reviews and appraisals.
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelianSys, clinical software and financial software.
- Active participation in Professional Development.
- Completion of annual mandatory training
- Any other duties as directed by your manager that are considered a reasonable requirement of the role, including redeployment to assist in emergency management as relevant.

Risk and Financial Management

- Follow all Gateway Health financial procedures
- Invoices raised and processed within funding / program deadlines
- Management of team financial and budget responsibilities.
- Model behaviours and attitudes which support a positive risk culture in your team / program and the organisation.

People

- Develop and maintain professional relationships with internal and external stakeholders.
- Contribute to productive and positive team meetings.
- Positively contribute to the culture and spirit of the Health Information Team, work environment and to Gateway Health.
- Your behaviour is congruent with organisational values, behaviours and goals
- Contribute to the development of procedures and systems within this program

- Positively embrace and adopt change as it occurs.
- Willingness to engage in a flexible work model that may require out of hours work and travel.
- Ensure regular and open communication to keep all team members updated and included in key messaging from senior management and other relevant organisational meetings.

Technical Skills / Industry Knowledge

- Analyse and present data in a variety of formats for specific audiences and purposes.
- Implement quality activities that lead to ongoing improvement and consistency in client data recording.
- Bring together information and data from a variety of sources to inform and contribute to organisational monitoring and evaluation.
- Evaluate the importance of data, information and knowledge management in digital health and the implications for effective governance in health service delivery in a community health setting.
- Contribute to organisational understanding of societal, cultural, economic and technological factors that impact client and/or community engagement in safe, effective and efficient digital health service delivery and business models.

Organisational Responsibilities

- As outlined in the Code of Conduct, ensure all interactions are undertaken in accordance with the behaviours set.
- Maintain privacy and confidentiality at all times.
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Actively contribute to organisational quality improvement activities to ensure we are always looking to do better.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in Gateway Health Line Management Meetings.
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- Continually develop both personally and professional to meet the changing needs of your position, career and organisation.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Key Selection Criteria

Applicants MUST address the Selection Criteria below when completing an employment application

Essential

1. Ability to behave in accordance to the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate*.
2. Tertiary qualifications in Health Information, Health Informatics, Health Administration or relevant equivalent studies and experience.
3. Demonstrated knowledge and understanding of State and Commonwealth statutory requirements for health records and health information management, Freedom of Information and Privacy legislation, and how they apply in a community health setting.
4. Demonstrated high level skills and experience in data collection, analysis, reporting and presentation – enabling use of data for service planning and quality improvement.
5. Strong organisational skills, with the ability to prioritise demands, escalate where required, and deliver on multiple deadlines and juggle competing priorities.
6. Well-developed communication skills with the capability to prepare engaging reports and correspondence with clear information, in a manner appropriate to the purpose and audience.
7. Experience leading a team and developing people from diverse backgrounds to achieve outcomes, solve problems, implement change and continually improve services.
8. Demonstrated high level ability in IT systems including Microsoft Office and a diverse range of digital communication platforms, administration of electronic corporate document management and client management systems.
9. Able to think outside the box to engage with people and stakeholders to implement and manage change and improvements across a diverse and rapidly changing organisation.

Mandatory Requirements

10. Current Australian Drivers Licence or accepted International Drivers licence
11. Confirmation of your right to work in Australia, Satisfactory National and/or International Police and Victorian Working with Children Checks must be provided prior to commencement.
12. Evidence of up to date COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable

Knowledge and experience in using Results Based Accountability principles and processes, developing and monitoring outcomes for programs, services and projects.

Experience working within Not-for-Profit or Healthcare sectors would be highly regarded



I acknowledge:

- That I will recognise and celebrate diversity, and will do my best to meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- I will comply with my contract, all policies and procedures and follow directions given.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee
Signature:

Date:
