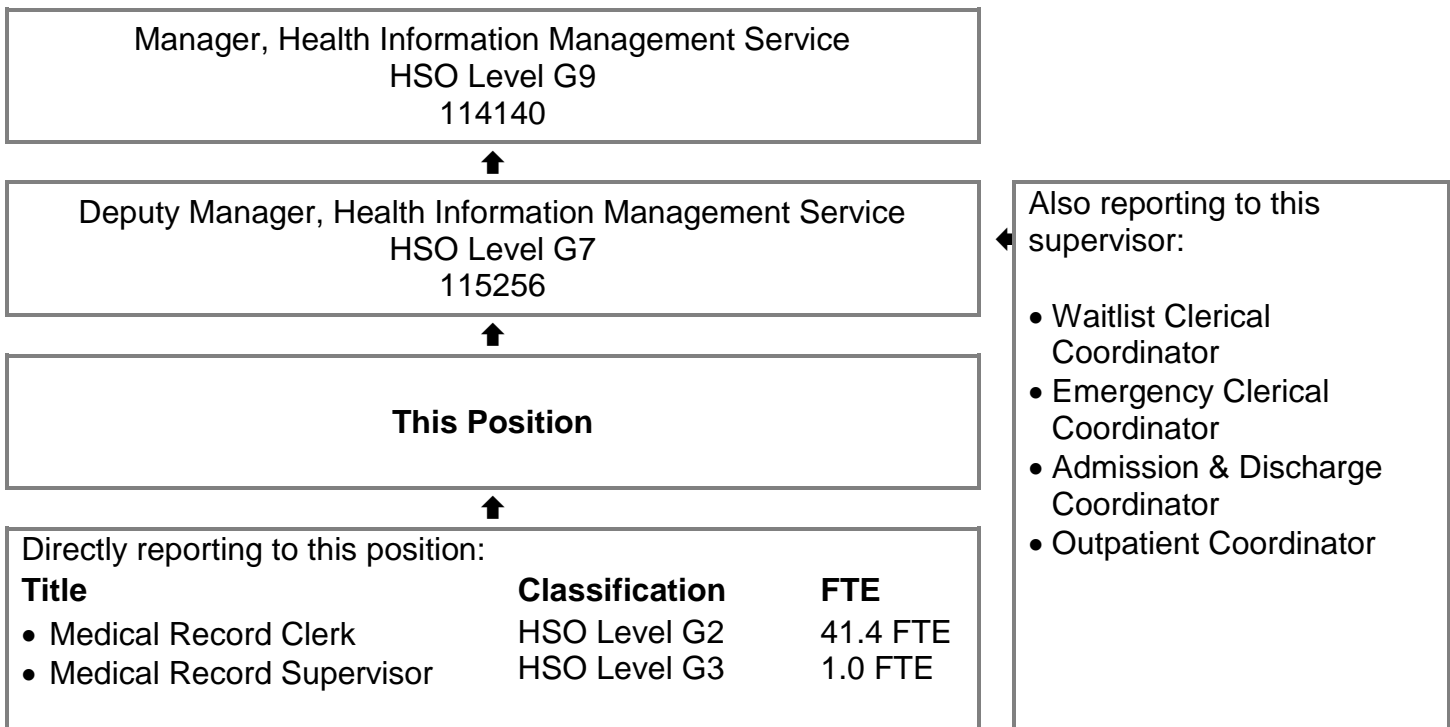




**HSS Registered**

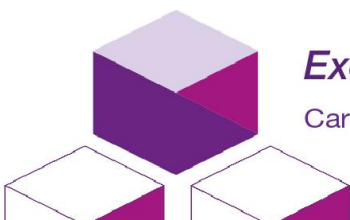
**Medical Records Coordinator**  
**Health Salaried Officers Agreement: HSO Level G5**  
**Position Number: 114203**  
**Clinical Services / Health Information Management Service**  
**Fiona Stanley Hospital**

**Reporting Relationships**



**Key Responsibilities**

This supervisory and leadership role is responsible for the coordination, safety, quality and efficiency of medical record services and associated human resource management in accord with directorate, departmental and hospital requirements.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

# Medical Records Coordinator | HSO Level G5 | 114203

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

### 1. Service Management

- 1.1 Responsible for the safety, quality and efficiency of specified Medical Record Services across Fiona Stanley Hospital, including liaison and negotiation with internal and external (agencies).
- 1.2 Responsible for daily supervision and monitoring of staff performance including staff disciplinary issues, and assessing clerical workloads.
- 1.3 Responsible for planning and coordinating training and development for all clerical staff under supervision, and providing a high quality and effective clerical relief service.
- 1.4 Ensures compliance to the Policy of Confidentiality of Medical Records and monitors security within the department and responsible for ensuring staff are adhering to protocols and procedures within the Department and externally.
- 1.5 Plans, identifies and maintains and deploys human and material resources for Medical Record Services.
- 1.6 Reviews and manages clerical work practices including recommending and implementing new procedures and is responsible for quality assurance projects in areas under supervision.
- 1.7 Conducts service meetings for staff under supervision and represents HIMS Department at meetings and other associated committee meetings.
- 1.8 Liaises with Senior Management, Medical and Nursing staff on clerical services and service delivery provided to clinical divisions at FSH. Provides a comprehensive consultancy and advice service to departmental and external personnel.

### 2. Human Resources

- 2.1 Authorises, verifies, monitors and maintains human resource management and payroll systems information. Submits HR forms to Health Corporate network.
- 2.2 Responsible for the recruitment, selection and orientation of all clerical staff under supervision. Acts as the Chairperson on interview panels and actively participates in and provides consultancy and advice to external departmental panels.
- 2.3 Prepares staff rosters, manages clerical relief daily to ensure an effective and efficient clerical service is provided at all times.
- 2.4 Liaises with HIMS Manager and Human Resources on human resource management and industrial relations issues.
- 2.5 Prepares analyses and submits reports in relation to the budget for staff FTE under supervision to the Manager of HIMS.
- 2.6 Investigates problems related to processes for staff under supervision and initiates corrective action in accordance with hospital policies.

### 3. SMHS 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 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, South 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.

## Work Related Requirements

### Essential Selection Criteria

1. Substantial experience in supervising and training clerical staff in a health care environment.
2. Demonstrated effective level of written and verbal communication and interpersonal skills including analytical and problem solving.
3. Demonstrated knowledge of health records practices and procedures.
4. Experience in the management of Medical Records and Patient Administration Systems and Databases and spreadsheet development.
5. Demonstrated ability to provide a customer focused service.
6. Demonstrated knowledge of quality improvement principles.
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.
8. Ability to liaise with medical, nursing and allied health staff.

### Desirable Selection Criteria

1. Knowledge of contemporary human resource management practices and procedures.
2. Proven ability to work in a multi-disciplinary team.
3. Health information management qualifications.

### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- 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>Krystal Stubbs</b>             |                     | <b>HE16052</b>   | <b>20/11/18</b> |
| <b>Manager / Supervisor Name</b>  | <b>Signature or</b> | <b>HE Number</b> | <b>Date</b>     |
| <b>Dept. / Division Head Name</b> | <b>Signature or</b> | <b>HE Number</b> | <b>Date</b>     |

**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 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> | <b>Last Updated on</b> |
|                   | November 2018          |