

Position Title: Health Information Services Clerk

Campus: Ballarat Health Services

Directorate: Information Management

Department: Health Information Services

Reporting to:

- **Direct:** *HIS Operations Manager -Ballarat,*
- **Indirect:** *Director, Health Information Services*
Chief Information Officer

Appointment Terms/Conditions:

Classification and Code: HS1

Enterprise Agreement: Health and Allied Services

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

To provide administrative support to Health Information Services and to internal and external customers in a timely and confidential manner.

This role involves reception duties in relation to release of clinical information and the collection, collation and scanning of clinical documentation into the digital medical record.

KEY ACCOUNTABILITIES

Reception / Release of Information / Customer Service

- Respond to requests for clinical information, ensuring that requests are fulfilled appropriately in a timely manner, complying with release of information and confidentiality policies.

Medical Records

- Scanning of medical records to the Digital Medical Record (DMR) in a timely and accurate manner.
- Processing of images scanned by external provider, to the DMR.
- Assist with the retrieval, tracking, compilation, maintenance and storage of Medical Records, ensuring queries are resolved satisfactorily within appropriate timelines.
- Maintenance of Medical Record tracking system.

Data Entry

- Accurate and timely data entry into the Patient Administration System (IBA WebPAS) and Digital Medical Record (BOSSnet) computer programs

Student Placements

- Assist to provide support and information as required to students and multi-disciplinary staff undergoing placement at Grampians Health.

Team Meetings

- Attend and actively participate in HIS meetings and as a delegate or participant of other meetings as HIS representative.

Quality Improvement

- Participation in the peer to peer scanning quality program when instructed.
- Actively participate in identification, implementation and evaluation of Quality improvement projects as required.

Occupational Health and Safety

- Carry out work duties in a safe manner by adhering to Grampians Health Occupational Health and Safety Policies, Regulations and agreed safe work procedures, and report immediately any potential hazards and/or incident occurring in the workplace.
- Must adhere to infection control policies and procedures as identified in the Grampians Health – Ballarat site Infection Control Manuals.

Confidentiality

- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.

KEY SELECTION CRITERIA

Previous Experience

- Previous clerical or clinical experience is desirable.

- Experience in a similar role within a hospital environment is desirable.

Medical Terminology

- Ability to understand and use medical terminology with accuracy is desirable.

Keyboard Skills

- Demonstrated accurate word processing and keyboard skills including Microsoft Word, Excel and electronic mail;
- Ability to enter information/data with accuracy and reasonable level of speed.

Computer literacy

- Demonstrated proficiency in the use of computers enabling the correct and timely information to be added into the Digital Medical Record

Communication Skills

- Customer service skills
- Able to demonstrate excellent communication, interpersonal and presentation skills and the ability to develop and maintain effective working relationships within and external to the organisation;
- Ability to tactfully and confidentially obtain and refer information from customers, management and staff.
- Display confidence in handling a range of telephone enquiries.

Time Management & Organisation

- Demonstrated ability to work in a demanding environment with targeted outcomes and ability to achieve Key Performance Indicators.

Team Player

- Demonstrated experience working as an effective team member.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected by their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.

HOW TO APPLY

Your application should include:

- Clearly state the **Job No.** specified on the advertisement for this position.
- A statement addressing each “**Key Selection Criteria**” clearly demonstrating your ability to meet the objectives of the role. **Note:** Read the Position Description carefully so you have a good understanding of what is required and remember to address what skills, knowledge and attributes you have.
- General resume
- Copies of any formal qualifications. **Note:** If emailing your application note that hard copies of your qualifications will need to be produced at interview.
- Two (2) professional referees

Apply on-line at: www.bhs.org.au

AUTHORISATIONS

Employee	
Department Manager	
Director / Chief Executive Officer	
Date Written:	Date Revised: 19/12/2025