

## Role Description

<b>Role Title:</b>	<b>Clinical Forms Officer</b>
<b>Organisation:</b>	Mater Group
<b>Service Stream/Division:</b>	Digital Technology and Information
<b>Department/Unit:</b>	Health Records Services
<b>Date Created/Reviewed:</b>	26 August 2021
<b>Reports To:</b>	Manager Health Record Services
<b>Level of Accountability:</b>	<b>Team Member</b>

### Role Purpose

The Clinical Forms Officer applies specialist knowledge of clinical content, clinical forms design and clinical forms management to the management, governance and improvement of Mater’s clinical forms – paper and digital formats that capture clinical documentation as part of the Mater health record.

This role is responsible for the design, production, availability and management of all clinical forms across all Mater locations.

This role provides advice, problem solving and continuous improvement in relation to clinical forms in a timely and customer focused manner. This role engages with a broad range of Mater stakeholders, as well as third parties.

### Behavioural Standards

This role requires the incumbent to adhere to the Mater behavioural standards including the Mater Mission, Values, Code of Conduct, Mater Credo as well as any other relevant professional and behavioural standards, translating these into everyday behaviour and actions, and holding self and others to account for these standards.

### Accountabilities

Mater requires every Mater Person to understand and deliver on a series of accountabilities that are linked to the Mater strategy, described in the table overleaf. Each Mater Person is held accountable for his or own behaviour, performance and development, and for contribution to five strategic objectives: Safety, Experience, Quality, Efficiency and Financial Viability. In addition, Mater managers and leaders are accountable to different extents for clinical outcomes, service and operational outcomes, financial outcomes, compliance and risk, interprofessional leadership and management of performance and accountability.

This role of is responsible for fulfilling the following accountabilities:

<b>In this Role</b>	
Role requirements	Is clear on the behaviour, tasks and accountabilities that are associated with the role, fulfils mandatory and professional competency requirements, contributes to own performance development planning, proactively seeks feedback, carries out individual development plan and actively contributes to own team/s
<b>As a Mater Person</b>	
Safety	Every decision and every action taken has safety as its guiding principle.
Experience	Consistently seeks to meet or exceed each and every person's service expectations, each and every time through the provision of differentiated customer service.
Quality	Consistently seeks to continuously improve the quality of our service, through contributing to delivering evidence based low variability healthcare
Efficiency	Seeks opportunities to deliver services for more people within existing resources, which means being innovative and focussed, and demonstrating strong stewardship of our finite resources.
Future Viability	Consistently seeks to improve, innovate and evolve, through looking for new trends and opportunities which will ensure Mater can meet the challenges of the future by making sensible decisions today.

## Role Specific Expectations

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### **Service and Operational Outcomes**

- Undertake duties associated with clinical forms management including:
  - Manage the clinical form application process, ensuring applications progress via a standardised process, are prioritised appropriately, meet customer needs for timeliness, have appropriate authorisation to progress, and that customer communication is maintained
  - Coordinate clinical form governance activities
  - Manage and utilise the Clinical Forms Database as the authoritative source of truth for all clinical form activities and artefacts
  - Manage the lifecycle of all clinical forms including ensuring all clinical forms in use are authorised, current and have been reviewed within the required timeframe. Identify and initiate opportunities to reduce the number of clinical forms in use.
  - Manage the quality of all clinical forms, ensuring there is consistency in the capture and classification of clinical content across clinical forms, clinical forms are designed in accordance with relevant standards, and quality control such as proofing is in place
  - Provide guidance and advice to Mater people on clinical content, clinical forms design and clinical forms management
  - Produce design artwork via
    - In-house design, preferably in *Adobe® InDesign®* graphic software; or
    - Under contract to external vendor(s), in *Adobe® InDesign®* graphic software
  - Manage the repository of clinical forms on the Mater Policies and Procedures Library (MPPL) including the feedback received related to clinical forms
  - Manage the production and availability of all paper clinical forms including warehouse stock levels
  - Manage the operational relationship with the external print vendor
  - Manage all aspects of clinical form copyright/intellectual property to ensure legislative compliance. Manage the process of obtaining permission to use or adapt others' original material including the use of third-party forms and the use of Mater clinical forms by third parties.
  - Identify operational and strategic opportunities for improvement in clinical forms management and governance and lead/participate in endorsed initiatives
  - Demonstrate improved quality, efficiency and assurance as it relates to clinical forms
  - Effectively problem solve issues relating to clinical forms
  - Contribute to the change management associated with moving from paper clinical forms to digital information capture

### **Financial Outcomes**

- Identify opportunities for cost savings and monitor the outcome of endorsed opportunities

### **Compliance and Risk**

- Ensure mandatory competency requirements are current
- Report incidents in a timely manner
- Identify and report workplace health and safety (WHS) concerns to the Manager

### **Performance and Accountability**

- Meet all performance objectives agreed with the Manager
- Adhere to policies, procedures, work instructions and guidelines relevant to the position

## Qualifications

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- A Bachelor of Health Information Management is highly desirable

## Clinical / Technical Competencies

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- Demonstrated skill in clinical form design in various modes (paper-based, interactive, digital forms) including application of design principles is highly desirable
- Knowledge of relevant Australian Standards and copyright legislation
- Knowledge of health record content
- Competence using *Adobe® InDesign®*, *Adobe® Acrobat®* and associated applications or equivalent design software
- Competence using *Microsoft® Office®* (*Word*, *Excel*, and *Powerpoint*) applications together with the ability to quickly acquire skills in computer-based applications relevant to the position, including *Verdi*, *OnBase*, Clinical Forms Database, MPPL.
- Demonstrated ability to effectively communicate with all levels of staff with a high level of both verbal and written communication skills
- Demonstrated ability to effectively engage, influence and motivate stakeholders to achieve required outcomes
- Demonstrated ability to conduct activities and priorities in a customer focused environment
- Demonstrated ability to identify, critically analyse and solve problems to reach satisfactory and effective outcomes

## Capabilities

Mater's Core Capabilities	Elements	Required proficiency for Role <sup>1</sup>				
		Foundation (Team Member)	Proficient (Team Leader)	Skilled (Manager)	Expert (Director)	Mastery (Executive)
<b>Building high-performance interprofessional teams:</b> Builds high performance interprofessional teams by developing talent and building trust	Vision and direction Implementation of strategy Interprofessional practice and education Team leadership Team development Identifying and nurturing talent Building trust	✓				
<b>Accountability:</b> Role models respectful accountability, effectively holds self and others to account through constructive feedback and dialogue	Holding to account Feedback and dialogue Drive for results		✓			
<b>Learning Agility:</b> Is comfortable with complexity and ambiguity, rapidly learns and applies new skills and is successful in first time challenging situations	Comfort with ambiguity Applies learning to achieve success in challenging first-time situations Critical thinking		✓			
<b>Enacting behavioural change:</b> Skilled at enacting sustainable behavioural change in people (through workflows, habits and clinical practice) to achieve improvements	Influencing perception Generating emotional responses (tempered by rational responses) Shaping behavioural decision making Mobilising and sustaining behaviour change		✓			

### <sup>1</sup> Proficiency descriptors

- **Foundation:** demonstrates application of capabilities for performing core requirements of the role **and**
- **Proficient:** demonstrates application of capabilities to others in team **and**
- **Skilled:** developed capability in others in a proactive and structured manner **and**
- **Expert:** mobilises collective capability across teams **and**
- **Mastery:** is a role model within and outside the organisation and expertise as a leader in field is sought out