

## ORGANISATIONAL OVERVIEW

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### Introduction:

Northern Health is a vibrant, fast-paced workplace located in the rapidly growing northern suburbs. This is driving us to think innovatively about the needs of the population and what the health system of the future might need to look like to meet those needs. We take care of our community by providing a wide range of health services at multiple locations including:

- Northern Hospital Epping
- Broadmeadows Hospital
- Craigieburn Community Hospital
- Bundoora Centre
- Merri-bek Community Team
- Broadmeadows Community Care Unit
- Broadmeadows Prevention and Recovery Care
- Hotham Street Community Mental Health Clinic
- Northern Prevention and Recovery Care
- Northern Community Care Unit and,
- Noogal Clinic
- Kilmore District Health
- Women's Health Hub
- Mernda Community Hospital

We also collaborate with our partners to help expand the range of health care services offered to our culturally rich and diverse community.

As an organisation, we are shifting our focus from illness to putting a spotlight on supporting our community in 'staying well'. In order to achieve this, we are developing strong relationships with other health service providers and the community across the region, to help us think differently about the future.

Northern Health provides a dynamic working environment, with a strong culture of teamwork, safety and respect. Northern Health is proud to be an inclusive employer and aims to ensure our workforce is representative of the community.

### Our Vision:

Creating a healthier future by working together, innovating and delivering great care.

### Our Values:

- Safe – We provide safe, trusted care for our patients. We are inclusive, culturally safe, celebrating the diversity of our staff and community.
- Kind – We treat everyone with kindness, respect and empathy. We provide patient-centred and compassionate care.
- Together – We work together with our staff, patients, consumers and health system partners.

**Our Priorities:**

Northern Health has determined six strategic directions. The directions are focused on addressing priorities for safety, sustainability, growth and innovation. They reflect our best assessment of opportunities and challenges in our current and future environment.

- Collaborate to deliver safe, efficient, effective and sustainable care in all our services
- Demonstrate our commitment to the wellbeing of our valued workforce
- Renew and strengthen our infrastructure, systems, tools and processes for financial sustainability and growth
- Innovate to shape the future of health care in Victoria
- Partner to keep people well and deliver the best possible care locally
- Drive research and education to deliver excellent care and develop the next generation of clinicians and health care leaders

These priorities are inter-related in that success in one area is dependent on success in another. Detailed plans have been developed to support each of the priority areas.

All Northern Health employees will contribute to improving patient safety by being familiar with, and applying the National Safety and Quality Standards and criteria.

**Safety, Quality and Clinical Governance at Northern Health:**

Northern Health is dedicated to providing the highest quality of care in the safest possible environment for every patient every time. We are focused on strengthening the safety and quality of care across the continuum, with a focus on saving lives, reducing harm and improving the patient experience.

Northern Health's safety and quality improvement activities focus on delivering the Strategic Plan and Operational Business Plans, and are supported by the Northern Health Clinical Governance and Risk Frameworks, and the Northern Health Quality Improvement Methodology.

The Northern Health Quality Management System brings together the core elements that underpin how:

- Quality and Clinical Governance is determined.
- Quality services are delivered.
- Risk is managed.
- Audit – what matters is monitored.
- Our committees monitor performance of controls put in place to ensure safe patient care.

**Commitment to Child Safety at Northern Health:**

- We are committed to the safety, participation and empowerment of all children
- We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and /or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures
- We have legal and moral obligations to contact authorities when we are worried about a child's safety, which we follow vigorously

**Family Violence and Child Safety Statement:**

Northern Health is a child safe environment and is committed to protecting children from harm and abuse, in accordance with our legal obligations and the Child Safe Standards. Northern Health aims to identify and respond individuals who are at risk of child abuse and family violence and we encourage victim survivors to disclose to their health professional to seek support and safety. Northern Health has zero tolerance of child abuse and family violence, and all disclosures and safety concerns will be treated sensitively in accordance with our policies and procedures.

Northern Health actively promotes the safety and wellbeing of all individuals. We recognize and respect individual rights, identities, relationships and cultures. Our aim is to foster a trauma-informed, culturally safe and child safe environment.

Northern Health is an Information Sharing Entity (ISE) and is prescribed to the Family Violence Multi-Agency Risk Assessment & Management (MARAM) Framework and the Information Sharing Schemes. Family violence and child safety training is mandatory for our staff members and volunteers.

