

## POSITION DESCRIPTION

# NSLHD - Health Information Services Clerk (AO2)



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 2
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

Who we are: We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Health Information Services (HIS) Clerk is responsible for a wide range of clerical duties and is a key position within HIS. These duties include, but are not limited to performing discharge analysis on each record, sorting, scanning and assembly of inpatient records, pulling records for internal and external customers (including outpatient clinics, research, admissions and emergency), filing of loose sheets, processing patient information requests and coordinating records required for outstanding coding.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

## RESPIRATOR USE

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NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL REQUIREMENTS

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

## KEY ACCOUNTABILITIES

- Primarily perform tasks to digitise paper health care records using scanning Software. Prepare paperwork to be scanned into the electronic medical record (eMR) including sorting, preparing, scanning, quality control, validating and archiving.
- Locate and chase up medical records for document imaging, patient care (outpatient clinics, admissions, emergency, community), discharge analysis, loose sheets, clinical coding, or research and transfer and send where applicable, including ordering medical records from off-site storage facilities.
- Sort, distribute and file mail when applicable. Train new staff members when required by the Health Information Services Managers or Clerical Supervisors.
- Assist in performing spot check audits and destruction of scanned records as directed by Health Information Services Managers.
- Create new and temporary medical records and repair or replace damaged records when applicable. Allocate medical record numbers as required.
- Cull, sentence and destroy records in the primary (main) and secondary filing areas as directed by Health Information Services Managers.
- Attend to enquiries for and process release of information request for internal and external parties and other requests for information in alignment with Ministry of Health Guidelines and hospital policy relating to Information Privacy. These are to be allocated out where appropriate to other clerical staff.
- Relieve HIS clerks to cover breaks or as directed by Health Information Services Managers or Clerical Supervisors. Perform any other tasks requested by Health Information Managers and Records Processing Supervisors.

## KEY CHALLENGES

- Ensuring records are available for clinics, admissions, research and clinical coding deadlines.
- Ensuring daily tasks are completed in the required timeframe meeting workload KPIs.
- Working in a team environment.

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## KEY RELATIONSHIPS

Who	Why
HIS staff, Managers/Supervisors	For team work, reporting, escalating issues, rosters.
Liaise with HIS staff at other facilities within NSLHD and CCLHD	For document imaging and records retrieval queries.
Other RNSH staff	For document imaging and records retrieval queries.
Researchers, clinicians and public	For document imaging queries and release of information.

## SELECTION CRITERIA

1. 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.
2. Excellent customer service skills and clerical/administration experience.
3. Demonstrated literacy and numeracy skills.
4. Sound oral and written communication skills with demonstrated attention to detail.
5. Ability to work as part of a team, independently and unsupervised.
6. Developed computer skills including experience with patient administrations systems and Microsoft Office suite.
7. Demonstrated ability to be flexible or work under pressure.
8. Well-developed organisational skills and proven ability to prioritise workload to meet strict deadlines.

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### Job Demands for: NSLHD - Health Information Services Clerk (AO2)

Physical Demands	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>

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<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Occasional</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>	

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<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Frequent</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Not Applicable</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Not Applicable</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Not Applicable</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Not Applicable</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Infrequent</p>



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<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Infrequent</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Occasional</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>



## POSITION DESCRIPTION

# NSLHD - Document Imaging Supervisor and Auditor (AO6)



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 6
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The purpose of this position is to support business operations for Health Information Services, to support patient care. Duties include achieving expected turnaround timeframes for scanned information being available for patient care, ensuring data quality and accuracy by conducting audits, directing workflow, monitoring KPIs and completing workload statistics reporting.

The position is also responsible for staff management, training, leave arrangements, rostering, performance development review and compiling audit reports for the management team.

The position supports the delivery of staff training and undertakes competency assessments to ensure an appropriate level of skills acquisition and job awareness have been achieved for Health Information Services functions.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

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At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

## KEY ACCOUNTABILITIES

Supervise the Document Imaging function of Health Information Services (HIS):

- Directing workflows for the scanning process from receipt of discharge paperwork, through to mark back, preparation, scanning, quality control, validation and destruction.
- Monitor workforce productivity, and roster and manage leave
- Training and assessing staff in key competencies.
- Mentoring staff to ensure processing standards are achieved and maintained.
- Ensure that staff reporting to this position participate in performance development and complete required training.
- Updating procedures and training staff with respect to changes.

Manage technical aspects of Document Imaging processes including:

- Identifying, resolving or escalating technical issues relating to hardware or software.
- Collaborating with colleagues to address clinical forms that have not been approved for use.
- Ensuring test batches are performed at the beginning and end of each shift.
- Assisting with maintenance of scanning equipment and arranging servicing.

Manage quality and throughput of Document Imaging, including:

- Conducting frequent audits and feeding back findings to staff.
- Correcting errors.
- Accurately recording and submitting audit observations and recommendations for changes to the HIS management team.
- Accurately recording and reporting on KPIs and workload statistics.
- Evaluating new methods and technology.
- Notifying services of inaccurate patient identifiers or labels on clinical forms that require correction.

Contribute as a member of the HIS management team, including:

- Collaborating to facilitate daily operations and ensure that KPIs are met.
- Providing sound advice on the detailed aspects of document imaging as required by internal stakeholders.
- Participating in the Document Imaging Committee, including actioning items as required.

Contribute to the smooth functioning of HIS by:

- Supporting Work Health and Safety by conducting Hazard Inspections and mitigating risks identified in the workplace.
- Monitoring stock levels and requesting purchasing as needed.
- Logging maintenance jobs with engineering services as the need is identified.
- Liaising with cleaning services in relation to any matters requiring attention.

Demonstrate a growth mindset by:

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- Reflecting on skills and knowledge and pursuing learning opportunities accordingly.
- Actively participating in performance development processes.
- Keeping abreast of new policies and procedures relevant to the role.

## KEY CHALLENGES

- Maintaining KPIs within available staffing and resources to ensure successful service delivery and availability of scanned medial records for patient care.
- Supporting staff to achieve quality and throughput requirements as well as through changes in processes, roles, expectations and technologies.
- Improving the accuracy of and efficiency document imaging processes.

## KEY RELATIONSHIPS

Who	Why
Health Information Services staff and managers	To collaborate to achieve service goals.
ICT Application Specialist	To escalate and resolve technical matters relating to document imaging and the eMR.
Vendors of document imaging goods and services	To ensure document scanners are well maintained and well serviced.
Secure document destruction vendor	To ensure scanned documents that have passed audits are securely destroyed in accordance with legislation.

## SELECTION CRITERIA

1. 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.
2. Extensive experience and knowledge in all aspects of Document Imaging processes, using Cerner PAS/eMR, KOFAX and auditing electronic Medical Records.
3. Demonstrated ability to work well independently, and manage time and competing priorities effectively.
4. Demonstrated ability to collect and analyse data and to make recommendations for service or system changes.
5. Advanced skills in using Excel and effectively using large data sets for reporting.
6. Demonstrated ability in effective supervisory, interpersonal, negotiation, and human resource management skills including the ability to coach and mentor.
7. Strong written and oral communication skills enabling effective communication and supervisory management of the HIS staff.
8. Demonstrated experience in developing and implementing staff training and assessment programs.

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**Job Demands for:** NSLHD - Document Imaging Supervisor and Auditor (AO6)

Physical Demands	
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<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Infrequent</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
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<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Infrequent</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Constant</p>
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<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Repetitive</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

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<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p style="text-align: center;"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Repetitive</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
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## POSITION DESCRIPTION

# NSLHD - Operations Manager Health Information Services



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Mgr Lvl 1
State Award	Health Managers (State) Award
Category	Administration & Health Records   Health Records and Information
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

**Who we are:** We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Operations Manager is responsible for the day-to-day management of a team of Health Information Services (HIS) staff and Medico-Legal staff who undertakes medical records administration and release of information for paper-based, scanned and electronic records. The Operations Manager will ensure that the full range of administration activities with respect to medical records – paper based, scanned and electronic records are performed according to service standards and Key Performance Indicators (KPI). The position also manages the District Medico-Legal Intake Register for all District release of information requests.

This position manages work that is essential to supporting patient care through the proper maintenance and effective provision of medical records to meet operational clinical needs.

The role supports the change management processes for the service as the implementation of further Information Technology impacts.

## COVID-19 VACCINATION COMPLIANCY

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## RESPIRATOR USE

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At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

## KEY ACCOUNTABILITIES

Under the direction of the HIS Manager, manage all aspects of the work, including allocation of duties, leave allocation, rostering, payroll and workload on a day-to-day basis to ensure service provision and maintenance of KPIs. The position is also required to raise invoices and order consumables whilst maintaining stock levels. Promoting and supporting a culture of both effective team dynamics and a quality focused approach to HIS operations by managing, coaching, mentoring and supporting staff through performance management, training, supervision and rostering to ensure quality of services and compliance with Awards, Ministry of Health and NSLHD policies and procedures. Support the delivery of performance reviews and grievances.

Providing effective leadership and direction to team members in sorting, preparing and scanning clinical documentation and audit scanned documentation to ensure compliance with quality and validation requirements of the scanning process. Be involved in the implementation of other related projects as required.

Contribute to and maintain operational service/KPIs in all HIS areas including medico legal, scanning, patient identification and eMR data quality. This position is also required to relieve other managers in time of leave.

Participating in the review and implementation of policies, procedures, standards and practices.

Review systems and processes and make recommendations to improve the service and implement changes across the team as required, as well as escalating any identified risks.

Provide advice and management of health information services and medico legal staff with respect to release of information and privacy principles, and ensure requests are managed in accordance to legislation and policy. Process, appraise, review and manage District medico-legal requests, and the District Medico-Legal Intake Register. Identify issues of unusual complexity or sensitivity for further review in relevant areas of the LHD to ensure accuracy and consistency in the advice provided.

## KEY CHALLENGES

## POSITION DESCRIPTION

# NSLHD - Operations Manager Health Information Services

- Manage staffing resources and workload
- Meeting KPIs with competing deadlines and workload
- Managing workforce and performance

## KEY RELATIONSHIPS

Who	Why
HIS Clerks, Managers, Coding Team, Medico-Legal Clerks	For staff management, reporting and escalation
NSLHD staff including clinical and administrative staff as key stakeholders in the provision of health information across all sites within NSLHD	For document imaging, duplicate EUID and medico legal enquiries and reviews.
External Hospitals	Provision of patient information for ongoing patient care
Support Services, External Service Providers	For management of medico-legal requests

## SELECTION CRITERIA

1. 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.
2. Demonstrated ability in effective management duties, interpersonal, negotiation, team motivation and people management skills.
3. Proven organisation skills with the ability to manage time, appropriately prioritise workload and work under pressure.
4. Technical knowledge with computer/IT skills, including experience using hospital based information systems and/or equivalent.
5. Demonstrated attention to detail and experience with managing process driven outcomes.
6. Understanding of release of information legislation, government disposal and retention authorities, workplace health and safety and working knowledge of health record processes and systems.
7. High level verbal and written communication skills including the ability to document procedures, conduct meetings and write correspondence.
8. Ability to show initiative and solve problems independently.

**POSITION DESCRIPTION**

**NSLHD - Operations Manager Health Information Services**



**Job Demands for: NSLHD - Operations Manager Health Information Services**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Frequent</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Occasional</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Not Applicable</p>



## POSITION DESCRIPTION

# NSLHD - Operations Manager Health Information Services

<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Frequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Not Applicable</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Repetitive</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Constant</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Occasional</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Not Applicable</p>	

**POSITION DESCRIPTION**

**NSLHD - Operations Manager Health Information Services**

<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Repetitive</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Repetitive</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Not Applicable</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Not Applicable</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>

**POSITION DESCRIPTION**

**NSLHD - Operations Manager Health Information Services**

<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Occasional</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

**POSITION DESCRIPTION**

**NSLHD - Operations Manager Health Information Services**

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Occasional</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Occasional</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# NSLHD - Health Information Services Manager



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Administration & Health Records   Health Records and Information
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

**Who we are:** We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Health Information Service (HIS) Manager is responsible for the leadership, development and improvement of the Health Information Service of Macquarie Hospital in accordance with best practice and the National Safety and Quality Health Service (NSQHS) Standards. The HIS Manager creates and maintains an efficient medical record system and upgrades systems accordingly, including leadership in the education and management of the electronic medical records at Macquarie Hospital. The position ensures the accuracy, completeness, safekeeping, confidentiality and availability of medical records at all times.

