



HSS Registered

Working With Children Check Required

## PIMS Coordinator – After Hours

**Health Salaried Officers Agreement; Level G4**

**Position Number: 00004925**

**Patient Information Management Services**

**Princess Margaret Hospital**

### Reporting Relationships

Head of Department PIMS  
 HSO Level G9  
 00006549



Assistant Head of Department  
 HSO Level G7  
 00004926



**This Position**



Reporting to this position:

Title	Classification	FTE
• AH PIMS Officers	HSOA; Level G2	
• PIMS Officers	HSOA; Level G2	
• Ward Clerks	HSOA; Level G2	

Also reporting to this supervisor:

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### Key Responsibilities

Maintain the efficient operation of after hour services in Patient Information Management Services (PIMS) at Princess Margaret Hospital (PMH). Coordinate and supervise the daily operations of afterhours Medical Record, Admissions, Enquiry, ED and Relief clerks at PCH. Supervise and arrange sick leave cover for Communication Centre staff afterhours.

## Brief Summary of Duties (in order of importance)

- Coordinate and supervise the daily operations of the Medical Record Service A/H clerical staff and medical record functions according to PIMS policies and procedures. Provide professional and technical advice on procedures and processes to support the efficient delivery of patient information systems and customer focused services.
- Undertake human resource management functions including the management and supervision of after hour clerical staff, monitoring staff recording of accurate payroll details, staff recruitment and selection and performance evaluations.
- Assess and evaluate training requirements for after hour staff to facilitate appropriate levels of skill. Coordinate training and development in conjunction with the PIMS Training Officer.
- Create, monitor and maintain A/H PIMS clerical staff rosters and coordinate leave relief arrangement. Coordinate and deploy after hour PIMS staff at PCH and arrange sick leave cover for afterhours staff including the Communication Centre.
- Proactively review work practices to ensure systems and services are maintained in a consistent, accurate and timely manner.
- Oversee internal and external requests for access to patient information in a timely manner.
- Ensure patient confidentiality is maintained throughout the workplace, in accordance with hospital policy and the Freedom of Information Act.
- Liaise with the relevant key stakeholders with regard to after hour patient information management issues. Coordinate the optimal procedures and process related to patient information systems.
- Maintain PIMS DoH edits and provide regular feedback to staff involved.
- Provide operational support to TOPAS users by:
  - First level problems analysis, solving and correction;
  - Problem escalation by liaising with Patient Info Systems Support Officer.
- Revise and maintain procedure manuals for areas under control.
- Collate and report on departmental statistical information.
- Actively participate in continuous improvement activities and apply quality improvement principles to all duties performed. Implement and maintain continuous quality improvement projects and undertake project work related to the operation of PIMS as directed.
- Represent clerical staff at supervisory meetings and participate in meeting discussions and activities. Conduct regular departmental meetings with after hour staff, attend and conduct other meetings as required.
- Receive and receipt monies for overseas visitors attending ED afterhours.
- Promote awareness of and ensure compliance with:
  - clinical and/or corporate governance requirements; and
  - legislative and other regulatory requirements relating to equity and diversity, disability services and occupational safety and health.

### **CAHS Duties**

- Responsible for ensuring, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- Performs duties in accordance with Government, WA Health, Child and Adolescent Health Service and Departmental/ Program Specific Policies and Procedures.
- Performs duties in line with the National Safety and Quality Health Services Standards and within best practice.
- Performs duties in accordance with the relevant Occupational Safety and Health and Equal Opportunity Legislation and WA Health Code of Conduct.
- Undertakes other duties as directed.

## Work Related Requirements

### Essential Selection Criteria

1. Relevant experience in a comprehensive patient information management service.
2. Demonstrated leadership ability with well-developed organisational problem solving and analytical skills.
3. Previous experience with line responsibility for staff and knowledge and understanding of Human Resource Management principles and practices.
4. Demonstrated high level of organisational skills including time management, the ability to prioritise, delegate, implement projects in a professional manner, problem solve and recommend solutions.
5. Previous experience using computerised patient administration systems and possession of knowledge relating to Health Information Management statutory requirements, standards and practices in a hospital or health environment.
6. High levels of written, verbal and interpersonal skills with the ability to communicate with staff from all levels within an organisation.
7. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.

### Desirable Selection Criteria

1. Eligible for full graduate membership of the Health Information Management Association of Australia.
2. Involvement in working with continuous quality improvement systems and commitment to quality improvement activities.
3. Knowledge of current health industry issues and implications for hospitals and delivery of Health Information Services.

### Appointment Prerequisites

Appointment is subject to:

- Working With Children (WWC) Check, compulsory check for people who carry out child-related work in Western Australia.
- Completion of 100 point identification check
- Successful Criminal Record Screening Clearance
- Successful Pre-Employment Integrity check
- Successful Pre-Employment Health Assessment

**Certification**

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

..... <b>Manager / Supervisor Name</b>	..... <b>Signature</b>	<b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>
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..... <b>Directorate/ Dept. Head</b>	..... <b>Signature</b>	<b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>
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As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

..... <b>Occupant Name</b>	..... <b>Signature</b>	<b>or</b>	..... <b>HE Number</b>	..... <b>Date</b>
..... <b>Effective Date</b>				

**HSS Registration Details** (to be completed by HSS)

<b>Created on</b>	..... Insert date	<b>Last Updated on</b>	..... HE68896 11/08/2016
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