

## Position Description

Position Title	Manager - HIS Service Delivery
Position Number	30101633
Division	Finance and Resources
Department	Health Information Services
Enterprise Agreement	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026
Classification Description	Health Info Manager G4 Y1 – Y4
Classification Code	JB21 – JB24
Reports to	Director - Health Information Services
Management Level	Tier 3 - Business Manager
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Immunisation Requirements</li> </ul>

### 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

The Manager – HIS Service Delivery primary purpose is to ensure excellent health information services are provided across Bendigo Health. This is accomplished through information management expertise and leadership to support the effective and efficient health care delivery and strategic business objectives of Bendigo Health.

## Responsibilities and Accountabilities

The role delivers governance on all aspects of information management including managing the large administration teams for HIS scanning and medical record management; Freedom of Information (FOI); medical transcription services; and emergency department administration staff. The role oversees the medical record forms design; participates in the continued development of medical records in the electronic environment and is the designated Bendigo Health Privacy Officer.

## Key Responsibilities

The Manager - HIS Service Delivery is responsible for a robust governance model to ensure excellence across medical record and information management on behalf of Bendigo Health. This includes:

- Detailed training and induction of new staff to ensure minimum standards are in place across all administration teams;
- Oversee excellent human resource management in recruitment and selection and staff development to enable delivery of outstanding customer service;
- Oversee performance management framework across the administrative team to ensure clarity around expectations and work performance;
- Develop and monitor a quality program to achieve operational activities and key performance indicators for the department;
- Identify opportunities for improvement and implement quality management strategies to ensure consistent health information management practices including the development and revision of related policies, protocols and guidelines;
- Oversight of the medical record forms design process (paper and electronic) for Bendigo Health including the creation of electronic forms within electronic health information solutions, including maintaining Master Forms Register;
- Ensure health privacy principles are considered when devising and implementing processes and procedures for health information management across Bendigo Health;
- Provide guidance, expertise and continuous improvement for the Freedom of Information team, ensuring the team delivers compliant, efficient, and high-quality FOI services;
- Development and implementation of strategies and new processes or systems as required to ensure that health information activities are supporting the needs of Bendigo Health within the changing electronic environment; and
- Contribute to the overall strategic and operational planning and development of the Health Information Service functions and assist in the execution of departmental strategies and plans.

## Key Selection Criteria

### Essential

1. Qualified Health Information Manager or equivalent, eligible for membership of the Health Information Management Association of Australia (HIMAA).

### Desirable

2. Extensive experience in the management of a large team in a service delivery environment though effective leadership and human resource processes.
3. Comprehensive understanding of health information management activities in a large multidisciplinary health sector agency, including development of appropriate policies, protocols and guidelines.
4. Experience in paper and electronic record management and associated clinical forms design.
5. Demonstrable knowledge of State and Federal legislation impacting on health information management including FOI, privacy, security and confidentiality legislation.
6. Excellent communication and interpersonal skills that will cultivate productive working relationships, resolve workplace conflict, facilitate co-operation and guide, mentor and develop people.
7. Demonstrated ability to implement and maintain quality management strategies, organisational change and best practice principles, initiatives and concepts.

## 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.*