The position will lead the implementation of Document Imaging in Macquarie hospital and will coordinate the ongoing auditing and quality focus for clinical documentation in eMR (direct entry and scanned information) and for Macquarie Hospital Health Information Services in general. This position has professional responsibility for medico legal processes for release of information for Macquarie Hospital.

## COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an



## POSITION DESCRIPTION

# NSLHD - Health Information Services Manager



Immunisation Medical Exemption form - IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

As a leader you are expected to support the organisation achieve the aims of the safety management system, to establish and maintain a positive health and safety culture in the workplace and to consult with workers and others when making decisions that may impact upon the health, safety and welfare of those in the workplace.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.

## KEY ACCOUNTABILITIES

Strategically and operationally manage all aspects of HIS including health records management and health data in Macquarie Hospital. This includes undertaking business process redesign where required to improve the efficiency and effectiveness of health records flow; overseeing records management including the record structure, storage, document imaging, forms design, clinical documentation and electronic data entry; providing advice to clinical staff on information standards in relation to clinical documentation and clinical data management; ensuring legislative and Ministry of Health (MoH) requirements are met in respect to the creation, maintenance, archiving and destruction of health and other confidential documents and ensuring compliance with Australian standards especially AS2828.1 and AS2828.2.

Provide effective leadership and direction to HIS staff to ensure the service remains focused on front end health service delivery. This includes promoting and supporting a department culture of both effective team dynamics and a quality focussed approach to HIS operations; managing, coaching, mentoring and supporting staff through performance management, training, supervision and rostering to ensure quality of services and compliance with LHD policies.

Lead the implementation of Document Imaging in Macquarie Hospital and once established maintain and develop auditing and quality control processes for document imaging and all other areas of the department to ensure that both individual and team benchmarks and key performance indicators are met, whilst proactively developing strategies to manage and improve data quality in various databases and information systems.

Efficiently manage the resources (human, financial, technological, and other) allocated to the department.

Undertake Clinical Documentation Audits for Macquarie Hospital to ensure high standard health care records are maintained consistent with NSW Health Policy, legislation, ethical and current best practice requirements. This includes:

## POSITION DESCRIPTION

# NSLHD - Health Information Services Manager

- Collating and preparing analysis reports with recommendations for improvement to the appropriate committee
- Providing advice to clinical staff on information standards in relation to clinical documentation and clinical data management
- Conducting education sessions on documentation compliance and records management with Medical, Nursing and Allied Health staff.

Manage risk by identifying, analysing, evaluating and documenting all risks relevant to the department (e.g. WHS, corporate, clinical, financial, reputational, legal and technological) and reviewing and implementing management strategies where necessary and action plans for all areas of concern. This includes providing a safe working environment and safe working practices for all staff in the department and developing disaster management plans and strategies to manage both electronic and paper-based medical records.

Develop a continual understanding of the various technologies, products and services required for promoting operational efficiencies in the delivery of Health Information Services.

## KEY CHALLENGES

- Balancing the competing demands of clinicians and managers in relation to the rationalisation and standardisation of clinical forms and balancing work requirements against stakeholder requests and expectations.
- Gaining consensus from groups and individuals on new forms processes and guidelines to be implemented LHD wide.
- Being able to work independently to meet required outputs and deliverables, especially where a large proportion of work may be carried out on sites across the LHD or in other out-of-office locations.

## KEY RELATIONSHIPS

Who	Why
Service Director/Site Manager, Macquarie Hospital	Expert specialist operational and strategic advice re: Health Information Services, health information systems, health record management and relevant legislation including the Mental Health Act, Government Information Public Access Act (GIPA), Health Records and Information Privacy Act 2002 (HRIP) and Privacy Act
Operations Manager, Macquarie Hospital	Operational issues relating to the Macquarie Hospital and the HIS team
NSLHD HIS manager	To support ongoing professional development. To build and maintain professional relationships across the district HIS departments and to achieve key accountabilities within an HIS framework.
Members of public, regarding Freedom of Information (FOI) requests	Respond to requests for medical records information from internal and external agencies in accordance with confidentiality and privacy protocols.
Consumers and their Carers	In co-operation with other hospital services, ensure that the provisions of the NSW Mental Health Act, 2007 are observed.

