

Position Description

Position Title	Health Information Support Officer
Position Number	30027533
Division	Finance and Resources
Department	Health Information Services
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Grade 1
Classification Code	HS1-HS17
Reports to	Administration Supervisor
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	<ul style="list-style-type: none">• National Police Record Check• Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The role of the Health Information Services is to provide accurate and timely patient information to wards, the emergency department, and outpatient clinics and to aid the continuity of patient care within the community by providing patient information to General Practitioners and other authorised organisations. The Health Information Support Officer (HISO) is responsible for providing administrative services for all

facets of health records and health information at Bendigo Health. This role has a multi focus and undertakes administrative functions and support to various areas within the department.

The role provides accurate and timely patient information to wards, emergency department, specialist clinics and external agencies to aid in continuity of patient care within the community. A key customer service role with contact with internal and external customers occurring via phone, fax, email and face to face interactions.

The role encompasses administrative processes associated converting paper based medical records into digital format, including preparation, scanning, validating and auditing electronic formats to ensure the quality of the images and information.

Health Information Services operates 24 hours a day and 365 days of the year and therefore, this position may be required to work evening, weekends and on public holidays as rostered.

Responsibilities and Accountabilities

Key Responsibilities

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

- Customer service including but not limited to:
 - Phone, email, fax and face to face requests
 - Release of Information (ROI) requests
 - Referral processing
 - Preparation of paper or digital record requests for internal departments and external agencies
- Ensuring the accurate and timely preparation, data entry, quality control, validation and maintenance of health information in physical medical records and in the digital environment
- Scanning activities including but not limited to:
 - Preparation and sorting of documents
 - Scanning paper records and documents
 - Validation
 - Quality control and auditing
 - Data entry, maintenance and error correction of digital information
 - Archiving and destruction of documents
 - Historic scanning
- Providing general administration support for HIS across all care areas including acute, sub-acute, mental health and community programs
- Admissions, discharges, transfers and clinic appointments afterhours, public holidays or as required
- Update and assist with data entry and review for reporting purposes
- Culling of records in primary and secondary storage areas
- Maintain medical records tracking including refiling of records
- Participate in team and departmental meetings and other organisational meetings as required

- Participate in staff development and training as required
- Other administration duties as directed

Key Selection Criteria

Essential

1. Demonstrated problem solving skills with the ability to take the initiative and make decisions within delegation level.
2. Demonstrated ability to work independently with minimal supervision and excellent time management skills with the ability to work under pressure to tight deadlines.
3. Demonstrated high level of computer skills including the ability to operate multiple Microsoft Office products and various other in-house programs and databases.
4. Demonstrated ability to enter data accurately and rapidly onto a computerised system.
5. High level communication skills with the ability to develop effective working relationships with a cross section of staff.
6. Demonstrated ability to embrace and respond positively to change.

Desirable

7. Completion of a Certificate III Business Administration course and/or relevant.
8. Sound knowledge and understanding of the requirements of the Health Records Act and Privacy Act.
9. Knowledge of Health Information Services and medical terminology.
10. Previous administration experience in a healthcare environment.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.

- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.