

Position Description

Health Information Services (HIS)

Beaches



Health
Northern Sydney
Local Health District

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| POSITION TITLE | Digitisation Officer |
| STAFFLINK POSITION NO. | 708695 |
| COST CENTRE | 260125 |
| CLASSIFICATION | Administrative Officer Level 3 |
| AWARD | Health Employees' Administrative Staff (State) Award |
| REGISTRATION/LICENCE REQUIREMENTS | Not Applicable |
| VACCINATION CATEGORY | Category B |
| PRE-EMPLOYMENT SCREENING CHECKS | National Criminal Record Check |
| RESPONSIBLE TO | Operations Manager, Beaches HIS |
| RESPONSIBLE FOR | Nil |
| PRIMARY PURPOSE OF THE ROLE | <p>The Digitisation Officer is responsible for a wide range of administrative duties within Health Information Services (HIS) such as performing document imaging tasks, including PDF upload and secure org scanning. The role is also responsible for creating new records as required, assisting in records destruction, processing offsite storage records, collecting paperwork for scanning, and delivering records across Beaches campuses.</p> <p>The Digitisation Officer is expected to assist with release of information requests for ongoing care purposes and processing of deceased paperwork.</p> <p>The Digitisation Officer is expected to meet daily productivity benchmarks, achieve Key Performance Indicators (KPIs) and NSLHD quality standards whilst maintaining patient confidentiality and data privacy.</p> |
| KEY ACCOUNTABILITIES <i>(Maximum of 8)</i> | <p>Perform document imaging tasks such as sorting, preparing, scanning, quality control, and validating of current and historical paper records; including those of private hospital records for the relevant contracted episodes. Digitise electronic documents via PDF upload, extract and digitise microfilm records, upload patient ID photos and clinical images into eMR; and perform scanning of sensitive records into secure org in eMR. Perform archiving and destruction of scanned records in accordance with relevant policies and procedures.</p> <p>Deliver and collect medical records as per courier timetable, visiting various clinics and wards across Beaches Campuses (Mona Vale Hospital, Brookvale Community Health Centre, Adolescent Young Adult Hospice and Dalwood House). Locate and follow up medical records for document imaging, patient care, clinical coding and research; including retrieving records from off-site storage facilities.</p> |

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| | Create new and temporary medical records and allocate medical record numbers during downtime as required. Monitor priority scanning inbox and scan records following KPIs for urgent scanning. | |
| | Submit daily workload productivity statistics and meet benchmarks and KPIs whilst maintaining quality standards. | |
| | Participate in team meetings, performance reviews, staff competency testing, assist in staff training, complete mandatory training courses, follow daily workflow and rosters; and relieve HIS staff to cover leaves and breaks as directed by HIS supervisors and managers. | |
| | Provide a professional and responsive customer service to all consumers and promote and contribute to positive work culture within HIS department. Answer phone calls within HIS department and transfer to appropriate team member as required. Follow HIS policies and procedures and report and escalate issues in a timely manner following appropriate reporting lines. | |
| | Demonstrate behaviours that reinforce the CORE values of our organisation; Collaboration, Openness, Respect and Empowerment. Perform all other delegated tasks appropriately and in line with grading and capabilities; and promote safe work practices complying with WHS policies and practices. | |
| KEY CHALLENGES <i>(Maximum of 3)</i> | Ensuring daily tasks are completed within the required timeframe meeting workload KPIs and quality standards. | |
| | Complete work in accordance with current legislation, policies, and procedures and within deadlines. | |
| | Working in a team environment and maintaining positive work culture across two campuses. | |
| KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | WHO | WHY |
| | HIS Officers, Managers/Supervisors, Coding team across NSLHD, CPDI team | Teamwork, reporting and escalating issues |
| | NSLHD HIS staff, RNSH clinicians and staff as required | For records access and document imaging enquiries |
| KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | WHO | WHY |
| | External vendors such as GRR, ADEC, couriers, technicians | For records retrieval, posting records, equipment supplies and maintenance |
| | Patients, carers, and the public | To attend to phone enquiries and appropriate transfer of calls |
| | Private Hospitals | Transfer of record copies related to CCA from participating private hospitals |

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| <p>SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i></p> | <p>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.</p> |
| | <p>Experience in an administrative position. Knowledge and experience in health administrative functions is desirable.</p> |
| | <p>Demonstrated ability to work as a productive member of a team, including promoting and supporting teamwork, combined with the ability to work unsupervised.</p> |
| | <p>Ability to apply standards and policies, particularly those relating to privacy and confidentiality, disposal and retention authorities for records management, and those surrounding workplace health and safety.</p> |
| | <p>Excellent customer service skills with sound oral and written communication skills.</p> |
| | <p>Demonstrated attention to detail and ability to take initiatives and conduct thorough investigations for problem solving</p> |
| | <p>Developed computer skills including experience with document imaging, patient administrations systems and Microsoft Office suite</p> |
| | <p>Well-developed organisational skills and proven ability to prioritise workload to meet strict deadlines. Demonstrated ability to be flexible or work under pressure.</p> |

