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| Title | *HIS Clerk* | Position  Reports to | Manager, HIS |
| Classification | *HS1-HS17 pending experience* | Employment Status | Part Time |
| Enterprise Agreement | *Health and Allied ServicesManagers and Administrative Workers Single 2016-2020* | | |

As Australia’s only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital’s (the Eye and Ear) has been providing care for the senses for 150 years. The Eye and Ear has over 50 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24 hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for around 250,000 patients, with over 200,000 outpatients, nearly 40,000 emergency patients and over 14,000 inpatients.

### Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. We aspire to be the world’s leading eye and ear health service through; outstanding patient experience; exemplary leadership; inspiring our people and building a platform for the future. Our values of **Integrity, Care, Excellence** and **Innovation** are at the core of everything we do.

* **INTEGRITY** We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect
* **CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
* **TEAMWORK** We communicate openly, respect diversity of views and skills and work effectively with partners and in multi-disciplinary teams to deliver the best outcomes for patients
* **EXCELLENCE** We give our personal best at all times, deliver exemplary customer service, monitor performance and seek leading edge ways to improve it

Please read our full Strategic Plan here: <https://www.eyeandear.org.au/page/About_Us/Our_Publications_and_DVDs/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. The Eye and Ear is a smoke free environment.

### Position Summary:

The role of HIS Clerk will provide clerical services within Health Information Services including the creation, storage, protection, scanning and provision of medical records (paper, digital and electronic) and health information to internal and external stakeholders.

This role will also support the clinical documentation improvement process and HIS quality activities along with other clerical duties as required.

### Key Responsibilities / Performance Outcomes:

1. Work within an ethically and legally sound framework. Ensure responsibilities are undertaken in accordance with the Eye and Ear policies and procedures, Code of Conduct and applicable legislation.
2. Information Technology (IT) skills that are commensurate with the requirements of  the role.
3. Provide support to the statuatroy reporting and clinical documentation processes by; assisting with data monitoring, data corrections, meeting reporting deadlines, quality assurance activities, ad hoc data integrity audits and assisting with internal liaision with other departments as required.
4. Clerical responsibilities – medical record retrieval requests, data entry, reception duties, outpatient preparation, admission preparation, scanning, Freedom of Information, DHR and EMR related tasks. Responding in a courteous and timely manner to all requests and provide assistance when required. Complete all tasks within the set KPI’s.
5. Work harmoniously and collaboratively with other team members to achieve service delivery and team goals whilst resolving any workplace conflict in a professional manner through the correct organisational processes. Respect and treat colleagues equally whilst valuing team and individual efforts to support and promote a friendly and co-operative workplace.
6. Participate in team meetings and any relevant quality improvement activites when required.
7. Other tasks as directed by the Manager, Health Information Services

### Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

* Having an understanding of working within your role and responsibilities outlined in the Eye and Ear Quality Clinical Governance Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Quality%20and%20Clinical%20Governance%20Framework.docx)) to deliver safe high quality and person-centred experience and care.
* Participating in reporting and analysis of safety and quality data including risks or hazards.
* Participating in improvement activities.
* Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
* Participating in appropriate professional development activities and other quality and safety training.
* Participating in health service activities required for accreditation.
* Ensuring appropriate use of hospital resources.
* Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
* Actively participate in the annual performance development cycle.
* Is compliant with the Eye and Ear Data Accountability Framework ([link](http://home.rveeh.local/InfoHub/Policy/Procedures/Data%20Accountability%20Framework.docx)).

### Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

* Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
* Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
* Participate in wellness@work initiatives.
* Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
* Understand and adhere to emergency procedures.
* Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
* Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

### Selection Criteria: Qualifications, Experience And Competencies

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | *Medical Administration* |
| **Experience** | *Previous experience in a clerical role within a medical or hospital setting* | *Previous experience processing FOI requests* |
|  | *Previous experience using a hospital Patient Administration System (PAS)* |  |
| **Competencies** | *Good communication and customer service skills* | *Understanding of Victorian public health system* |
|  | *Computer literacy, preferably in patient information systems* |  |
|  | *Good understanding of medical terminology* |  |
|  | *Demonstrated ability to perform tasks accurately, in an organised manner according to deadlines.* |  |
|  | *Demonstrated abiliy to work collaboratively as part of a team or individually* |  |
|  | *Demonstrated problem solving and organisational skills with attention to detail* |  |
|  | *Demonstrated ability to take initiative and promote service excellence* |  |

### Reporting Lines

**Position Reports to –** *Manager, Health Information Services*

**Number of Direct reports -** *0*

### Key Working Relationships

*Internal – All Eye and Ear Staff*

*External – Other health professionals or organisations, general public, consumers*

*All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.*

### Author of Position Description or Manager of Position:

Name Josephine Pickett

Date December 2024

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

**Agreement**

I have read, understood and agree to comply with the position description.

Name:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature:  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_