## POSITION DESCRIPTION

# NSLHD - Health Information Services Manager

## SELECTION CRITERIA

1. 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.
2. Relevant health information management qualifications or significant experience in quality programs, clinical forms design and health management.
3. Extensive skills and experience in the use of Microsoft Word and Excel.
4. Experience with secretariat role of an executive committee (including minute taking, agenda distribution and the collation and distribution of meeting materials).
5. Sound knowledge of the NSW Health Policies, Guidelines and Standards to ensure compliance with Health Information documentation quality and forms standards.
6. Ability to negotiate with key stakeholders and proven highly developed interpersonal skills and written and oral communication skills.
7. Ability to work autonomously and with limited supervision.
8. Ability to prioritise work and achieve goals within set deadlines.

**POSITION DESCRIPTION**

**NSLHD - Health Information Services  
Manager**



**Job Demands for: NSLHD - Health Information Services Manager**

<b>Physical Demands</b>	
<p><b>Respirator use</b> - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p><b>Sitting</b> - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p><b>Standing</b> - remaining standing without moving about to perform tasks</p> <p>Occasional</p>	<p><b>Walking</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p><b>Running</b> - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Not Applicable</p>	<p><b>Bend/Lean Forward from Waist</b> - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Infrequent</p>
<p><b>Squatting/Crouching</b> - adopting a squatting or crouching posture to perform tasks</p> <p>Infrequent</p>	<p><b>Leg/Foot Movement</b> - use of leg and/or foot to operate machinery</p> <p>Infrequent</p>



**POSITION DESCRIPTION**

**NSLHD - Health Information Services  
Manager**



<p><b>Climbing (stairs/ladders)</b> - ascend/descend stairs, ladders, steps</p> <p>Frequent</p>	<p><b>Lifting/Carrying</b> - light lifting and carrying (0 to 9 kg)</p> <p>Infrequent</p>
<p><b>Lifting/Carrying</b> - moderate lifting and carrying (10 to 15 kg)</p> <p>Not Applicable</p>	<p><b>Lifting/Carrying</b> - heavy lifting and carrying (16kg and above)</p> <p>Not Applicable</p>
<p><b>Reaching</b> - arms fully extended forward or raised above shoulder</p> <p>Occasional</p>	<p><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p> <p>Infrequent</p>
<p><b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward)</p> <p>Occasional</p>	<p><b>Hand and Arm Movements</b> - repetitive movements of hands and arms</p> <p>Frequent</p>
<p><b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p><b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Not Applicable</p>
<p><b>Driving</b> - Operating any motor powered vehicle</p> <p>Occasional</p>	

**POSITION DESCRIPTION**

**NSLHD - Health Information Services  
Manager**



<b>Sensory Demands</b>	
<p><b>Sight</b> - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p><b>Hearing</b> - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p><b>Smell</b> - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Occasional</p>	<p><b>Taste</b> - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p><b>Touch</b> - use of touch is an integral part of work performance</p> <p>Constant</p>	

<b>Psychosocial Demands</b>	
<p><b>Distressed People</b> - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p><b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p><b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p><b>Restraining</b> - involvement in physical containment of patients/clients</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

**NSLHD - Health Information Services  
Manager**



<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	
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<p align="center"><b>Environmental Demands</b></p>	
<p><b>Dust</b> - exposure to atmospheric dust</p> <p>Infrequent</p>	<p><b>Gases</b> - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p><b>Fumes</b> - exposure to noxious or toxic fumes</p> <p>Not Applicable</p>	<p><b>Liquids</b> - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Not Applicable</p>
<p><b>Hazardous Substances</b> - e.g. dry chemicals, glues</p> <p>Not Applicable</p>	<p><b>Noise</b> - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p><b>Inadequate Lighting</b> - risk of trips, falls or eyestrain</p> <p>Not Applicable</p>	<p><b>Sunlight</b> - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Not Applicable</p>
<p><b>Extreme Temperatures</b> - environmental temperatures are less than 15°C or more than 35°C</p> <p>Not Applicable</p>	<p><b>Confined Spaces</b> - areas where only one egress (escape route) exists</p> <p>Not Applicable</p>



