Position Title:	**Coding Operations Manager**
Campus:	All campuses
Directorate:	Corporate Services
Department:	Health Information Services
Reporting to:	**Manager Clinical Coding and CDI**
Direct Reports:	**Grampians Health Clinical Coding Team**

Appointment Terms/Conditions:

Classification and Code:	Commensurate with qualifications and experience
Enterprise Agreement:	Allied Health Professionals or Health & Allied Services/Managers & Administrative Officers Award

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*
We are stronger together.	*We show that we care.*	*We do what we say and say what we do.*	*We appreciate and value all people.*	*We adapt and innovate to achieve best outcomes.*
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

The Coding Operations Manager role is responsible for the day to day management of the Grampians Health Clinical Coding team across all Grampians Health campuses. The role supports and manages resources to ensure timely and accurate ICD-10-AM coding of inpatient episodes to achieve internal and external deadlines and optimise NWAU.

KEY ACCOUNTABILITIES

Leadership and staff management coding team
- Manage the clinical coding team to achieve a cohesive, productive, efficient and effective team
- Manage recruitment and retention of coding staff
- Rostering and leave management
- Management of performance including annual reviews
- Management of professional development and training opportunities

Management of coding resources - throughput
- Day to day operational management of coding team to maximise coding throughput.
- Allocation of outstanding episodes for coding
- Monitoring of throughput on a daily basis to achieve monthly internal and external coding deadlines
- Setting of KPIs for Clinical Coding Team in collaboration with Coding Leadership
- Achieve and maintain internal coding deadlines to 28 days after end of month (EOM)
- Collaborate with VAED team to assist meeting submission deadlines

Management of coding resources – resourcing and support
- Day to day assistance with IT technical issues
- Compilation of throughput statistics and other staff metrics
- Ability to troubleshoot issues and work through a resolution
- Change management in association with EMR implementation and advances in relevant technology

Management of coding resources – accuracy
- Assist Coding Leadership team to coordinate audit and education cycle and identify areas for coding improvement and skill building with the objective of continually improving coding accuracy and maximising NWAU
- Assist Coding Leadership in work toward a demonstrated reduction in overall coding error rate on audit.
- Develop and consolidate skills in coding audit and education (if qualified as a clinical coder and/or HIM)

Other duties as required by Manager Clinical Coding & CDI
- Discharge summary compliance reporting

KEY SELECTION CRITERIA

Essential
- Experienced staff manager and/or demonstrable leadership skills
- Experience in data management, analysis and reporting
- Excellent interpersonal skills
- Advanced skills in MS365 applications, particularly Excel and OneNote.

Desirable
- Experienced Clinical Coder and/or Health Information Manager

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 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.

VERSION

Date written:	August 2024
Date revised:	**22/9/2025, 13/01/2026**