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 |
|--|----------------|
| Sitting - remaining in a seated position to perform tasks | Frequent |
| Standing - remaining standing without moving about to perform tasks | Occasional |
| 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 | Occasional |
| Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks | Occasional |
| 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) | Frequent |
| Hand & Arm Movements - Repetitive movements of hands and arms | Repetitive |
| Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands | Frequent |
| Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work | Occasional |
| Driving - Operating any motor powered vehicle | Not applicable |
| Sensory Demands | Frequency |

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| 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 | Frequent |
| 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 | Not applicable |
| Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness | Not applicable |
| 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 | Infrequent |
| 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 | Not applicable |
| Inadequate Lighting - Risk of trips, falls or eyestrain | Infrequent |
| 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 | Infrequent |
| Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls | Infrequent |
| 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 |

Position Description

Health Information Services (HIS)

Beaches

**Health**
Northern Sydney
Local Health District

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| POSITION | TITLE | Medico-Legal and Data Quality Officer |
| STAFFLINK POSITION NO. | | 505554 |
| COST CENTRE | | 260125 |
| CLASSIFICATION | | Administrative Officer Level 4 |
| AWARD | | Health Employees' Administrative Staff (State) Award |
| REGISTRATION/LICENCE REQUIREMENTS | | Not Applicable |
| VACCINATION CATEGORY | | Category B |
| PRE-EMPLOYMENT SCREENING CHECKS | | National Criminal Record Check |
| RESPONSIBLE TO | | Operations Manager, Beaches HIS |
| RESPONSIBLE FOR | | Nil |
| PRIMARY PURPOSE OF THE ROLE | | <p>The Medico-Legal & Data Quality Officer is responsible for processing medico-legal requests relating to all Beaches campuses (Mona Vale Hospital, Brookvale Community Health Centre, Adolescent Young Adult Hospice and Dalwood House), in accordance with The Health Records and Information Privacy Act (HRIPA) 2022, NSW Health, Northern Sydney Local Health District (NSLHD), local hospital, and HIS policies and procedures.</p> <p>This includes, however not limited to, coordinating medico-legal correspondence for subpoenas, clinical notes requests, requests from the police, Chapter 16As, Health Care Complaints Commission (HCCC), Ombudsmen, Child Death Review Team (CDRT), medical correspondence, deceased paperwork, summary of injuries, time of birth, and confirmation of dates and attendances.</p> <p>The Medico-Legal & Data Quality Officer is also responsible for reconciliation of, and provision of feedback, on multiple duplicate identifiers associated with the Patient Registration process at Beaches campuses.</p> |
| KEY ACCOUNTABILITIES <i>(Maximum of 8)</i> | | Undertake work under limited supervision by interpreting legislation, procedures and other guidelines to provide advice and apply the information to tasks and responsibilities to ensure deliverables are met and Beaches campuses comply with the relevant legislation. |

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| | <p>Utilise judgement to complete complex functions using established principles, techniques and methods to process all types of medico-legal correspondence within the required timeframe in accordance with the relevant policies and procedures and legislation. These requests require review of multiple clinical information systems, physical records, and satellite databases, in addition to receipting and generating invoices, therefore require a high attention to detail to action.</p> | |
| | <p>Provide exceptional first point of contact customer service, including via the phone and emails, providing advice to different internal and external stakeholders regarding the appropriate release of health information, including clinical and administrative staff within NSLHD, police, solicitors, health care providers, and patients/general public.</p> | |
| | <p>Manage tasks associated with deaths at the hospital, including provision of accurate and complete deceased paperwork, attending to Coroner's requests and the Child Death Review Team (CDRT), and liaising with clinical staff and Funeral Directors regarding the same</p> | |
| | <p>Perform rigorous and accurate searching of eMR and other relevant systems, including profile tracking, encounter history, and archived systems such as HOSPAS, microfilm and paper health care records, to identify any allocation of duplicate MRNs. Following identification, this position is accountable for timely amalgamation of duplicates, updating the relevant database, providing feedback to users creating duplicates, and liaising with both the NSLHD-UPI Team and HIS Managers as required in the management and resolution of duplicates and cross-facility duplicates.</p> | |
| | <p>Perform patient updates in eMR and process GP fax error rectification requests. The role is also responsible for the accuracy and reliability of patient data in eMR via data corrections, reporting and data quality audits</p> | |
| | <p>Perform all other delegated tasks appropriately and in accordance with grading and capabilities; and promote safe work practices complying with WHS policies and practices</p> | |
| <p>KEY CHALLENGES (Maximum of 3)</p> | <p>Complete work in accordance with current legislation, policies and procedures and within KPIs</p> | |
| | <p>Organising and prioritising workload in an unsupervised environment</p> | |
| | <p>Change management associated with changing health service provision and new information technology</p> | |
| <p>KEY INTERNAL RELATIONSHIPS (Maximum of 3)</p> | <p>HIS Managers, medico-legal teams</p> | <p>Ensure consistency of medico-legal procedures across sites</p> |
| | <p>NSLHD-UPI Team and ICT team</p> | <p>Accurate resolution of cross-facility duplicates</p> |
| | <p>Facility and NSLHD staff, including Clinical Governance and Executives</p> | <p>Provision of information for ongoing investigations and complaints, and education with regards to accurate data entry and searching for patient data</p> |

