



# Job Description Form

## 2907 Manager Medical Records Service

### Knowledge Management

#### POSITION DETAILS

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Classification Level: 5  
Award/Agreement: PSA 1992 / PSGOGA 2014  
Position Status: Permanent  
Organisation Unit: Corporate Services Division, Knowledge, Information & Technology Directorate  
Physical Location: Hakea Prison Complex

#### REPORTING RELATIONSHIPS

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Responsible to: 013440 Principal Records Officer, Level 7

**THIS POSITION:** **2907 Manager Medical Records – Level 5**

Direct reports: 6198 Supervisor Central Medical Records - Level 3, 004912; 012121; 012122; 012123 Imaging Officer – Level 2, 004913 Admin & Imaging Officer – Level 2, 012766; 012767 Assistant Imaging Officer – Level 1, 3874; 009376 Medical records Officer – Level 1.

#### OVERVIEW OF THE POSITION

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The Knowledge, Information and Technology (KIT) directorate is accountable for a broad remit of information management encompassing Information, Communication and Technology systems, and services all aspects of business intelligence, information management and, legislative compliance. In order to successfully deliver its accountabilities, the directorate is segregated into four branches: Legal and Legislative Services, Business Intelligence and Reporting, Business Solutions and Governance and Technology Systems. Cross functional integration and customer focus are essential for the directorate to continuously improve its services, proactively identify and meet stakeholder requirements.

The Knowledge Management Branch plays a key role in managing the Department's information assets. The branch is responsible for setting business rules and governance frameworks to ensure

that technological solutions are complementary, aligned with strategic direction and provide information that is reliable, properly described, secured and readily available to inform decisions.

The Manager Medical Records will manage and coordinate the Central Medical Records team responsible for the management of the Department's patient medical records, information and records management systems to ensure the effective and efficient storage, security, retrieval and disposal of information.

The Manager Medical Records will assist in the development, implementation and maintenance of policies, processes and procedures to ensure that the Department's patient medical information and records lifecycle management is in accordance with legislative requirements and security and confidentiality standards. The position will also assist in the implementation of an increased digitisation strategy whilst maintaining information security.

## **JOB DESCRIPTION**

As part of the Knowledge Management team, the successful applicant will be expected to:

- Maintain focus on the Department's goals concerning safety, security and rehabilitation;
- Work to improve communication and model integrity and respect in all interactions;
- Operate within the Department's Corporate Governance Framework, policies and procedures and ensure effective transparency and accountability of all Department activity;
- Operate within chain of command facilities to coordinate activities required to meet the Department's strategic objectives;
- Work collaboratively to achieve common goals and best practice and facilitate business improvements as appropriate;
- Facilitate cultural and management reforms within the Department through leadership and engagement; and
- Represent the Department's interest on committees and working groups as required.

## **ROLE SPECIFIC RESPONSIBILITIES**

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- Responsible for the management and administration of medical record services, including the establishment, organisation and co-ordination of these services, for the Department and Health Centres (located at prisons and juvenile detention centres) in accordance with legislative requirements and Department policy.
- Responsible for the management of resources within approved budget.
- Responsible for overseeing the leadership and maintenance of human resource requirements, including the recruitment, training and leave relief requirements of Central Medical Record staff.
- Assisting the Principal Records Officer with advice to the Health Services Executive on actual or potential problems regarding medical record administration.

- Responsible for liaising with executive members of Department's Health Services, Health Centre Managers and relevant individuals and agencies outside the Department (eg hospitals, Health Department of WA) regarding operational, professional and continuous improvement requirements.
- Responsible for the management, storage, transfer, data integrity, electronic imaging and confidentiality and security of patient medical records in paper, digital, image, electronic and other medium.
- Responsible for providing advice to the Department's Health Services and Health Centres on matters of medical confidentiality and liaises between Medical Records and service users with regard to the collection and dissemination of patient medical information.
- Responsible for security and confidentiality of identified documents and is directly responsible for their secure storage.
- Conducts analysis and research as required and prepares recommendations for process improvement strategies.
- Liaises and consults with internal stakeholders and external agencies regarding requests for information release.
- Collect and analyse statistics and provide reports as required.
- Other duties as required.

## **JOB RELATED REQUIREMENTS**

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In the context of this position, the ability to demonstrate the following skills, knowledge and experience.

### **Shapes and Manages Strategy**

The ability to; understand the Department's objectives and links to the whole-of-government agenda, understand the strategic direction and objectives of the business unit and the factors that may impact on work plans and operational goals, draw on information from a range of sources and use judgement to analyse findings, work within agreed guidelines to make decisions and to incorporate outcomes into work plans are important for this role.

### **Achieve Results**

The ability to; assess project and program performance, identify areas of improvement and suggest changes to ensure positive outcomes, demonstrate flexibility and cope with day-to-day changes in priorities, support projects to completion and a focus on quality in all areas of work are fundamental to this role.

### **Builds Productive Relationships**

The capacity to; network effectively in order to build and sustain relationships with key stakeholders, team members and other staff in the agency, consult and share information with the team and seek input from others where necessary, encourage contribution and engagement, recognise different

views and to ensure that stakeholders are kept informed as appropriate are requirements for this role.

**Exemplifies Personal Integrity and Self-Awareness**

A commitment to; adhere to the Code of Conduct in all interactions, maintain a high level of personal commitment to integrity, professionalism, probity and personal development, take responsibility for completion of works within timeframes and takes the initiative to progress work when required. Able to justify own position when challenged. Acknowledge mistakes and learn from them, and seek guidance and advice when required. Engage with risk by providing impartial and clear advice, seeking guidance when required, identifying and/or reporting potential risk issues to supervisor.

**Communicates and Influences Effectively**

A demonstrated ability to; present messages confidently and persuasively and to actively listen, understand and adapt communication styles to suit a range of audiences, listen to differing views and opinions and develop persuasive counter arguments are requirements for this role.

**Role Specific Criteria**

**Essential**

- Substantial experience in medical record administration including experience at a management level.
- Expert knowledge of medical records health information systems.
- Knowledge of legislation and standards relating to records management and information release.

**Desirable**

- Bachelor of Science in Health Information Management or equivalent.
- Eligibility for membership of the Health Information Management Association of Australia.

**SPECIAL REQUIREMENTS/EQUIPMENT**

- A or E class driver's licence.

**CERTIFICATION**

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

DIRECTOR GENERAL

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

HR CERTIFICATION DATE: \_\_\_\_\_