



JOB DESCRIPTION FORM

Section 1 – POSITION IDENTIFICATION

Central Office		Position No:	615903
Division:	Business Services	Title:	Coordinator Health Information Services
Branch:	Information Management and Technology	Classification:	HSO Level G6
Section:	Health Information Management	Award/Agreement	Health Salaried Officers Agreement

Section 2 – POSITION RELATIONSHIPS

Responsible To	<table border="1"> <tr><td>Title:</td><td>Program Manager Health Information Management</td></tr> <tr><td>Classification:</td><td>HSO G9</td></tr> <tr><td>Position No:</td><td>607869</td></tr> </table>	Title:	Program Manager Health Information Management	Classification:	HSO G9	Position No:	607869	<p>OTHER POSITIONS REPORTING DIRECTLY TO THIS POSITION:</p> <table border="1"> <tr><td><u>Title</u></td></tr> <tr><td>Nil</td></tr> </table>	<u>Title</u>	Nil
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Position No:	607869									
<u>Title</u>										
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Positions under direct supervision:	← Other positions under control:											
<table border="1"> <thead> <tr> <th>Position No.</th> <th>Title</th> <th>FTE</th> </tr> </thead> <tbody> <tr> <td>614953</td> <td>Health Information Systems Trainers</td> <td>2</td> </tr> <tr> <td>614952</td> <td>Health Information Clerical Officer</td> <td>4</td> </tr> </tbody> </table>	Position No.	Title	FTE	614953	Health Information Systems Trainers	2	614952	Health Information Clerical Officer	4	<table border="1"> <thead> <tr> <th>Category</th> <th>Number</th> </tr> </thead> <tbody> </tbody> </table>	Category	Number
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Section 3 – KEY RESPONSIBILITIES

Coordinates and supervises the WACHS Health Information Systems Unit (HISU) and Health System Trainers to support the Patient Administration System, use of clinical applications across WACHS. Coordinates and supports the Health System Support Officers Network.

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The WA Country Health Service (WACHS) is the largest country health system in Australia and one of the biggest in the world, providing health services to over half a million people, including over 50,000 Aboriginal people, over a vast two and a half million square kilometres area.

WA Country Health Service hospitals handle almost as many births as the State’s major maternity hospital – and 40% of the State’s emergency presentations. The range of health services provided include acute inpatient and emergency care, population and public health, mental health, Aboriginal health, aged care and includes increasing number of services provided by telehealth video-conferencing.

Our dedicated and committed staff work hard to fulfil our vision of Healthier country communities through partnerships and innovation, to deliver health services that support the health and well-being of individuals and communities in rural and remote Western Australia.

OUR PURPOSE – What we are here to do

WACHS improves country people’s health and well-being through access to quality services and by supporting people to look after their own health.

OUR STRATEGIC DIRECTIONS

1. Improving health the experience of care
2. Valuing consumers, staff and partnerships
3. Governance, performance and sustainable services

OUR GUIDING PRINCIPLES

Consumers first in all we do Safe, high quality services and information at all times Care closer to home where safe and viable. Evidence based services

Partnerships and collaboration

OUR VALUES

Community – making a difference through teamwork, cooperation, a ‘can do’ attitude and country hospitality.

Compassion – listening and caring with empathy, respect, courtesy and kindness.

Quality – creating a quality health care experience for every consumer, continual improvement, innovation and learning.

Integrity – accountability, honesty and professional, ethical conduct in all that we do.

Justice – valuing diversity, achieving health equality, cultural respect and a fair share for all.

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Section 4 – STATEMENT OF DUTIES

Duty No.	Details	Freq.	%
1.0	Health Information System Support	D	45%
1.1	Provides oversight of the system administration and management service for a number of health information systems including (but not limited to) webPAS, eReferrals, NaCS and iCM.		
1.2	Provides oversight including monitoring, auditing and reporting on operational functionality of the patient administration system and other administrative and clinical applications as required.		
1.3	Coordinate the WACHS Health Information Services Unit leading the provision of patient administration and clinical information systems support.		
1.4	Assists in the design, implementation and review of work practices and documentation to support patient administration and clinical applications.		
1.5	Liaise with users of the administration and clinical applications to ensure patient data is captured and maintained consistently, accurately and in a timely manner.		
1.6	Tests and supports the implementation of system interfaces and new software releases for appropriate administrative and clinical applications.		
1.7	Analyses, advises and contributes to the development and review of enhancements to the information systems ensuring compliance within the WA Health Policy Frameworks and best practice.		
1.8	Provides timely management reports on data integrity within the identified information systems.		
1.9	Achieves results through the identification of opportunities for continuous improvement, maintaining awareness of best practice, and a personal commitment to quality outcomes.		
2.0	Health Information System Training	D	40%
2.1	Oversees the provision of patient administration and clinical application training to all users across WACHS to ensure compliance with standards, business rules and policy.		
2.2	Coordinates the training of new system users including the design, preparation, delivery and evaluation of training materials and sessions.		
2.3	Evaluates and plans requirements for ongoing and future system training including methods and approaches to training.		
2.4	Coordinates the delivery of the annual training plan for in scope information systems as well as the development of relevant interim training for new functionality and systems.		
2.5	Assists in the development of new training material and resources.		
2.6	Liaises with internal stakeholders to ensure that training needs of WACHS are met through appropriate training methods and materials related to patient administration and clinical applications.		
2.7	Manages and monitors the administration support for the Health Information Systems Training Register and reports on training activity.		
3.0	Other	A	5%
3.1	Leads engagement with Regional Health System Support Officers and other relevant stakeholders regarding health information systems. Coordinates and supports the Health Regional System Support Officers Network for WACHS.		
3.2	Promotes and undertakes a professional and personal commitment to patient confidentiality.		
3.3	Supports the delivery of safe patient care and the consumer's experience including identifying, facilitating and participating in continuous safety and quality improvement activities, ensuring services and practices align with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.		
3.4	Other duties as required.		
The occupant of this position will be expected to comply with and demonstrate a positive commitment to the WACHS values and the highest achievement in demonstrating positive commitment to Equal Employment Opportunity, Occupational Safety & Health, Public Sector Standards, Code of Conduct, Code of Ethics, Quality Improvement, Performance Management, Customer Focus, Disability Services Act and Confidentiality throughout the course of their duties.			

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Section 5 – SELECTION CRITERIA

ESSENTIAL

1. High-level knowledge, understanding and demonstrated experience in the use of a Patient Administration System (webPAS) and clinical information systems within a hospital environment.
2. Demonstrated experience and practical skills in the design, development, implementation and ongoing analysis of information systems, including problem-solving skills
3. Highly developed written, verbal and interpersonal communication skills with the ability to interact and negotiate with staff at all levels.
4. Demonstrated ability to lead, manage people and promote an effective team working environment.
5. Practical experience in the design, development and delivery of training programs. Knowledge and understanding of quality improvement principles and their practical application in evaluating and meeting customer needs.
6. Current knowledge of legislative obligations for Equal Opportunity, Disability Services and Occupational Safety and Health, and how these impact on employment and service delivery.
7. Eligible for or in possession of a current C or C-A drivers licence and ability to travel including overnight

DESIRABLE

1. Conversant with medical terminology and medical abbreviations
2. Possession of, or progress towards, a formal qualification in computing, information technology, or information management

Section 6 – APPOINTMENT FACTORS

Location	Negotiable	Accommodation	As per WACHS Accommodation Policy
Allowances/ Appointment Conditions	Appointment is subject to: <ul style="list-style-type: none"> • Completion of a 100 point identification check • Successful Criminal Record Screening clearance • Successful Pre- Placement Health Screening clearance • Current C Class drivers licence • Ability to travel including overnight 		
Specialised equipment operated			

Section 7 – CERTIFICATION

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

Signature and Date: ____/____/____
Executive Services

Signature and Date: ____/____/____
Chief Executive Officer

As occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

Name	Signature	Date Appointed	Date Signed

