

Position Description

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| Title | Health Information Manager – Data Analyst | Position Reports to | Manager, HIS |
| Classification | JA7 | Employment Status | Full Time Ongoing |
| Enterprise Agreement | Allied Health Professionals (Victorian Public Health Sector) Single Interest Enterprise Agreement 2021 - 2026. | | |

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 more than 160 years. The Eye and Ear has over 90 different outpatient specialist 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 190,000 patients, with over 130,000 outpatients, nearly 44,000 emergency patients and over 14,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our vision is to inspire and advance specialist eye and ENT care. Our mission is to improve health and wellbeing outcomes through excellence in clinical care, teaching and education, research and innovation. Our values of **Integrity, Inclusive and Accessible Care, Collaboration and Excellence** 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
- **INCLUSIVE AND ACCESSIBLE CARE** We treat patients with respect, are compassionate, thoughtful and responsive to their needs and sensitive to diversity
- **COLLABORATION** 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://eyeandear.org.au/about/publications/strategic-plan/>

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 Health Information Manager – Data Analyst is responsible for leading and supporting the collection, analysis, and interpretation of clinical, administrative, and performance data to inform hospital operations, service planning, and quality improvement activities. This role ensures data integrity, compliance with reporting requirements (e.g. VAED, VEMD, ESIS, VINAH etc), and translates complex health data into actionable insights to support evidence-based decision-making.

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. Collaborate with health service departments, including staff in clinical areas, patient services, ICT, clinical informatics, quality and safety, marketing, and communications, to ensure alignment and integration of initiatives.
3. Extract, validate, and analyse hospital data from clinical information systems, including Patient Administration Systems (PAS), Electronic Medical Records (EMR), and Business Intelligence platforms
4. Prepare regular and ad hoc reports and dashboards to support hospital performance, activity monitoring, and KPIs, including targets set by legislative bodies and the Department of Health
5. Collaborate with clinical and non-clinical stakeholders to define data needs and develop solutions to meet reporting and analysis requirements.
6. Ensure timely and accurate submission of mandatory data sets (e.g., VAED, VEMD, PRS2, Elective Surgery Reporting).
7. Perform quality assurance processes on coded data and assist with coding audits to improve data accuracy and clinical documentation.
8. Contribute to the design and development of dashboards and data visualisations using tools such as Power BI or similar.
9. Support benchmarking, activity forecasting, and case mix analysis, including use of AR-DRG and NWAU data
10. Maintain up-to-date knowledge of health classification systems (ICD-10-AM, ACHI, ACS), privacy legislation, and Victorian health reporting frameworks
11. Educate and support clinical staff and executives in understanding health data and analytics for informed decision-making
12. Coordinate and contribute to relevant meetings, including design workshops, taking minutes, coordinating agendas, management of attendance and any follow up.
13. Contribute to building capacity and capability within the data team by fostering the effective use of digital health tools and technologies.
14. Optimise resource allocation and minimise system inefficiencies, ensuring the delivery of high-value services within the health service.
15. Keep accurate and complete records of your work activities in accordance with the department's records, information security and privacy policies and requirements. Safeguard sensitive health data while ensuring compliance and role modelling best practice.

16. Escalate matters of concern or identified risks and issues relating to data and reporting.

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 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.

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

| | Essential | Desirable |
|-----------------------|--|---|
| Qualifications | <ul style="list-style-type: none"> Recognised qualification in Health Information Management and eligibility for full membership with the Health Information Management Association of Australia (HIMAA) | <ul style="list-style-type: none"> Certification in data analytics Certified Health Informatician Australasia |
| Experience | <ul style="list-style-type: none"> Proven experience in health data analysis and reporting within a hospital or public health setting Strong understanding of Victorian health datasets (VAED, VEMD, etc.) and health classifications Demonstrated ability to present complex data in a clear, concise, and meaningful way to a range of stakeholders Knowledge of privacy and confidentiality requirements relevant to health data and patient information Strong interpersonal and communication skills, with the ability to collaborate effectively across departments | <ul style="list-style-type: none"> Experience in Victorian public hospital reporting and Department of Health compliance Familiarity with performance improvement, clinical governance, or quality frameworks in a health context. Experience with EMR/PAS systems such as Cerner, iPM, or similar |
| Competencies | <ul style="list-style-type: none"> Advanced computer literacy/digital fluency. Proficiency in, or a willingness to learn, data extraction and analysis tools (e.g., SQL, Excel, Power BI, MS365 etc Excellent attention to detail, problem-solving skills, and the ability to manage multiple tasks to meet deadlines Skills in information management standards | |
| Personal | <ul style="list-style-type: none"> Strong communication skills, | |

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| Attributes | <p>active listener and a positive commitment to acting with kindness.</p> <ul style="list-style-type: none"> • Curiosity, strong problem-solving and analytical skills. • Ability to manage competing priorities and stay grounded in an environment of rapid change. • Ability to navigate complex organisational environments and positively influence change. | |
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Reporting Lines

Position Reports to – *Manager, Health Information Services*

Number of Direct reports - *Nil*

Key Working Relationships

Health Information Services Manager

HIS team

Chief Clinical Informatics Officer

Clinical Informatics Team

Business Intelligence Team

Director, Digital Project Delivery

ICT & Service Desk

Hospital Service area Managers

Clinical and clerical staff

Department of Health & Human Services staff

Vendor staff (of Clinical Software)

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, Manager Health Information Services

Date: 15 July 2025

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: ____ / ____ / ____