**POSITION DESCRIPTION**

**NSLHD - Health Information Services  
Manager**

<p><b>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</b></p> <p>Infrequent</p>	<p><b>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</b></p> <p>Not Applicable</p>
<p><b>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</b></p> <p>Not Applicable</p>	<p><b>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</b></p> <p>Not Applicable</p>

## POSITION DESCRIPTION

# Data Admin and Medico-Legal Officer



Northern Sydney  
Local Health District



Organisation	NSW Health
Local Health District / Agency	Northern Sydney Local Health District
Position Classification	Admin Off Lvl 3
State Award	Health Employees Administrative Staff (State) Award
Category	Administration & Health Records   Administration   Service Support
Vaccination Category	Category B
ANZSCO Code	599999 Clerical and Administrative Workers nec
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

**Who we are:** We are a health service that touches thousands of lives across the Northern Sydney Local Health District, together as a team of like-minded people. We are passionate, driven and have the skills and knowledge to care for our patients whilst creating the best services possible. Our teams have meaningful, interesting and rewarding work everyday. We challenge and nurture each other, sharing our knowledge and experience so that we can deliver better care for everyone. There's a real sense of belonging here because we value and respect our patients, employees, and teams' voices. You'll feel a real privilege being a trusted caregiver in our patients, their families, their carers, and our communities' lives.

The Administration Officer provides a comprehensive range of administration support and customer service to the staff and customers of NSLHD, in the pursuit of unit and department outcomes.

## RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

## ESSENTIAL CRITERIA

You must take all reasonable care for yourself and others and comply with any reasonable instruction, policies and procedures relating to work health safety and wellbeing.

NSLHD supports [diversity and inclusion](#) and these principles should be applied when interacting with our patients and work colleagues.



## POSITION DESCRIPTION

# Data Admin and Medico-Legal Officer

## KEY ACCOUNTABILITIES

### Level Specific Responsibilities

As part of the normal duties, the Administration Officer will partake in the decision making of the day to day operational matters and assist more senior officers in complex tasks or projects. The Administration Officer will perform work under broad supervision and require some independent action. Scope exists in regards to the incumbent exercising initiative in the application of established work practices and procedures. The Administration Officer is required to carry out routine pay office duties involving the calculation of employee pays and entitlements together with provision of direct advice on pay and conditions to employees.

### Education, Training and Research

The Administration Officer will maintain an up-to-date knowledge of clinical service delivery whilst preserving professional competency standards and ethics. The Administration Officer will complete all mandatory training and attend any lectures, tutorials, programs and development activities that management deems necessary. Part of the responsibility of the Administration Officer is to assist with the education and training of staff within the unit. The incumbent must develop and maintain a continuous program of self-improvement in conjunction with the Head of Department.

### Information Management

It is the responsibility of the Administration Officer to comply with and maintain access to relevant data bases and information systems. The incumbent must check their work email on a daily basis and reply to queries in a timely fashion.

### Safe Practice and Environment

The Administration Officer will work according to the Departmental safe work methods and guidelines. The incumbent must adhere to all NSWHealth and NSLHD Policies and Procedures.

## KEY CHALLENGES

- Managing a varied and busy workload with competing demands and priorities.
- Ensuring appropriate communication within a fast pace environment.
- Working autonomously to resolve issues that arise and ensure escalation.

## KEY RELATIONSHIPS

Who	Why
Management	To report on day to day tasks and any issues.
Relevant NSLHD Department Staff	Communication purposes, to ensure a high level of service.
Administration Staff	Communication purposes, to ensure a high level of service.
Patients, Carers, Visitors and Staff	To build a friendly rapport.
External Service Providers	To share information.

## POSITION DESCRIPTION

# Data Admin and Medico-Legal Officer

## SELECTION CRITERIA

1. 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.
2. Highly professional phone manner and excellent communication and interpersonal skills.
3. Ability to be self-motivated with good time management skills.
4. Excellent oral and written communication skills.
5. Well-developed computer skills including accurate data entry skills.
6. Demonstrated flexibility with work duties and location.