



North Metropolitan Health Service  
**Job Description Form**

HSS Registered November 2016

**Coordinator Medical Records**  
**Health Salaried Officers Agreement: Level G5**  
 Position Number: 003545  
 Health Information Management Service  
 Sir Charles Gairdner Hospital

**Reporting Relationships**

Manager  
 Health Information Management Service  
 HSO Level G9  
 Position Number: 000586



Deputy Manager  
 Health Information Management Service  
 HSO Level G7  
 Position Number: 000587



**This Position**



- ← Also reporting to this supervisor:
- Health Information Systems Administrator – HSO Level G6
  - Coordinator Release of Information – HSO Level G6
  - Coordinator Central Medical Secretarial Unit – HSO Level G5
  - Coordinator Ward Clerk Service – HSO Level G5
  - Coordinator Day Admission and Relief Services – HSO Level G5
  - Clerical Supervisor – HSO Level G3

Directly reporting to this position:			Other positions under control
<b>Title</b>	<b>Classification</b>	<b>FTE</b>	Nil
Senior Medical Record Clerk	HSO Level G2	6.4	
Medical Record Clerk	HSO Level G1/2	29.8	

**Prime Function / Key Responsibilities**  
 Coordinate the activities of the Medical Record Department. Oversee the functionality of the hospital medical records and act as Systems Administrator for the Medical Record Information Tracking System (MeRITS).

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

### 1. Administration

- 1.1 Supervises the operations of the Medical Record Department and ensures that daily operating objectives are met.
- 1.2 Ensures adherence to standards relating to the medical record service under guidance from the Health Information Management Committee and Clinical Governance Committee via the Manager and Deputy Manager Health Information Management Service.
- 1.3 Liaises with hospital departments concerning the medical record service and takes action to resolve problems and improve service delivery.
- 1.4 Develops and controls programmes for quality management initiatives covering aspects of the medical record.
- 1.5 Participates in the development and implementation of policies and procedures relevant to the Department and to Sir Charles Gairdner Hospital's goals and objectives.
- 1.6 Ensures compliance to the Confidentiality and Privacy of Medical Records and monitors security within the department.
- 1.7 Provide consultancy and liaison services to existing and potential users of MeRITS and for the requestors of medical records.
- 1.8 Evaluate and analyse current business practices and end user requirements of MeRITS, including testing system enhancements, modifications and system releases.
- 1.9 Administer human resource functions for all the staff of the Medical Record Department, including recruitment and selection, deployment, performance management and staff development, maintenance of job descriptions and Human Resource systems/payroll systems.

### 2. Management

- 2.1 Coordinates the day-to-day management of the Medical Record Department, preparation of staff rosters and managing clerical relief daily to ensure an effective and efficient clerical service is provided at all time, including ad hoc occasions when the Clerical Supervisor is unavailable.
- 2.2 Investigate and provide solutions to record management problems and advise Deputy Manager and/or Manager HIMS of unresolved issues affecting quality of service.
- 2.3 Provide departmental induction and orientation to all new staff including an overview of the department.
- 2.4 Coordinates programmes to facilitate appropriate level of skill for staff employed in the department.
- 2.5 Coordinates leave relief arrangements for the Medical Record Department.
- 2.6 Ensures staff in areas under control comply with safety standards within the work environment and have an understanding of the Emergency Procedures manual.
- 2.7 Responsible for ensuring staff adhere to protocols and procedures within the Hospital and National Standards for medical record management.
- 2.8 Adopt and implement procedure changes in accordance with Occupational Safety and Health standards to suit the Medical Record Department functionality.
- 2.9 Revise and maintain procedure manuals for areas under control.
- 2.10 Conducts regular department meetings and attends others as required.
- 2.11 Establishes key performance indicators and mandatory training for staff.

### 3. NMHS Governance, Safety and Quality Requirements

- 3.1 Ensures, as far as practicable, the provision of a safe working environment in consultation with staff under their supervision.
- 3.2 Participates in an annual performance development review and undertakes performance development review of staff under their supervision.
- 3.3 Supports the delivery of safe patient care and the consumers' experience including identifying, facilitating and participating in continuous safety and quality improvement activities, and

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ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.

- 3.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 3.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 3.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

#### 4. Undertakes other duties as directed.

The successful occupant of this position will be required to comply with the Sir Charles Gairdner and Osborne Park Health Care Group (SCGOPHCG) Strategic Plan, Occupational Safety & Health and Confidentiality throughout the course of their duties.

### Work Related Requirements

#### Essential Selection Criteria

1. Demonstrated knowledge of medical record and electronic patient information systems and associated clerical functions.
2. Experience in managing teams including to lead, coordinate, monitor continuing education and development of staff, and conflict resolution.
3. Demonstrated experience with health information practices and procedures, and the ability to manage confidentiality and privacy of patient information.
4. Demonstrated effective interpersonal, verbal and written communication and negotiation skills.
5. Demonstrated effective planning, organisational, analytical and problem solving skills.
6. Demonstrated ability to provide a customer focussed service.
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. Tertiary qualifications in Health Information Management.
2. Knowledge and understanding of quality improvement principles and their practical application in evaluating and meeting customer needs.
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	Dept./Division Head	Position Occupant
Latha Sivapalan He45114 10 October 2016	Frances Harrison He50987 10 October 2016	Name: Signature: Date: