

## DEPARTMENT OF HEALTH

# Statement of Duties

<b>Position Title:</b>	Health Information Officer
<b>Position Number:</b>	Generic
<b>Classification:</b>	General Stream Band 2
<b>Award/Agreement:</b>	Health and Human Services (Tasmanian State Service) Award
<b>Group/Section:</b>	Hospitals and Primary Care Health Information Management Service
<b>Position Type:</b>	Permanent/Fixed-Term/Casual, Full Time/Part Time/Casual
<b>Location:</b>	South, North, North West
<b>Reports to:</b>	Manager - Health Information Service
<b>Effective Date:</b>	December 2021
<b>Check Type:</b>	Annulled
<b>Check Frequency:</b>	Pre-employment
<b>Desirable Requirements:</b>	Experience working in a healthcare setting Skills in administrative functions including high-level data entry

*NB. The above details in relation to Location, Position Type and Work Pattern may differ when this position is advertised – please refer to these details within the actual advert. The remainder of the content of this Statement of Duties applies to all advertised positions.*

## Primary Purpose:

In accordance with Australian Standard (AS) 2828 for health record compilation, hospital protocols and policies and under the direction of the Manager - Health Information Service (HIS) and the Supervisor Medical Records, the Health Information Officer supports the continuation of client/patient care by:

- Providing a health information administration service.
- Performing various clerical and administrative tasks involving organisational skills and attention to detail in support of the effective day to day service delivery required in Health Information Services (HIS).

## Duties:

1. Analyse, collate, and prepare all clinical and related internal and external documentation into the approved health record in accordance with the AS 2828 Health Records and Agency policies, protocols, and guidelines.
2. Methodically prepare and accurately enter data associated with patient information including reviewing, scanning, uploading, and maintaining clinical documentation, applying quality assurance processes and registering/updating patient demographics into the health information systems in a timely, and confidential manner.
3. Undertake administrative and clerical duties including processing confidential patient health records, both digitised and paper based.
4. Input, retrieve, and update internal and external documentation into the hospital's digitised, primary health record in a structured manner that meets the needs of clinical users and facilitates ease of access and storage of health record information.
5. Apply quality assurance activities including sustaining the integrity of clinical information in relation to processing, scanning, filing and maintaining the health record to support the accuracy in the provision of safe patient care, and capturing statistical data to support to these activities.
6. Provide a frontline customer focused service to a wide range of internal and external clients of HIS, utilising the clinical and administrative information health records systems and medical terminology knowledge, and assist with enquiries in accordance with established guidelines, procedures and policies and escalating when needed.
7. Receive, analyse, and respond to requests for health information/records for ongoing patient care in accordance with *Personal Information Protection Act 2004*, and Tasmanian State Service confidentiality requirements and under the guidance of applicable policies and protocols,
8. Maintain and apply strict confidentiality standards to all personal information and health records and provide guidance on the application of confidentiality and the *Personal Information Protection Act*.
9. Provide training and ongoing support to new and existing staff in all health administrative information services tasks.
10. Actively participate in and contribute to the organisation's Quality & Safety and Work Health & Safety processes, including in the development and implementation of safety systems, improvement initiatives, safeguarding practices for vulnerable people, and related training.
11. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

## Key Accountabilities and Responsibilities:

The Health Information Officer will:

- Perform all duties in accordance with HIMS policies, protocols and guidelines and within the legal requirements relating to strict patient confidentiality.
- Assist the Health Information Services leadership team in the provision of support and advice to less experienced staff.
- Facilitate the effective provision of health information services to clients, internal and external stakeholders and members of the public.

- Champion a child safe culture that upholds the *National Principles for Child Safe Organisations*. The Department is committed to the safety, wellbeing, and empowerment of all children and young people, and expect all employees to actively participate in and contribute to our rights-based approach to care, including meeting all mandatory reporting obligations.
- Where applicable, exercise delegations in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements as mandated by Statutory office holders including the Secretary and Head of State Service. The relevant Unit Manager can provide details to the occupant of delegations applicable to this position.
- Comply at all times with policy and protocol requirements, including those relating to mandatory education, training and assessment.

## Pre-employment Conditions:

*It is the Employee's responsibility to notify an Employer of any new criminal convictions during the course of their employment with the Department.*

The Head of the State Service has determined that the person nominated for this job is to satisfy a pre-employment check before taking up the appointment, on promotion or transfer. The following checks are to be conducted:

1. Conviction checks in the following areas:
  - a. crimes of violence
  - b. sex related offences
  - c. serious drug offences
  - d. crimes involving dishonesty
2. Identification check
3. Disciplinary action in previous employment check.

## Selection Criteria:

1. Demonstrated experience with information systems and Microsoft Office applications, including the ability to work within a highly sensitive and technological health environment.
2. Experience in administrative functions and the ability to undertake those duties efficiently and effectively within a hospital environment, together with knowledge of policies, procedures, guidelines, and legislation and how they are used in the workplace.
3. Ability to prioritise work to meet required objectives on time and demonstrating flexibility, efficiency, and accuracy to ensure quality assurance standards are maintained.
4. High level of interpersonal, communication and organisational skills and the demonstrated ability to work effectively as a member of a team.
5. Sound knowledge or the ability to acquire medical terminology knowledge, records management practices and capacity to always maintain strict confidentiality.

## Working Environment:

The Department of Health is committed to improving the health and wellbeing of patients, clients and the Tasmanian community through a sustainable, high quality and safe health system. We value leading with purpose, being creative and innovative, acting with integrity, being accountable and being collegial.

The Department of Health is committed to improving the way we work with vulnerable people, in particular implementing strategies and actions to promote child safety and wellbeing, empower, and prevent harm to children and young people.

The Department upholds the *Australian Charter of Healthcare Rights* in our practice and is committed to the safeguarding and protection of the welfare and rights of all people, particularly those that may be at risk of abuse, neglect, or exploitation. We place emphasis on the provision of culturally safe, respectful, and inclusive care that is responsive to diverse needs.

The Department seeks to provide an environment that supports safe work practices, diversity and respect, including with employment opportunities and ongoing learning and development. We value the diverse backgrounds, skills and contributions of all employees and treat each other and members of the community with respect. We do not tolerate discrimination, harassment or bullying in the workplace. All employees must uphold the *State Service Principles* and *Code of Conduct* which are found in the *State Service Act 2000*. The Department supports the [Consumer and Community Engagement Principles | Tasmanian Department of Health](#).