**Essential:**

- Current National Police and Working with Children History Check.
- The Staff Immunisation Questionnaire must be completed by all new employees as part of the mandatory on-boarding process. New employees are not permitted to undertake any activity that requires patient contact prior to clearance by the Staff Immunisation Nurses; this also includes evidence of having the Flu vaccination on a yearly basis. New employees with contra-indications to vaccinations or who decline vaccination are required to attend a face to face consultation with the Immunisation Nurses for appropriate documentation of their contraindications or declination. This must be completed PRIOR to commencing any work with Northern Health.



## POSITION DESCRIPTION

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<b>Position Title:</b>	Health Information Services Computer Clerk
<b>Business Unit/Division:</b>	Health Information Services (HIS)/Office of the CFO
<b>Award Agreement:</b>	Health & Allied Services Managers and Administrative Workers
<b>Classification:</b>	HS1
<b>Employment Type:</b>	Part Time
<b>Reports to:</b>	Health Information Services Manager
<b>Date Prepared/Updated:</b>	May 2026

## ROLE STATEMENT

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### General Role Statement:

The HIS Computer Clerk, is responsible for: Completing all clerical duties relating to the administrative functions of the Health Information Services department by utilising best practice. The role is multi-skilled and generalist and will encompass work throughout the different areas in the department as rostered or as required. Compliance with all regulatory, legislative and policy procedural requirements for the role and function is essential.

### All employees:

#### Quality, Safety, Risk and Continuous Improvement

- Maintain an understanding of individual responsibility for patient safety, quality & risk and contribute to organisational quality and safety initiatives.
- Follow organisational safety, quality & risk policies and procedures
- Maintain a safe working environment for yourself, your colleagues and members of the public.
- Maintain an understanding of individual responsibility for patient safety, quality & risk as outlined in Northern Health [Clinical Governance & Patient Experience - Trusted Care](#).
- Contribute to organisational quality and safety initiatives.
- Escalate concerns regarding safety, quality & risk to appropriate staff members, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with principles of Patient Centred Care.
- Comply with Northern Health's commitment to Child Safety
- Comply with Northern Health mandatory continuing professional development requirements.
- Comply with requirement of National Safety & Quality Health Service Standards and other relevant regulatory requirements.
- All employees of Northern Health must comply with the health service's Staff Health / Workforce Immunisation procedure (as amended from time to time) together with any relevant State Government and Departmental directives. This requires all employees to be vaccinated for various diseases such as, but not limited to influenza.

## KEY RESULT AREAS AND MAJOR RESPONSIBILITIES

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- Preparation of documents prior to scanning as per agreed procedure at a minimum average rate of 300 pages per hour at 98%+ accuracy.
- Scanning of documents into CPF using relevant software as per agreed procedure at a minimum average rate of 300 pages per hour at 98%+ accuracy.
- Performing CPF quality activities including auditing and checking.
- Quality activities related to the role and function.
- Responding to enquiries and requests for information including telephone and fax enquiries within agreed departmental guidelines.
- Performing reception duties including attending to patient and staff enquiries.
- Receiving and releasing health information to external health services in accordance with NH Release of Information procedure, and regulatory and legislative requirements, including the Information Sharing Scheme.
- Requesting, retrieving and preparation of records for patient care, research, freedom of information and audit requests.
- Actioning dates of death in iPM as per report from Births, Deaths and Marriages.
- Merging electronic and paper-based healthcare records for duplicate patient healthcare records identified.
- Assisting with requests for radiology discs.
- Ordering and unpacking of office supplies.
- Opening and closing CPF episodes as required.
- Maintenance of documentation in CPF as necessary.
- Collection and provision of statistics on activity to enable the department to participate in Key Performance Indicators (KPI) data collection and measurement for both internal and external stakeholders
- Coordinate the retrieval and storage of CTGs, healthcare records and scanned documents to and from NH storage locations or off-site facilities, e.g. GRACE.
- Sentencing and disposal or retention of paper-based healthcare records and other clinical documentation in accordance with NH guidelines and regulatory and legislative requirements.
- Disposal of scanned documentation in accordance with NH guidelines and regulatory and legislative requirements
- Back-scanning of archive documentation as required
- Fully utilise organisational prescribed IT systems to facilitate:
  - Searching the Patient Master Index (PMI) for existing Unit Record (UR) numbers.
  - Locating, requesting and retrieval of healthcare records.
  - Accurate, timely and up to date recording of patient documentation and healthcare record movement from and within the organisation.
  - Patient and Health Service enquiries.
  - Merging of duplicate patient healthcare records identified.
  - Generation of patient labels.
- Handling public queries in order to direct members of the public to the most appropriate place in the hospital in the most patient and customer focused manner possible (telephone and in person).
- Maintain an organised and tidy work area to ensure maintenance of privacy, safety and efficiency at all times.
- Attend to clerical tasks assigned or associated with the functioning of HIS resources including operation, cleaning and trouble-shooting of equipment such as scanners, printers and computers.
- Undertake a full range of clerical duties required to meet the needs of the HIS department utilising best practices, systems and processes at all times.
- Thorough knowledge and application of relevant plans and procedures in the event of equipment failure to ensure continuity of service.
- Report the failure of equipment to the relevant department for servicing and/or assistance as soon as failure/problem occurs.

