



North Metropolitan Health Service  
**Job Description Form**

HSS Registered October 2016

**SUPERVISOR HEALTH INFORMATION MANAGEMENT SERVICES**  
**Health Salaried Officers Agreement: HSO Level G4**  
**Position Number: 005669**  
**HEALTH INFORMATION MANAGEMENT SERVICES**  
**Osborne Park Hospital**

**Reporting Relationships**

Manager Corporate and Patient Support Services  
 Award Level:G9  
 Position Number:707878



Manager Health Information Management Services  
 Award Level:G7  
 Position Number:707300



← Also reporting to this manager:

- Supervisor, Health Information Management Services

**This Position**

Directly reporting to this position:			Other positions under control
Title	Classification	FTE	
Clerks	G2	40.86	<ul style="list-style-type: none"> <li>• Waitlist Coordinator</li> <li>• Cashier</li> </ul>
Clerks	G1/2	2	
	Total FTE	44.86	

**Prime Function / Key Responsibilities**

Responsible for the day to day supervision of staff in Health Information Management Services (HIMS), ensuring the effective and efficient delivery of administrative and clerical services.

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

**1. A: Positions under direct supervision of each of the Supervisor posts, will be specified by the Manager Health Information Management Services.**

***B: The Supervisor responsible for the Rehabilitation & Aged Care (RAC) clerical positions will liaise and communicate regularly with the Personal Assistant, RAC to ensure those services are maintained through appropriate management of staff deployment, roles and responsibilities and in the provision of health information as required by the Clinical Head of Department RAC.***

2. Supervises administrative and clerical staff within HIMS.
3. Produces, maintains and authorises time records, leave applications, overtime and rosters for staff. Attends to enquiries from Health Support Services for leave and other information recorded in LATTICE.
4. Consults with the Manager HIMS in planning for leave relief and provides assistance with recruitment in accordance with Human Resource Management Practices and Principles.
5. Provides supervision, support and ongoing training to all staff in the operation of relevant Patient Administration Systems.
6. Provides assistance with the maintenance and development of medical record forms in consultation with relevant departments and external printing providers.
7. Manages the consumable items and completes IPROC for department supplies.
8. Coordinates Private Patient liaison activities as required.
9. Contributes towards the efficient and effective delivery of customer focused services.
10. Develops and actions Quality Improvement activities for the department and participates in EQUIP.
11. Participates in the development and implementation of policies and procedures relevant to the department and to the hospital's goals and objectives.
12. Oversees the collection, maintenance and reporting of data including the preparation of statistical returns as required by the hospital, Department of Health WA and Commonwealth Departments. Consults with Clinical Heads and other staff to ensure the completion of these processes as appropriate.
13. Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
14. Participates in Performance Management with the Manager HIMS.

## **Supervisor Health Information Management Services | HSO Level G4 | Position Number 005669**

15. Conducts investigations of incidents and/or accidents in the clerical environment in liaison with OS&H representatives and Manager HIMS.
16. Provides support to the Manager HIMS and Manager Corporate & Patient Support Services for reporting purposes.
17. Maintains personnel records for staff within the department.
18. Attends departmental meetings and other meetings as required.
19. Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
20. Performs duties in accordance with the Code of Conduct, the Code of Ethics and relevant Occupational Health and Safety, Disability Services and Equal Opportunity legislation, relevant policies and procedures. Ensures the principles and practices are applied across the service.
21. Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.

### **1. NMHS Governance, Safety and Quality Requirements**

- 1.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 1.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 1.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 1.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 1.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 1.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### **2. Undertakes other duties as directed.**

## **Work Related Requirements**

### **Essential Selection Criteria**

1. Demonstrated supervisory or team leadership experience.
2. Demonstrated ability to prioritise, exercise initiative, delegate and meet deadlines without direct or frequent supervision.
3. Demonstrated developed interpersonal, verbal and written communication skills.
4. Demonstrated developed organisational, time management and problem solving skills.
5. Demonstrated knowledge of MS Office programs and patient administration systems.
6. Knowledge and understanding of Continuous Quality Improvement principles and their practical application.
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. Previous experience in a healthcare setting.
2. Knowledge of medical record practices and procedures.
3. Experience in the management of organisational change.

### **Appointment Prerequisites**

Appointment is subject to:

- 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.

### **Manager/Supervisor**

Name:  
Signature/HE:  
Date:

### **Dept./Division Head**

Name:  
Signature:  
Date:

### **Position Occupant**

Name:  
Signature:  
Date: