

Position Title: **Director, Health Information Services**

Campus: All

Directorate: Digital Health (Finance and Corporate Services)

Department: Health Information Services (HIS)

Reporting to: Chief Information Officer

Direct Reports: HIS Operations Managers
Manager, Coding, Casemix, Clinical Documentation Improvement
Manager, Datasets
Manager, Switchboard & Admissions
Forms HIM's
Privacy Officer

Appointment Terms/Conditions:

Classification and Code: Health Information Manager Grade 6 (JB26)

Enterprise Agreement: Allied Health Professionals 2021 – 2026
Full time permanent. 80 hrs/fortnight with ADO

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

The Director, Health Information Services is the organisation's senior accountable leader for the strategic direction, governance and performance of Health Information Services across all Grampians Health campuses. The position holds enterprise-wide accountability for the integrity, availability, confidentiality, security and lawful management of health information across its lifecycle.

Reporting to the Chief Information Officer and operating as a senior member of the Digital Health leadership team, the Director translates organisational strategy, legislation, government policy, funding requirements and professional standards into an integrated service model, robust governance arrangements and measurable performance outcomes.

The Director provides authoritative advice and assurance to the Executive, Board and governance committees on health information management, clinical coding and casemix, statutory datasets, privacy, records management, clinical documentation improvement, data quality and information risk. The role is accountable for identifying material risks, escalating emerging issues and driving corrective action.

The position leads a complex, multidisciplinary and geographically distributed portfolio, including workforce capability, financial stewardship, operational performance, service improvement, vendor and contract management, business continuity and stakeholder engagement. It establishes clear expectations, builds leadership capability and fosters a culture of accountability, collaboration, innovation and continuous improvement.

The Director is a key enabler of Grampians Health's digital transformation, including EMR and PAS initiatives, data governance and the transition to digitally enabled models of care. The role ensures that health information requirements are embedded in solution design, implementation, adoption and benefits realisation, with patient safety, privacy, data integrity and sustainable operations at the centre of decision-making.

KEY ACCOUNTABILITIES

Strategic Leadership and Governance

- Provide strategic leadership and vision for Health Information Services across Grampians Health
- Provide expert advice to the Chief Information Officer, Executive, General Managers and governance committees on health information management, clinical coding, casemix, data quality, privacy, records management and regulatory compliance.
- Establish a clear governance and accountability framework for the creation, collection, classification, use, disclosure, retention and disposal of health information.
- Translate legislation, government policy, professional standards and funding requirements into effective organisational policies, controls and operating practices.
- Maintain a contemporary service model that supports consistent standards
- Represent the organisation in relevant state, regional and professional forums.
- Develop strategic partnerships with the Department of Health, peer health services, universities, professional bodies and regional healthcare partners.
- Prepare high-quality reports, briefings and recommendations for Executive and governance committees, clearly identifying performance, risks, trends and required decisions.

Health Information Operations

- Provide leadership and strategic oversight of health record creation, maintenance, tracking, storage, retrieval, scanning, archiving and disposal.
- Ensure clinical information is available to authorised users when and where it is required to support safe and effective care.
- Establish standardised health information processes across all campuses while recognising legitimate local service requirements.
- Lead improvements in record accessibility, scanning turnaround, data integrity, release-of-information services and record lifecycle management.

- Ensure appropriate business continuity and downtime arrangements are maintained for critical Health Information Services functions.
- Manage external service providers and contracts relating to records storage, scanning, secure destruction, transcription or other health information services.
- Establish service standards and performance measures for timeliness, accuracy, quality, productivity and customer experience.
- Lead and develop a high-performing Health Information Services workforce.
- Ensure health information risks are identified, monitored and appropriately managed through organisational risk management frameworks.

Clinical Coding, Casemix and Revenue Integrity

- Provide leadership and strategic oversight of clinical coding, diagnosis-related group assignment, casemix classification and associated quality assurance.
- Ensure coded information is complete, accurate, timely, auditable and compliant with applicable Australian Coding Standards, funding rules and Department of Health requirements.
- Lead a comprehensive coding quality program incorporating internal audit, external benchmarking, targeted education and corrective action.
- Work closely with Finance, Medical, Nursing and Allied Health leaders to strengthen clinical documentation and revenue integrity.
- Oversee clinical documentation improvement programs that support an accurate representation of patient complexity, acuity, quality and resource utilisation.

Data Integrity and Statutory Data Management

- Provide leadership and strategic oversight for the accuracy, completeness, timeliness and consistency of patient-level and statutory datasets.
- Ensure required health service data submissions are delivered within prescribed timeframes and quality thresholds.
- Establish data-quality controls across source systems, interfaces, patient administration processes and downstream reporting.
- Work in partnership with analytics, data governance, clinical and operational teams to resolve recurring data-quality issues at their source.
- Implement data-quality dashboards and exception-reporting processes that support clear accountability and timely remediation.
- Ensure changes to dataset specifications, classification systems and reporting requirements are assessed, communicated and implemented effectively.
- Support the appropriate use of health information for clinical improvement, service planning, research, funding and performance monitoring.

Privacy, Confidentiality and Information Access

- Provide leadership and strategic oversight of privacy governance and ensure that personal and health information is managed lawfully, ethically and transparently.
- Oversee the development and maintenance of privacy, confidentiality, information sharing and health record access frameworks.
- Ensure effective arrangements exist for privacy impact assessments, access monitoring, complaint management, breach response, investigation and reporting.
- Work collaboratively with the Privacy Officer, Legal, Cybersecurity, Clinical Governance, People and Culture and operational leaders to manage information risks.
- Promote privacy by design in new technology, service redesign, procurement and research activities.
- Ensure requests for access, correction, disclosure or lawful release of information are managed consistently and within applicable requirements.

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualification in Health Information Management
- Eligibility for full membership of the Health Information Management Association of Australia (HIMAA).
- Postgraduate qualification in Health Management, Public Administration, Business Management, Digital Health or related discipline, or significant equivalent experience.

Technical/Professional Knowledge and Skills

- Demonstrated experience in managing complex health care services is highly desirable; with at least 7 years' experience.
- Comprehensive knowledge of contemporary health information management practice.
- Advanced understanding of clinical coding, casemix, clinical documentation improvement and activity-based funding.
- Strong understanding of health information legislation, privacy, confidentiality, records management and information release.
- Experience in major digital transformation and Electronic Medical Record & Patient Administration System (EMR/PAS) implementation programs would be an advantage.
- **Formal Presentation:** Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Facilitating Change:** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

Work Environment

- A combination of on-site and remote work will be available, subject to operational requirements.
- The position operates across multiple campuses and requires availability for regional travel.
- The position will participate in an operational on-call arrangement.

Personal Attributes

- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.
- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

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 CONTROL

Updated October 2026