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| KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | Patients/Health Care Providers | Provide advice and process requests for health information for ongoing care |
| | Courts, insurance companies, solicitors, funeral directors, NSW Police, Department of Forensic Medicine, and other NSW government bodies | Provision of health information via the relevant medico-legal request process |
| | External vendors such as couriers, technicians, and other support services | Logging service calls for cleaning, maintenance, and courier services for record delivery |
| 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. | |
| | Previous medico-legal experience within the health field with a demonstrated understanding and application of legislation regarding the release of personal health information and privacy (e.g. HRIPA, GIPA) | |
| | Understanding and application of patient confidentiality, government disposal and retention authorities, workplace health and safety and working knowledge of health record processes | |
| | Excellent organisational skills, including time management skills, with the ability to prioritise workload and to work under pressure. | |
| | Excellent customer service skills, including high level written and verbal communication skills, and the ability to effectively deal with challenging customers and situations. | |
| | Demonstrated problem solving and decision-making skills with the ability to work independently as well as working as part of a team. | |
| | Demonstrated skills in Microsoft Office products and Patient Information Systems, with proficient keyboard skills. Working knowledge Microsoft Excel, Word, Outlook and Cerner PAS to perform search functions and enter data accurately and efficiently | |
| | Demonstrated excellent attention to detail and ability to conduct data investigations and perform thorough checks of electronic and paper data | |

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 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 |
|--|----------------|
| Sitting - remaining in a seated position to perform tasks | Constant |
| Standing - remaining standing without moving about to perform tasks | Occasional |
| Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Occasional |
| Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Infrequent |
| 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 | Infrequent |
| 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 | Occasional |
| Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg | Not applicable |
| 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 | Infrequent |
| Head / Neck Postures - Holding head in a position other than neutral (facing forward) | Occasional |
| Hand & Arm Movements - Repetitive movements of hands and arms | Repetitive |
| Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands | Frequent |
| Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work | Not applicable |
| Driving - Operating any motor powered vehicle | Not applicable |

| Sensory Demands | Frequency |
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| Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens | Constant |
| 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 | Occasional |
| Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness | Occasional |
| Unpredictable People – eg dementia, mental illness, head injuries | Occasional |
| Restraining - involvement in physical containment of patients / clients | Not applicable |
| Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies | Infrequent |
| Environmental Demands | Frequency |
| Dust - Exposure to atmospheric dust | Infrequent |
| 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 | Not applicable |
| 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 | Not applicable |
| Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground | Not applicable |
| Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls | Not applicable |
| Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks | Not applicable |
| Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases | Not applicable |

Position Description

Health Information Services (HIS)

