



Healthy kids, healthy communities

Compassion

Excellence

Collaboration

Accountability

Equity

Respect

HIAS Coordinator - After Hours

Position details

Position Number: 00012315
 Classification: HSO Level G4
 Agreement: Health Salaried Officers Agreement
 Directorate: CAHS Medical Services
 Department: HIAS Management
 Location: Perth Children's Hospital, QEII Campus, Nedlands

Reporting relationships

This position reports to:

00012314	Assistant Head of Department- HIAS	Level G7
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Positions under direct supervision:

HIAS Officer- AH	G1/2	4.9 FTE
HIAS Officer- Emergency AH	G2	11.98 FTE
Ward Clerk	G2	1.00FTE
HIAS Officer Enquires	G2	1.44FTE

Key Responsibility

Maintain the efficient operation of after hour services in Health Information & Administrative Services (HIAS) at Perth Children's Hospital (PCH). Coordinate and supervise the daily operations of afterhours Ward, Medical Record, Admissions, Enquiries, ED and Relief Officers at PCH.

About our health service

The Child and Adolescent Health Service (CAHS) is a comprehensive service that supports and treats children from around Western Australia, and is committed to programs that promote lifelong health in children and adolescents.

CAHS is made up of four service streams:

- **Neonatology:** Neonatology provides state-wide tertiary neonatal services to the sickest newborn babies and infants in Western Australia.
- **Community Health:** a comprehensive range of community based early identification and intervention services, as well as health promotion, to children and families in the Perth metropolitan area. Services are provided in a variety of settings including at home, local community health centres, child and parent centres and schools.
- **Child and Adolescent Mental Health Services (CAMHS):** provide mental health services to infants, children, young people and their families across the Perth metropolitan area. Services include community based programs, inpatient care at Perth Children's Hospital and specialised services for children with complex mental health conditions across the State.
- **Perth Children's Hospital (PCH):** is the specialist State-wide paediatric hospital and trauma centre for Western Australia, caring for children up to the age of 16. PCH is also a centre of excellence for teaching and research, partnering in major paediatric research and education initiatives led by the Telethon Kids Institute (TKI) and the State's universities.

Our vision

Healthy kids, healthy communities

Our vision of 'healthy kids, healthy communities' sees that children and young people get the best start in life through health promotion, early identification and intervention and patient centred, family-focused care.

Our objectives



Care for children, young people and families



Provide high-value healthcare



Collaborate with our key support partners



Value and respect our people



Promote teaching, training and research

Our values drive us

CAHS promotes a values based workplace culture and all employees are expected to translate our values into action by providing high quality care through:

Compassion

I treat others with empathy and kindness

Excellence

I take pride in what I do, strive to learn and ensure exceptional service every time

Collaboration

I work together with others to learn and continuously improve our service

Accountability

I take responsibility for my actions and do what I say I will

Equity

I am inclusive, respect diversity and aim to overcome disadvantage

Respect

I value others and treat others as I wish to be treated

Summary of accountabilities

- Coordinate and supervise the daily operations of the Medical Record Service afterhours clerical staff and medical record functions according to HIAS policies and procedures. Provide professional and technical advice on procedures and processes to support the efficient delivery of patient information systems and customer focused services.
- Undertake human resource management functions including the management and supervision of after-hours clerical staff, monitoring staff recording of accurate payroll details, staff recruitment and selection and performance evaluations.
- Assess and evaluate training requirements for after hour staff to facilitate appropriate levels of skill. Coordinate training and development in conjunction with the HIAS Trainers.
- Create, monitor and maintain afterhours HIAS clerical staff rosters and coordinate leave relief arrangement. Coordinate and deploy after hour HIAS staff at PCH and arrange sick leave cover for afterhours staff.
- Proactively review work practices to ensure systems and services are maintained in a consistent, accurate and timely manner.
- Oversee internal and external requests for access to patient information in a timely manner.
- Ensure patient confidentiality is maintained throughout the workplace, in accordance with hospital policy and the Freedom of Information Act.
- Liaise with the relevant key stakeholders with regard to after hour patient information management issues. Coordinate the optimal procedures and process related to patient information systems.
- Maintain HIAS DoH edits and provide regular feedback to staff involved.
- Provide operational support to Patient Administration Systems (PAS) users by:
 - First level problems analysis, solving and correction;
 - Problem escalation by liaising with Health Info Systems Support Officers.
 - Revise and maintain procedure manuals for areas under control.
 - Collate and report on departmental statistical information.
 - Actively participate in continuous improvement activities and apply quality improvement principles to all duties performed. Implement and maintain continuous quality improvement projects and undertake project work related to the operation of HIAS as directed.
 - Represent clerical staff at supervisory meetings and participate in meeting discussions and activities. Conduct regular departmental meetings with after hour staff, attend and conduct other meetings as required.
 - Receive and receipt monies for overseas visitors attending ED after hours.

CAHS governance, integrity, safety and quality requirements

- Commits to undertake the duties of the role in accordance with the WA Health Code of Conduct; the CAHS Vision and Values; and CAHS commitment to protecting children and promoting their safety.

- Maintains a safe work environment by taking reasonable care for own health and safety and that of others.
- Ensures as far as practicable, the provision of a safe working environment in consultation with employees under their supervision.
- Undertakes duties to an agreed performance standard to support safe, high-quality health care with a focus on continual improvement, efficiency, effectiveness and sustainability.
- Directly or indirectly supports the delivery of safe patient care and the consumers' experience ensuring services are family centred.
- Contributes to continuous quality improvement activities by identifying, facilitating or participating in practices in accordance with the requirements of the National Safety and Quality Health Service (NSQHS) Standards, health service strategic direction and the WA Public Sector.
- Completes mandatory and core requirement training as relevant to the role and service.
- Performs duties in accordance with WA Public Sector, WA Health, CAHS and other specific service policies and procedures and applicable legislative obligations under *Public Sector Management Act (WA) 1994*, *Health Services Act (WA) 2016*, *Occupational Safety and Health Act (WA) 1984*, *Disability Services Act (WA) 1993* and the *Equal Opportunity Act (WA) 1984*.
- Actively contributes to the development of the health service by undertaking other duties as directed including additional tasks or projects in line with continual improvement, collaboration and sustainable health initiatives.

Work related requirements

The following criteria should be considered in the context of the CAHS Vision, Objectives and Values.

Essential selection criteria

1. Previous experience in supervising and training a large number of clerical staff in a health care environment.
2. Demonstrated knowledge of computerised patient administration systems.
3. Demonstrated ability to promote and enhance teamwork and support an adaptable customer focused workforce and service.
4. Proven high levels of organisational skills with the ability to problem-solve and recommend solutions, prioritise and implement projects in a professional manner.
5. Demonstrated leadership ability with high levels of written, verbal and interpersonal skills including the ability to communicate with senior staff from multiple disciplines.
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.

Desirable selection criteria

1. Knowledge of medical terminology, abbreviations, and principles associated with patient confidentiality and health record practices and procedures.
2. Involvement in working with continuous quality improvement systems and commitment to quality improvement activities.
3. Knowledge of current health industry issues and implications for hospitals and delivery of Health Information Management Services.

Appointment to this position is subject to the following:

- Provision of the minimum identity proofing requirements in line with the standards set by the National Security Strategy.
- Successful criminal record screening clearance.
- Successful pre-employment integrity check.
- Successful pre-employment health assessment.

Certification

Created on	Last Reviewed	HSS Registered
Insert date	Insert date	9/10/2020

I verify that the details in this document are an accurate reflection of the requirements of the position.

_____ Manager / Supervisor	_____ Signature or HE Number	_____ Date
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As an Occupant of this position, I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

_____ Occupant Name	_____ Signature or HE Number	_____ Date
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