



HSS REGISTERED

Health Information Systems Support Officer

Health Salaried Officers Agreement: Level G4

Position Number: 004273

Health Information Management Services

Sir Charles Gairdner Osborne Park Health Care Group

Reporting Relationships

Manager
 Health Information Management Services
 HSO Level: G-9
 Position Number: 000586



Health Information Systems Support Administrator
 HSO Level: G-6
 Position Number: 000601



This Position



← Also reporting to this position

Title	Classification	FTE
Patient Master Index Clerk	G-2	6.2

Directly reporting to this position:

Title	Classification	FTE
Nil		

Other positions under control

- Prime Function / Key Responsibilities**
- Provides training and ongoing support for new and existing staff for SCGH & OPH hospital information systems i.e. webPAS, iCM, CPOE, eReferrals & NaCS.
 - Assists in coordinating rosters and supervising Patient Master Index Clerks.

Brief Summary of Duties (in order of importance)

1. Role

- 1.1 Assists in coordinating and supervising the daily work of the Patient Master Index Clerks.
- 1.2 Responsible for compliance with policies and procedures and relevant data entry standards which impact on the management of staff in the unit.
- 1.3 Conduct training for * webPAS, iCM, CPOE, eReferrals, NaCS and other information system as required. Assist in the development of webPAS, iCM, CPOE, eReferrals & NaCS training schedules and programmes.
- 1.4 Assist with the development of documentation relating to webPAS, iCM, CPOE, eReferrals & NaCS, including procedures and work practice changes.
- 1.5 Conduct quality improvement projects for webPAS, iCM, CPOE, eReferrals & NaCS as directed.
- 1.6 Report system problems via service calls; liaise with product vendors and action resolution of problem as appropriate.
- 1.7 Provide ongoing support for webPAS, iCM, CPOE, eReferrals & NaCS to all users (help desk support).
- 1.8 Assist with the development of test plans and acceptance testing for webPAS, iCM, CPOE, eReferrals & NaCS.
- 1.9 Maintain systems security in conjunction with the site Local Security Officer (LSO) and Hospital/Department policy.
- 1.10 Assist in providing timely and accurate reports from webPAS, iCM, CPOE, eReferrals & NaCS, including ad hoc reports and maintenance of auto-batch reports.
- 1.11 Consult with Business Information Unit (BIU) on system issues and data collection.
- 1.12 Cover the leave of Health Information Systems Administrator as required.
- 1.13 Maintains systems security in accordance with hospital policy for all applications.
- 1.14 Undertakes other relevant duties as requested by the Health Information Systems Support Administrator.
- 1.15 Facilitates and participates in Quality Activities.
* webPAS modules include - Inpatients, Outpatients, Emergency, Waitlist, PMI and Medical Records Tracking.

2. NMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 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.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, North Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

3. 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. Well-developed communication (written and verbal) and interpersonal skills.
2. Demonstrated training and presentation skills.
3. PC and database skills and experience in system reporting.
4. Demonstrated experience and working knowledge of health information systems.
5. Demonstrated organisational, analytical and problem-solving skills.
6. Demonstrated understanding of patient confidentiality.
7. Demonstrated team management skills and knowledge of human resource management principles including employment equity.
8. Knowledge and understanding of quality improvement principles and their practical application.
9. Current knowledge of legislative and regulatory requirements in the areas of Equal Opportunity, Disability Services and Occupational Safety & Health, and how these impact on employment, people management and service delivery.

Desirable Selection Criteria

1. Degree in Health Information Management or equivalent Tertiary Qualification.
2. Working knowledge of health information systems e.g. webPAS, iCM, CPOE, eReferrals & NaCS (or equivalent).
3. Understanding of role and functions of a teaching hospital.
4. Training certificate or equivalent

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: Chrissy White
Signature/HE: 98365
Date: 5 January 2021

Dept./Division Head

Name: Frances Harrison
Signature: HE50987
Date: 5 January 2021

Position Occupant

Name:
Signature:
Date: