

Position Description

Position Title	Health Information Manager
Position Number	30028530
Division	Clinical Operations
Department	MH Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	Health Info Manager G3 Y1 – Y4
Classification Code	YA69 – YA72
Reports to	Manager Development and Systems
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 • Drivers Licence • 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](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

All staff at Bendigo Health should have, or aspire to the personal qualities, knowledge and skills as described in the Bendigo Health Staff Capabilities Statement. Refer to link at top of page.

Reporting to the Manager Development and Systems Mental Health and Wellbeing Services, the purpose of the position is to provide leadership and direction on the use of management of clinical data and health information across the Mental Health and Wellbeing (MHW) directorate in relation to:

- Accurate and timely collection and interrogation of data, including error correction
- Monitoring and analysis of data to understand and optimise performance
- Reporting of data to ensure compliance with regulatory requirements and support service development and
- Improving the governance and integrity of data processes.

Responsibilities and Accountabilities

Key Responsibilities

1. Act as a key contact and resources both internally and in liaison with relevant stakeholders external to the directorate: primarily Health Information Services, the Performance Reporting Unit at Bendigo Health and the Department of Health and Human Services.
2. Collaborate and provide guidance and direction with relevant key stakeholders to advise a system of data collection and reporting in relation to the MHDMR, both routine and ad hoc, in accordance with operational and legislative requirements
3. Analysis of data collected/reported for the purpose of providing detailed recommendations for consideration and action
4. Develop and provide tools and reporting to allow the timely monitoring and trending of performance against all relevant service Key Performance Indicators. Identify and monitor issues, facilitate error correction and implement improvements in data reporting.
5. Identify, coordinate and contribute to quality improvement activities, including those related to Accreditation standards, across the directorate, particularly as relevant to the roles purpose.
6. Collaborate and provide guidance of system monitoring and upgrades including the provision of business support and associated communications.
7. Represent the Mental Health and Wellbeing directorate and / or the role on relevant working parties and / or committees reporting back and undertaking chairing responsibilities where required.
8. Coordination and/or provision of staff education and training in response to service requirements in relation to data collection and management.

9. Coordinate the broad administration of relevant systems and data bases primarily medtech, Patient Management System (iPM PAS) and Client Management Interface (CMI).

Work collaboratively with the Mental Health and Wellbeing Development and Systems team, contributing to the team functions, including performance development and support across roles.

Key Selection Criteria

Essential

1. An approved Degree, or working toward, from a recognised school of Health Information or other qualifications approved for eligibility for membership of the Health Information Management Association of Australia (HIMAA) or 7 or more years' experience in Health Information Management related work
2. Demonstrated knowledge and experience of Health Information Record Systems, reporting requirements and associated databases and clinical applications, with a sound understanding of how they interrelate
3. Demonstrated understanding of the speciality of psychiatric care within health as it relates to statutory reporting and the management of clinical information for the division and its impact on service delivery
4. Understanding of legislation relating to health information management such as the Health Records Act, Freedom of Information Act and Victorian Mental Health and Wellbeing Act 2022.
5. Demonstrated skills in data capture, analysis and reporting with the inclusion or recommendations for change and improvement where required.
6. Experience in Mental Health service evaluation, statistical analysis and database management.

Desirable

1. Exceptional interpersonal and communication skills that promote effective engagement across all internal and external stakeholders
2. Highly developed communication skills, both verbal and written, to convey complex technical concepts to non-technical stakeholders when engaging with all levels of staff to understand reporting requirements, providing advice and troubleshooting
3. Flexibility to operate in an environment of change with the ability to introduce new concepts through innovation and influence.
4. Ability to be self-directed and motivated working with minimal supervision to achieve agreed outcomes.

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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- 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.