

Position Description

Position Title	Health Information Manager
Position Number	30028530
Division	Clinical Operations
Department	Mental Health Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Health Information Manager Grade 2
Classification Code	YA65-YA68
Reports to	Manager
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Registration with Professional Regulatory Body or relevant Professional Association • 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

Reporting to the Manager, Mental Health Development and Systems, the Health Information Manager will provide leadership and direction in the management and strategic use of clinical data and health information across the Mental Health and Wellbeing (MHW) directorate.

The role will work closely with the Senior Health Information Manager to:

- Ensure the accurate and timely collection, interrogation, and correction of data;
- Monitor and analyse data to inform decision-making and optimise service performance; and
- Support the reporting of data to meet regulatory compliance and drive service improvement.

A key focus of the role is also to strengthen the governance and integrity of data processes, contributing to enhanced data quality and improved outcomes across the MHW directorate.

Responsibilities and Accountabilities

Key Responsibilities

- Act as a key contact and resources for internal teams and external stakeholders, including Health Information Services, the Performance Reporting Unit, the Mental Health Tribunal at Bendigo Health, and the Department of Health and Human Services.
- Collaborate with and take direction from the Senior Health Information Manager to ensure alignment of priorities and support coordinated data management strategies.
- Provide guidance and direction to key stakeholders to support the development and maintenance of effective systems for data collection and reporting related to the MHDMM (Mental Health Digital Medical Record), both routine and ad hoc, in accordance with operational and legislative requirements.
- Analyse collected data to provide meaningful insights and detailed recommendations to inform service delivery, performance improvement, and compliance.
- Develop and deliver tools and reports that enable timely monitoring of key performance indicators (KPIs), identify data quality issues, facilitate error correction, and implement continuous improvements in reporting practices.
- Coordinate and contribute to quality improvement initiatives across the directorate, including those aligned with accreditation standards and data governance.
- Provide input and support for system monitoring and upgrades, including business support functions and communication of related changes across the service.
- Represent the Mental Health and Wellbeing directorate on relevant working groups and committees, reporting back to stakeholders and undertaking chairing responsibilities where appropriate.
- Coordinate and deliver staff education and training related to data collection and management, system use, and health information processes, in response to service needs and evolving system requirements.
- Coordinate the broad administration and maintenance of relevant systems and databases, including MedTech, the Patient Management System (iPM PAS), and the Client Management Interface (CMI).
- Perform project management activities to support service development and data management initiatives.
- Work collaboratively with the Mental Health Development and Systems team, contributing to the team functions and objectives, including performance development and support across roles.

Key Selection Criteria

Essential

1. Health Information Manager; 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).
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. Demonstrated understanding of the speciality of mental health care within the health system as it relates to statutory reporting, performance indicators and the management of use of clinical data.
7. Experience in Mental Health service evaluation, statistical analysis and database management.

Desirable

8. Exceptional interpersonal and communication skills that promote effective engagement across all internal and external stakeholders.
9. 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.
10. Flexibility to operate in an environment of change with the ability to introduce new concepts through innovation and influence.
11. 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.
- 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.