

HIM GRADE 2

Position Title:	Health Information Manager		
Classification:	HIM Grade 2	Employment status	Full Time Ongoing
Enterprise Agreement:	Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026.		
Reports to:	Manager, Health Information Services		
Division:	Digital Innovation		

Organisational Context

The Royal Victorian Eye and Ear Hospital is a world class specialist hospital in eye and ear care that provides services across Victoria. As Australia's only specialist eye, ear, nose and throat hospital, 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 200,000 patients, with over 150,000 outpatients, nearly 40,000 emergency patients and over 15,000 inpatients.

Our Vision - Improving quality of life through caring for the senses.

Our Mission - We aspire to be the world's leading eye and ear health service by:

1. Excelling in specialist services
2. Integrating teaching and research with clinical services
3. Leading workforce capability
4. Partnering with consumers and communities
5. Building a sustainable future

Our Values - *Integrity, Care, Teamwork, Excellence*

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

The Eye and Ear is a smoke free environment.

Role Purpose:

This role is responsible for ensuring high quality inpatient coded data is available to meet internal and external reporting needs and internal KPI's. This role may also be responsible for internal coding quality audits and participation in other quality activities.

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. To accurately code and index inpatient episodes

- a) To accurately code (using ICD-10-AM) inpatient episodes in accordance with Victorian coding standards as per agreed KPI's
- b) To participate in internal and external coding audits, ensuring errors are corrected and providing necessary feedback and/or reporting to colleagues and/or external agencies (eg. DHHS, NCCH)
- c) To actively keep coding knowledge up to date
- d) To complete and report Cancer Registrations.

Indicators and Measures:

- Number of episodes coded per day
- Coding Turn-around Time (coding of allocation portion of coding completed within 5 working days of month end)
- Coding Audit error rate (DHS, PICQ, DRG)
- Indexing Audit error rate

3. Other tasks as directed by Manager, HIS or Coding Coordinator.

QUALITY, SAFETY AND RISK MANAGEMENT

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

- Participate in reporting and analysis of safety and quality data including risks or hazards
- Participate in improvement activities
- Participate in the reporting and analysis of quality initiatives and risk identification
- Participate in appropriate professional development activities and other quality and safety training
- Participate in health service activities required for accreditation
- ensure appropriate use of hospital resources
- be aware of the financial requirements of the department and demonstrate an awareness of cost effective practice
- Actively participate in the annual performance development cycle

The Eye and Ear Data Integrity Framework:

Quality data held by the Eye and Ear is an asset which needs to be managed with the same diligence as any other asset. Data integrity provides assurance that the data used for both internal and external use is reliable and trustworthy. Each staff member plays an important role in ensuring the integrity of data, through the capture of accurate, reliable and meaningful data; and timely data entry, data management, correction of errors, and submission. The Eye and Ear staff should be familiar with and adhere to the Eye and Ear Data Integrity 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:

- Comply with OHS legislative requirements and standards relevant to their area, and be familiar with own responsibilities.
- 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
- Fully co-operate with the Eye and Ear in any remedial actions it considers necessary to maintain a working environment which is safe and without risk to health and safety

- Ensure appropriate systems have been/and are being implemented and maintained to eliminate or minimise the risk of harm to employees, contractors, volunteers and students
- Participate in annual emergency procedures training

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

Selection Criteria: Qualifications, Experience and Competencies:

Education/qualifications / memberships:	Essential
	<ul style="list-style-type: none"> • Bachelor of Health Information Management (HIM) or Medical Record Administration (MRA) • Eligibility for full HIMAA membership
Experience:	Essential
	<ul style="list-style-type: none"> • Minimum 2 years' practical experience in clinical coding
Competencies:	Essential
	<ul style="list-style-type: none"> • Advanced medical terminology skills and the ability to communicate effectively with clinicians and other staff (<i>verbal and written</i>) • Effective interpersonal, time management, planning and organisational skills • Proven ability to work unsupervised and as a member of a small and efficient team • Demonstrated computer literacy including advanced Microsoft Excel and data manipulation skills • Demonstrated commitment to quality and an understanding of ACHS standards.

Key Working Relationships

Internal

- Manager, Health Information Services
- Other Health Information Manager's and Health Information Services staff
- Clinical Staff
- Hospital Managers and Staff

External

- Health professional and Other Health Organisations
- DHHS

Author of Position Description or Manager of Position:

Name	Josephine Pickett
Date Written or Reviewed	February 2026

The Eye and Ear reserve the right to modify position descriptions as required. Staff will be consulted when this occurs. 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.

Agreement

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

Name: _____

Signature: _____

Date: _____