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## SA Health Job Pack

<b>Job Title</b>	Intake Medical Records Officer
<b>Eligibility</b>	Open to Everyone
<b>Job Number</b>	867532
<b>Applications Closing Date</b>	12/7/2024
<b>Region / Division</b>	Barossa Hills Fleurieu Local Health Network
<b>Health Service</b>	Medical Records – Community Health
<b>Location</b>	Mount Barker & Angaston
<b>Classification</b>	ASO2
<b>Job Status</b>	Multiple positions available: Temp F/T & P/T working up to 31 December 2024 (part time hours to be negotiated)
<b>Salary</b>	\$57,842 - \$62,221 p.a.

## Contact Details

<b>Full name</b>	Lisa Sears
<b>Phone number</b>	85212080
<b>Email address</b>	<a href="mailto:Lisa.sears@sa.gov.au">Lisa.sears@sa.gov.au</a>

## Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Working with Children Check (WWCC) - **DHS**
- National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- Unsupervised contact with Vulnerable groups- **NPC**
- Unsupervised contact with Aged Care Sector- **DHS**
- No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at [www.sahealth.sa.gov.au/careers](http://www.sahealth.sa.gov.au/careers) - see Career Information, or by referring to the nominated contact person below.

# Immunisation

## ***Risk Category B (indirect contact with blood or body substances)***

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)

## Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ↪ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ↪ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

\* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants



## ROLE DESCRIPTION

<b>Role Title</b>	Medical Records Officer
<b>Classification Code</b>	ASO2
<b>Position Number</b>	
<b>Local Health Network</b>	Barossa Hills Fleurieu Local Health Network Inc.
<b>Hospital / Service / Cluster / RSS</b>	Barossa Hills Fleurieu Local Health Network
<b>Department/Section / Unit/ Ward</b>	Medical Records – Community Health
<b>Role reports to</b>	Business Services Team Leader
<b>Role Created/ Reviewed Date</b>	
<b>Criminal History Clearance Requirements</b>	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input checked="" type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening <a href="#">Please click here for further information on these requirements</a>
<b>Immunisation Risk Category</b>	Category B (Indirect contact with blood or body substances) <a href="#">Please click here for further information on these requirements</a>

## ROLE CONTEXT

### Primary Objective(s) of role:

The Medical Records Officer is responsible for the provision of an effective and efficient medical record service including supply of medical records to all departments and provision of patient information to outside care providers.

The main duties of the Medical Records Office include collation, creation, culling, retrieval, supply, filing, storing, sentencing, tracking and transportation of records and maintenance of medical records, and other roles and functions performed by the Service, including scanning documents into CCCME.

The Medical Records Officer will work as part of a multi-skilled team contributing to an efficient and effective Medical Record Service to internal and external customers and will contribute to coordination of the day-to-day workloads and on-the-job training of other staff within the team as required.

### Direct Reports:

Nil

### Key Relationships/ Interactions:

#### Internal

- > Accountable to Team Leader, Data Records Client Systems
- > Responsible to Medical Records Coordinator ASO3
- > Collaborative working relationship with Team Leader, Business Services, Clinical and Administrative staff within the department and across BHFLHN

#### External

- > Liaises with external stakeholders including staff of other hospitals and health services, other external agencies, care providers and members of the public

**Challenges associated with Role:**

Major challenges currently associated with the role include:

- > Working under limited/reduced supervision, challenges include ensuring the accurate and timely retrieval and delivery of medical records in a high-pressure environment, filing of patient documentation and data, and use of computerised medical records and other electronic patient administration systems.
- > Ensuring site compliance with CCCME data, policies and procedures affecting BHFLHN and professional bodies.

**Delegations:**

- > Nil

**Resilience:**

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

**Performance Development**

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Barossa Hills Fleurieu Local Health Network Inc. values and strategic directions.

**General Requirements:**

\*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant WHS Defined Officers must meet due diligence requirements.
- > *Return to Work Act 2014 (SA)*, facilitating the recovery, maintenance, or early return to work of employees with work related injury / illness.
- > Meet immunisation requirements as outlined in the immunisation for Health Care Workers in South Australia Policy Directive
- > Equal Employment Opportunities (including prevention of bullying, harassment, and intimidation).
- > *Children's Protection Act 1993 (Cth)* – 'Notification of Abuse or Neglect'.
- > *Public Interest Disclosure Act 2018*.
- > Disability Discrimination.
- > Independent Commissioner Against Corruption Act 2012 (SA).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, and the SA Health (Health Care Act) Human Resources Manual.
- > Relevant Australian Standards.
- > Duty to maintain confidentiality.
- > Smoke Free Workplace.
- > To value and respect the needs and contributions of SA Health Aboriginal staff and clients and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > SA Health / Barossa, Hills, Fleurieu Local Health Network policies, procedures, and standards.

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards, and participating in quality improvement activities as necessary.

**Handling of Official Information:**

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

**White Ribbon:**

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must always act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures, or guidelines issued by SA Health regarding acceptable workplace behaviour.

**Cultural Statement:**

Barossa, Hills, Fleurieu Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge, and life experiences they bring to the workplace. Barossa, Hills, Fleurieu Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture.

**Special Conditions:**

\*NB Reference to legislation, policies and procedures includes any superseding versions

- > It is mandatory that no person, whether currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills, and capabilities either on a permanent or temporary basis subject to relevant provisions of the Public Sector Act 2009 for Public Sector employees or the SA Health (Health Care Act) Human Resources Manual for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Records Management	<ul style="list-style-type: none"> <li>&gt; Ensure that all relevant information (both electronic and hard copy) is processed in an accurate and appropriate manner to support patient care.</li> <li>&gt; Retrieve and return paper-based records from storage facilities in an accurate and timely way.</li> <li>&gt; Maintaining the medical record tracking system to ensure movement and location of these medical records is known. Transporting medical records to authorized staff as required. Sort and file documentation in an accurate and timely way.</li> <li>&gt; Safely operate large file compacters and movement of storage boxes.</li> <li>&gt; Source and supply the historical paper based medical records for clinicians, outpatient clinics and other staff as required.</li> <li>&gt; Attending to general medical record enquiries ensuring appropriate information release procedures are followed by obtaining authorization when required and referring appropriate queries to the Accredited Freedom of Information Officer.</li> <li>&gt; Maintain paper-based records by ensuring condition, content, security, storage, tracking, and sentencing of these meet the Australian and SA Health Standards and State Records legislation.</li> <li>&gt; Maintain electronic patient information systems through accurate and timely data entry.</li> <li>&gt; Update client information and medical record locations via the electronic tracking system and check for future client bookings, ascertaining the status of the patient and their records.</li> <li>&gt; Coordinate transfers of paper based medical records as required.</li> <li>&gt; Maintain patient and information confidentiality by understanding and adhering to the Privacy and confidentiality guidelines and policies.</li> <li>&gt; Apply the principles of the Code of Fair Information Practice which regulate the collection, use, disclosure, storage, and transfer of all personal patient/client information.</li> <li>&gt; Apply initiative and judgement to support accurate, timely and continuous improvement in records management service provision.</li> <li>&gt; Archive and sentence medical records as required.</li> <li>&gt; Key data into the computerised medical records system to ensure all authorised users of the medical records have the correct and up to date location of archived medical records.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>&gt; Attend to all enquiries/requests from internal and external customers in a professional, courteous, positive, and timely manner.</li> <li>&gt; Liaise with all staff and clients in an effective and friendly way to promote better customer service.</li> <li>&gt; Ensure timely provision of client information to clinicians, authorised treating care practitioners and legal authorities (e.g., SAPOL) in accordance with established procedures, when directed to do so.</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>&gt; Foster a team environment, which promotes positivity, learning and development, safety, and welfare of employees, acknowledges differences and encourages creativity and innovation.</li> <li>&gt; A positive team is maintained by actively dealing with conflict and inappropriate behaviours expeditiously and effectively.</li> <li>&gt; Monitoring own and others work quality and providing assistance/recommendations for improvement.</li> <li>&gt; Role models a positive approach and commitment to customer service.</li> </ul>

OFFICIAL: Sensitive

	<ul style="list-style-type: none"><li>&gt; Promote open communication, trust, and value between team members.</li><li>&gt; Participate in discussions and forums to enhance the format of the medical record and any procedures pertaining with it.</li><li>&gt; Contribute to analysing and evaluating information management process and effectiveness on a continuous basis and recommending and implementing changes as required ensuring its effectiveness.</li><li>&gt; Maintain and support a culture of high performance, professionalism, and continuous improvement.</li><li>&gt; Liaising with the Medical Record supervisors and reporting problems, discussing changes to procedures, participating in workplace efficiency trials, being involved in service improvement processes, clarifying policies etc. to ensure effective maintenance of the service</li><li>&gt; Assisting with training and supporting colleagues for development purposes, consistent with predetermined departmental procedures and guidelines</li></ul>
Contribution to effective operation of unit	<ul style="list-style-type: none"><li>&gt; Maintain effective work practices.</li><li>&gt; Adopt procedures and practices which comply with the Work Health Safety Act.</li><li>&gt; Make proper use of all safeguards, safety devices and personal protective equipment (as required in undertaking the duties of the position).</li><li>&gt; Take reasonable care to protect the health and safety of self and others.</li><li>&gt; Attend mandatory safety training programs.</li><li>&gt; Contribute to the promotion and implementation of the General Public Sector Management Aims, personnel management standards and employee conduct standards and in particular Equal Opportunity and Occupational Health Safety and Welfare by adhering to the provisions of relevant legislative requirements such as:<ul style="list-style-type: none"><li>▪ Disability Discrimination Act</li><li>▪ Privacy Act 1988</li><li>▪ Freedom of Information Act</li><li>▪ SA Information Privacy Principles</li><li>▪ Code of Conduct for Public Sector Employees</li><li>▪ Code of Fair Information Practice</li><li>▪ Occupational Health Safety and Welfare Act</li><li>▪ Workers Rehabilitation and Compensation Act</li><li>▪ Equal Opportunity Act</li><li>▪ South Australian Health Care Act</li></ul></li><li>&gt; Contribute to the well-being of people in South Australia through participation in Counter Disaster activities, including attendance as required at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and / or major disaster.</li></ul>



## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### Educational/Vocational Qualifications

- > Nil

#### Personal Abilities/Aptitudes/Skills:

- > Ability to engage with community / consumers in a culturally appropriate manner and a willingness to undertake further training as required.
- > Demonstrated ability to work with Aboriginal Staff and Clients to provide a culturally safe service.
- > Demonstrated ability to support and work with people of diverse value systems, cultural differences and special needs.
- > Ability to research, access, and apply information to support workgroup operations and client requests.
- > Withstand occupational physical demands requiring strength, posture and mobility include repetitive tasks, lifting, pushing, pulling, bending, reaching, and lifting (up to 10-15kg)
- > Ability to work within a team environment, under a variety of workload circumstances.
- > Proven ability to effectively communicate with staff at all levels and members of the public / other organisations
- > Competent computing skills, including email and word processing
- > Proven ability to organise own workload and manage prioritised tasks.
- > Proven ability to maintain/organise data and maintain confidentiality.
- > An ability to manage to the spirit and principles of the premier's safety Commitment and the legislative requirements of the Work Health & Safety Act, utilising AS/NZS 4360 Risk Management, or to an equivalent set of standards.

#### Experience

- > Experience working with Aboriginal consumers
- > Experience in the provision of a confidential, efficient, and effective administrative service
- > Experience working with administrative and record management related policies and procedures.
- > Experience in the operation of computerised record management or similar systems.

#### Knowledge

- > General understanding of Aboriginal culture and a willingness to undertake further training in this area.
- > Knowledge of administrative processes, systems, and technologies.
- > An understanding of and respect for confidentiality.
- > Knowledge of the Policies and Procedures pertaining to a Medical Record Service.



## **DESIRABLE CHARACTERISTICS**

### **Educational/Vocational Qualifications**

- > Completion of Medical Terminology training
- > Completion or studying towards Certificate IV in Business (Records and Information Management) or equivalent

### **Personal Abilities/Aptitudes/Skills:**

- > Ability to work effectively under pressure and remain calm and courteous.
- > Ability to contribute to mentoring and on-the-job training of others

### **Experience**

- > Proven experience in computing skills, including email and word processing.
- > Previous experience working within a hospital or health services environment
- > Use and understanding of terminal digit filing system.
- > Use and understanding of a computerised tracking system.

### **Knowledge**

- > An understanding of basic medical terminology.
- > Knowledge of General Disposal and Records Disposal Schedules
- > Knowledge of Freedom of Information Act 1991
- > Knowledge of clerical filing systems and procedures within a hospital environment

## Organisational Context

### Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer, and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care, and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological, and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

### Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Ageing and the Minister for Mental Health and Substance Abuse.

The legal entities include but are not limited to Department for Health and Ageing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network, Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

### SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

### Health Network/ Division/ Department:

Barossa Hills Fleurieu Local Health Network has an expenditure budget of around \$280 million and an employed workforce of over 2000.

The LHN encompasses country hospitals and health services that provide support and services to approximately 12% of the South Australian population.

The region is an area of significant population growth for South Australia. Our sites and services are located at Mt Barker, Gawler, Victor Harbor (Southern Fleurieu), Strathalbyn, Kingscote, Mt Pleasant, Angaston, Tanunda, Gumeracha, Eudunda, and Kapunda. The LHN has 11 public hospitals, 6 aged care facilities and an extensive range of community-based services

Barossa Hills Fleurieu Local Health Network aspires to be the best provider of rural and remote health services in Australia. BHFLHN through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians.

BHFLHN deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations.

The safety and quality of health services in country South Australia is of primary importance. BHFLHN participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

A range of clinical services are delivered including Acute care, Medical, Accident and Emergency, Surgery, Birthing and Midwifery, Specialist Consultancy, Renal Dialysis, Chemotherapy, Transfusions, Rehabilitation, Residential Aged Care, Respite Care, Transitional Care Packages, Aboriginal Health, Mental Health, Allied

Health, Community Health (Country Health Connect), Community Nursing, Palliative Care, Community Home Support Packages and Home Modifications.

The Barossa Hills Fleurieu Local Health Network is the host LHN for the Rural Support Service. The RSS supports all six regions LHNs by bringing together a few specialists clinical and corporate advisory functions focused on improving quality and safety.

## Values

### BHFLHN Values

The values BHFLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our Local Health Network:

- > We are committed to the values of integrity, respect, and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

### Code of Ethics

The Code of Ethics for the South Australian Public Sector provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

## Approvals

### Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

**Name:**

**Role Title:**

**Signature:**

**Date:**

## Role Acceptance

### Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

**Name:**

**Signature:**

**Date:**