- Attendance and participation in staff meetings including providing feedback and problem-solving relevant issues.
- Contribute to workshops which review workflow processes and assist in identifying areas for efficiencies and improvement.
- Undertake the role of HIS Computer Clerk within a full range of roster and venue requirements as required and requested.
- Maintain role knowledge and integrate into practice all relevant and available resources of the department and organisation to maximise effective service provision.
- Other duties as requested by the respective campus HIS Manager or Clerical Supervisor.

**Leadership:**

- Participate as a team member within the vision and commitments of the organisation at all times.
- Contribute to the implementation of innovative workforce solutions for HIS.
- Create, foster and promote a high performing culture within HIS.
- Develop and maintain positive working relationships with internal and external stakeholders.
- Proactively support change processes and outcomes.
- Use initiative to plan work effectively and maximise resource utilisation.
- Maintain high professional standards and respect for work colleagues

**Strategic and Project Management Leadership:**

- Support the implementation of quality assurance audits in relation to HIS.

**Organisation-Wide Contribution:**

- Comply with all of the By-Laws, Regulations and Policies that are in place at Northern Health including those relating to; Privacy and Confidentiality, Occupational Health and Safety, Performance and Development Management, Equal Opportunity, Bullying and Harassment in the Workplace.
- Promote a culture of risk and “safety first” awareness and ensure risk management strategies and processes are embedded into work practices.
- Demonstrate by example, adherence to and role modelling of the Northern Health values and Staff Code of Conduct.
- Proactively support Program Directors in the achievement of Northern Health operational and strategic goals.
- Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of duties for which the appointee is employed.

**Diversity and Inclusion:**

- Promote diversity and inclusion in HIS across Northern Health campuses
- Assist with training of Health Information management student from La Trobe University, and other students where required
- Contribute to a culture of consumer participation by ensuring that activities within the area of responsibility are inclusive of and responsive to the needs of our consumers.

**Innovation and Culture Change:**

- Promote a culture of risk and safety-first awareness

## SELECTION CRITERIA

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**Qualifications, Registrations and Qualities:**

**Essential:**

- Current Victorian Driver’s licence or equivalent.
- Achieve 80% plus in workplace literacy employment check.

**Desirable:**

- Certificate III or IV in Business / Medical Administration or equivalent.
- Previous clerical experience in Medical Records, Health Information Services Department or similar.
- Experience using patient data management systems or equivalent.
- Expertise in document management and scanning.

**Experience:**

- Demonstrated ability to work independently, unsupervised as well as collaboratively as part of a multidisciplinary team.
- Highly developed written and verbal communication skills.
- Highly skilled in the Microsoft suite of software.
- Knowledge and understanding of Privacy and Confidentiality Policies and Release of Information legislation.
- Demonstrated excellence in administrative and clerical functions.
- Demonstrated ability to manage under pressure.
- Ability to apply problem solving techniques to problems as they arise.
- Flexible and change orientated.
- Demonstrated ability in quality and auditing processes and procedures.

**Knowledge, Skills and Behaviours:**

- Attention to detail.
- Flexible and change orientated.

Employee Declaration

I  have read, understood and accept the above Position Description.  
(Please print name)

Signature:

Date: