

## POSITION DESCRIPTION

# NSLHD - APAC Patient Liaison and Data Manager



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	Information and Communication Technology   Developers / Programmers   Programming Supervisor
Website	<a href="http://www.nslhd.health.nsw.gov.au/">www.nslhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE

The APAC Patient Liaison and Data Manager operates in an environment with limited direction from the APAC Nurse Manager Level 5, Director Nursing and Midwifery Primary and Community Health (DNM PACH) and APAC/NSHNS Management Team and will assist the team by fulfilling the following duties:

- Responsible for managing financial transactional and data analysis services for APAC.
- To co-ordinate the collation, and analysis of all patient and financial data from all sources.
- Manage APAC financial information processes and systems in accordance with NSW Ministry for Health and NSLHD policy and procedure.
- Training and Liaison with Hospital staff and other internal and external customers such as Health Funds to ensure service standards are maintained and for any information required as part of the revenue process.
- Complete various aspects of the admission/discharge and process including work on overseas visitors, check of files, and other data systems.
- Providing high level data management support to the APAC Nurse Manager, DNM PACH and APAC/NSHNS Management Team.
- Functions as a member of the APAC/NSHNS Senior Administrative Support Team.
- Providing efficient and accurate high level patient liaison and data management support.
- Functioning as a member of the APAC administrative team, assisting other team members as appropriate and approaching the role in a flexible and cooperative manner.
- Suggest and implement ways of improving the data management/ revenue processing, and administrative systems / procedures of the Service.
- Undertaking additional duties as requested by APAC Nurse Manager and DNM PACH.

## 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 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.

## KEY ACCOUNTABILITIES

### Strategic:

Participates in service strategic, quality and operational planning processes.

Promoting the philosophy and goals of the Service.

### Operational:

To ensure accurate and complete data integrity on the NSLHD Electronic Medical Record (EMR) and ensure accurate completion of all transactions as directed in a timely manner and within the NSLHD admissions policy.

To oversee process and documentation related to raising revenue including compensable and unclassified patients in accordance with NSLHD guidelines.

Respond and deal with problems relating to data entry in timely manner by reference to established methods and procedures and when necessary

Liaison with all levels of Staff regarding patient admission/allocation status/ and teaching.

Ensure that administrative processes are in place to reflect current status of patient

Ensure quality control and audit readiness.

Ensure all data requirements are satisfactorily completed in accordance with statutory reporting schedules.

Provides efficient and accurate high level administrative support to APAC Nurse Manager, APAC managers and DNM PACH.

Preparing correspondence and reports as requested by the APAC Nurse Manager, including drafting complex correspondence accurately and clearly.

Prioritising workload and ensuring the timely completion of high quality documents and correspondences as requested.

Initiates, manages and prioritises the flow of documents / correspondence for the APAC Nurse Manager, exercising appropriate judgement.

Support APAC Nurse Manager and APAC team in computer software education, (Excel, Word, PAS & PowerPoint).

Prepare Service presentations as required.

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Functioning according to the Policies, Procedures and Standards of the Service.

Maintaining and updating the knowledge and skills required in the role.

Carrying out any other duties as requested by the Nurse Manager and DNM PACH.

### **Workforce Resources Management:**

Works cooperatively and collaboratively with other members of the APAC/NSHNS Senior Administrative Support Team to support APAC functions.

### **Customer Service:**

Provides prompt professional and courteous service to all internal and external customers.

Maintains an awareness of APAC/NSHNS' role in supporting consumer rights and their ability to access appropriate advocacy services.

Exercise judgement when assisting patients or their carers with inquiries, whilst acknowledging own role and knowledge boundaries and seeking assistance from clinical staff when required.

Maintain the Webpages / Intranet pages of APAC as required.

### **Physical & Intellectual resources:**

Ensure confidentiality and appropriate management of patient and intellectual property including archiving, storage, dissemination, retrieval and tracking of clinical and corporate records.

### **Safe Practice & Environment:**

Acts in accordance with NSW Health, NSLHD and APAC/NSHNS Work Health and Safety policies, procedures and guidelines.

Participating in APAC/NSHNS WH&S initiatives and activities

## KEY CHALLENGES

- Anticipate problems in administrative functions and suggest, implement and assess solutions.
- Manage and prioritise multiple and competing work demands.

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KEY RELATIONSHIPS	
Who	Why
APAC/NSHNS Management Team	
APAC/NSHNS NUMs, Allied Health, CNC, CNE, CNS and other clinical and administrative staff	
Patients and carers	
Community health and non-health service providers	

## 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 data management/analysis knowledge and skills at an advanced level with high level problem solving.
3. Demonstrated ability to work in a team environment and to provide administrative/data management support to a range of team members.
4. Advanced understanding of financial management applications, Microsoft Word, Excel, Power Point, Access and Publisher, electronic procurement and corporate systems.
5. Demonstrated excellence in providing customer service, problem solving / conflict resolution skills.
6. Demonstrated excellent written and oral communication skills.
7. Ability to meet deadlines, with superior time management and prioritisation skills.
8. Currently hold a valid NSW Drivers Licence.

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**Job Demands for: NSLHD - APAC Patient Liaison and Data 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>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>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>Frequent</p>
<p><b>Trunk Twisting</b> - turning from the waist while sitting or standing to perform tasks</p> <p>Frequent</p>	<p><b>Kneeling</b> - remaining in a kneeling posture to perform tasks</p> <p>Frequent</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>Occasional</p>
<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>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><b>Pushing/Pulling/Restraining</b> - using force to hold/restrain or move objects toward or away from the body</p>



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Occasional	Not Applicable
<b>Head/Neck Postures</b> - holding head in a position other than neutral (facing forward) Occasional	<b>Hand and Arm Movements</b> - repetitive movements of hands and arms Frequent
<b>Grasping/Fine Manipulation</b> - gripping, holding, clasping with fingers or hands Constant	<b>Work at Heights</b> - using ladders, footstools, scaffolding, or other objects to perform work Not Applicable
<b>Driving</b> - Operating any motor powered vehicle Occasional	

### Sensory Demands

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

### Psychosocial Demands

<b>Distressed People</b> - e.g. emergency or grief situations Occasional	<b>Aggressive and Uncooperative People</b> - e.g. drug/alcohol, dementia, mental illness Occasional
<b>Unpredictable People</b> - e.g. dementia, mental illness, head injuries	<b>Restraining</b> - involvement in physical containment of patients/clients

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Not Applicable	Not Applicable
<p><b>Exposure to Distressing Situations</b> - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Not Applicable</p>	

### Environmental Demands

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