Beaches



Health
Northern Sydney
Local Health District

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| POSITION TITLE | Data Quality Analyst |
| STAFFLINK POSITION NO. | 650889 |
| COST CENTRE | 260125 |
| CLASSIFICATION | Administrative Officer Level 6 |
| AWARD | Health Employees' Administrative Staff (State) Award |
| REGISTRATION/LICENCE REQUIREMENTS | Not Applicable |
| VACCINATION CATEGORY | Category B |
| PRE-EMPLOYMENT SCREENING CHECKS | National Criminal Record Check |
| RESPONSIBLE TO | Manager, Health Information Services (HIS), Beaches |
| RESPONSIBLE FOR | Nil |
| PRIMARY PURPOSE OF THE ROLE | <p>The Data Quality Analyst is primarily responsible for ensuring the accuracy and reliability of patient data in eMR via data quality audits, education, and reporting, with the primary focus on:</p> <ul style="list-style-type: none"> • Document imaging, including PDF Upload • Data correction of GP details, admission dates or encounters • Report and follow up on incomplete discharge referrals and unsigned power notes and power forms • eMR access and alerts audits • Management of eMR documentation errors reported by users • Conduct HIS clinical documentation audits and collate and report all aspects of clinical documentation audits <p>The position is expected to undertake independent decision making and problem solving and possess well developed communication skills to develop procedures in accordance with their role and responsibilities in consultation with the HIS Manager, to ensure Northern Sydney Local Health District (NSLHD) Quality standards and Key Performance Indicators (KPIs) are achieved.</p> |
| KEY ACCOUNTABILITIES <i>(Maximum of 8)</i> | <p>Perform document imaging (including PDF Upload) and auditing activities such as extracting data sets for digital audits, conducting digital and spot check audits, clearing Cer-batch index queue to ensure patient clinical data within eMR is accurately associated with the correct patient, correct encounter, and correct event code. Prepare and submit audit reports and oversee destruction of scanned records as per NSLHD HIS policies and procedures.</p> <p>Extract and analyse data and report on trends in incomplete discharge referrals, unsigned power notes/forms and coding queries on documentation errors. Conduct, collate and report on HIS clinical documentation audits, escalating issues to ensure they are addressed in a timely manner.</p> |

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| | Conduct audits on eMR access, eMR alerts, and missing records, analyse data, monitor trends, report and escalate issues, and provide education and training on compliance. Identify and rectify any documentation deficiencies and errors. | |
| | Undertake accreditation activities and assist HIS in preparing for audits by participating in quality improvement programs and developing documentary evidence. | |
| | Assist in standardising processes across NSLHD by reviewing, updating, and implementing policies & procedures. Maintain patient confidentiality and data privacy and ensure KPIs and benchmarks are achieved whilst maintaining NSLHD quality standards. | |
| | Liaise with multiple stakeholders such as clinicians, UPI team, NUMs, CPDI team, HIS staff and managers within NSLHD and including private health care providers to address and assist with eMR data quality and document imaging issues and enquiries for example those related to Contracted and Collaborative Care Arrangement. | |
| | Demonstrate behaviours that reinforce the CORE values of our organisation; Collaboration, Openness, Respect and Empowerment and perform all other delegated tasks appropriately and in line with grading and capabilities; and promote safe work practices complying with WHS policies and practices. | |
| | Ensuring the quality and accuracy of clinical data within NSLHD is continuously improving and strategies are employed to prevent further data quality issues | |
| KEY CHALLENGES <i>(Maximum of 3)</i> | Organising and prioritising daily workload to maintain regular audits to provide timely feedback and maintain KPIs with competing priorities | |
| | Develop and follow guidelines, instructions, and procedures in accordance with NSLHD HIS standards | |
| KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | WHO | WHY |
| | HIS Clerks, Managers | For coordination and management of HIS services across the District. |
| | UPI team and other NSLHD staff including clinical and administrative staff as key stakeholders in the provision of health information across all sites within NSLHD | For reporting, KPIs/benchmark management, education and escalation. |
| | CPDI team | For reporting, escalation and education on eMR and document imaging data quality issues and related enquiries |

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| KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i> | WHO | WHY |
| | Health Share and other support services and external service providers | For logging service calls i.e., cleaning requests, scanner servicing |
| | External vendors | Stationary order supplies etc |
| | Private health care facilities | For management of Contracted and Collaborative Care Arrangement |
| 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. | |
| | Ability to demonstrate experience and knowledge in conducting auditing activities, desirably experience in auditing digitised records. | |
| | Demonstrated attention to detail and ability to collect and analyse data to make recommendations for service and/or process improvements | |
| | Excellent computer/IT skills, including demonstrated high level experience in hospital Patient Administration Systems, including Cerner and experience in MS Office Suite particularly in MS Excel | |
| | Excellent organisational and interpersonal skills, with the ability to work independently, manage time appropriately, prioritise workload and work under pressure, and resolve conflicts with constructive approach. | |
| | Demonstrated capacity to ensure the confidentiality of patient records in accordance with legislative requirements combined with demonstrated experience with the processes for the proper retention and disposal of medical records | |
| | Excellent verbal and written communication skills including the ability to document procedures, conduct meetings and take minutes, and present reports and data in an effective manner at all levels of the organisation | |
| | Demonstrated experience in developing and implementing training and assessment programs and addressing change management. | |

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| Hand & Arm Movements - Repetitive movements of hands and arms | Occasional |
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| 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 |
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| 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 | Infrequent |
| 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 | Infrequent |
| 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 | Not applicable |
| Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground | Infrequent |
| Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls | Infrequent |
| 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 |