



# POSITION DESCRIPTION

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**Position Title:** Health Information Manager  
**Position Reports To:** Director of Nursing  
**Location:** Geelong, Victoria  
**Employment Status:** Part-Time  
**Direct Reports:** N/A

## About Anam Cara House Geelong

Anam Cara House Geelong (ACHG) is a not-for-profit organisation. **Our Vision** is that everyone has the opportunity to live with dignity, experience quality of life at end-of-life, and to die well in the place they choose. **Our Purpose** is an empowered and informed community where people make informed choices and they are in control of their own care.

We are committed to offering support to people, their families and carers who are seeking person-centred palliative and end of life care within the Geelong and wider region. Our services will include 24 hour end of life care, day and overnight palliative care, community outreach and equipment loan. Care occurs in a unique, home like environment with best practice clinical care including support from trained palliative care volunteers. The focus of person-centred palliative care is on the quality of life, symptom management and comfort.

At ACHG **Our Values** guide us to show Respect, Dignity, Accountability, Compassion and Excellence.

## Position Purpose

The Health Information Manager at Anam Cara House Geelong is responsible for managing and organising guest health information. This role is crucial in maintaining the accuracy, security, and accessibility of medical records and health data.

The Health Information Manager plays a critical role in ensuring that ACHG maintains accurate and secure guest health information, complies with relevant regulations, and uses health information effectively for guest care, organisational decision-making and reporting requirements. The Health Information Manager contributes to the overall quality and efficiency of services provided at ACHG.

## Key Responsibilities / Accountabilities

<b>Key Responsibilities</b>	<ul style="list-style-type: none"> <li>• Oversee the creation, organisation, and maintenance of guest medical records, ensuring that they are accurate and complete. This involves both physical and electronic records.</li> <li>• Maintaining the confidentiality and security of patient health information, in accordance with laws and regulations such as the Health Insurance Portability and Accountability Act (HIPAA).</li> <li>• Processing requests and ensure contracted delivery requirements for guest health information to authorised parties, such as insurance companies, government, physicians, and guests themselves.</li> <li>• Assign diagnostic codes to medical procedures and conditions for billing and research purposes.</li> <li>• Manage health data and consult with finance/admin to support claims to Private Health funds and government agencies.</li> <li>• Oversee the implementation and management of electronic health records (EHR) systems and other health information technologies, ensuring systems are used effectively and efficiently.</li> <li>• Plan, develop and manage health information services/systems for overnight care, day program, community and outpatients for palliative care.</li> <li>• Revise and test the effectiveness of existing health information record services in hospitals and other health care facilities through the development of quality improvement programs.</li> </ul>
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Initial:



	<ul style="list-style-type: none"> <li>• Develop and implement new policies and procedures for handling health information in accordance with professional ethics, institutional requirements and relevant legislation.</li> <li>• Contribute to the policies and procedures associated with the control, use and retrieval of health information.</li> <li>• Provide training to staff on proper documentation and health information management practices.</li> <li>• Work closely with healthcare providers, administrators, billing and coding specialists, and IT personnel to ensure that health information flows smoothly within the organisation.</li> <li>• Review and analyse health service activity data to assist with activity-based funding opportunities.</li> <li>• Control the transfer of relevant health service activity data to state health departments and other entities as required.</li> <li>• Assist in research initiatives, clinical trials, and the generation of reports and statistics for healthcare decision-making.</li> <li>• Use health information to generate reports and statistics for research, quality improvement, and decision-making within ACHG.</li> <li>• Analyse data to identify trends, patterns, and areas for improvement to inform ACHG's performance reporting.</li> <li>• Track key performance metrics, such as guest satisfaction scores, coding accuracy and compliance with regulatory standards.</li> <li>• Ensure metrics are monitored and reported regularly to assess ACHG's performance.</li> </ul>
<b>Professional competence and development</b>	<ul style="list-style-type: none"> <li>• Maintain own professional knowledge and skills through participation and commitment in professional development opportunities.</li> <li>• Complete all mandatory training and education to comply with ACHG and other regulatory bodies.</li> </ul>
<b>Compliance &amp; Accreditation</b>	<ul style="list-style-type: none"> <li>• Stay current with healthcare regulations and ensure ACHG's compliance with these regulations. This includes keeping up with changes in laws and regulations related to health information management.</li> <li>• Work within the bounds of the National Safety, Quality Health Services Standards, assist the Quality, Safety &amp; Risk Manager in the accreditation program and align practice with standards.</li> <li>• Participation in NDIS Certification processes and align practice with standards as required.</li> <li>• Participation in the QIC accreditation process and alignment of practice with standards.</li> <li>• Conduct audits and quality assessments to ensure the accuracy and completeness of guest health records.</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Manage risk and ensure formal risk assessments are conducted regularly.</li> <li>• Ensure work aligns with current ACHG policies and procedures.</li> </ul>
<b>People and Culture</b>	<ul style="list-style-type: none"> <li>• ACHG values and behaviors are embodied throughout the organization.</li> <li>• ACHG values are considered in carrying out all interactions including with guests, team members, consulting clinicians and external agencies.</li> <li>• Opportunities for personal development are provided.</li> <li>• Performance is reviewed and feedback provided as part of a regular cycle of activities.</li> </ul>
<b>Occupational Health &amp; Safety (OH&amp;S)</b>	<ul style="list-style-type: none"> <li>• Participate in best practice and delivery of OH&amp;S and Emergency Management Procedures, encourage staff, guest, volunteers and visitors to be aware of the requirements.</li> <li>• Maintain an understanding of individual responsibility for patient safety, quality and risk and contribute to organisational quality and safety initiatives.</li> <li>• Accept responsibility for ensuring the implementation of health and safety policies and procedures and cooperate with the ACHG in any action it considers necessary to maintain a safe working environment which is safe and without risk.</li> <li>• Report and record all incidents, mishaps and losses, investigate and ensure corrective actions are implemented as far as reasonably practical.</li> </ul>



	<ul style="list-style-type: none"><li>• Participate in the OH &amp; S committee and contribute to the clinical leadership requirements where applicable.</li></ul>
<b>Equal Opportunity:</b>	<ul style="list-style-type: none"><li>• Provide an environment where team members, volunteers and others are treated fairly and with respect, are free from unlawful discrimination, harassment, vilification, and bullying.</li></ul>
<b>Other:</b>	<ul style="list-style-type: none"><li>• This Position Description may change and duties and responsibilities listed are not exhaustive and may change in accordance with changing requirements of the role.</li></ul>

## Key Selection Criteria

- A bachelor's degree in Health Information Management or a related field from a recognised Australian institution.
- Possession of relevant certifications, such as Certified Health Information Manager (CHIM) or Certified Coding Specialist (CCS), is highly regarded.
- A strong understanding of Australian healthcare regulations, including compliance with the Health Practitioner Regulation National Law, National Registration and Accreditation Scheme (NRAS), and other relevant state and federal laws.
- Proficiency in Australia's eHealth initiatives and the My Health Record system.
- Experience with Eclipse and Private Health data submissions
- Experience with the Personally Controlled Electronic Health Record (PCEHR) and its implementation.
- Demonstrated knowledge of the Privacy Act and the Australian Privacy Principles (APPs) and their application to health information.
- Proven ability to ensure data security and patient privacy within the Australian context.
- Awareness of the importance of collecting and managing health data for Indigenous Australians and ensuring cultural sensitivity in health information practices.
- Knowledge of the Australian healthcare funding and reimbursement systems, including the Medicare Benefits Schedule (MBS) and the Pharmaceutical Benefits Scheme (PBS).
- Strong communication skills, particularly in dealing with healthcare providers, administrators, and regulatory bodies and the ability to work collaboratively with various stakeholders.
- Experience in maintaining data quality standards and generating reports for healthcare decision-making and quality improvement.
- Strong interpersonal skills to effectively interact with guests, healthcare professionals, and staff.

## Other Requirements

- Current Police Check
- Evidence of immunisations as per ACHG Immunisation Policy including MMR, Varicella Zoster, Pertussis, Hepatitis B, Influenza and COVID-19 (or acceptable evidence for any exemptions).
- Current Victorian Drivers License

## Key Relationships

### Internal:

- Director of Nursing
- Finance Manager
- Nursing Colleagues
- Volunteers
- CEO and Administration Staff

### External:

- Community Palliative Care services
- PHN Palliative Care SIG
- Acute Health Services
- Primary Health Services

## Signature

### Employee

Signature \_\_\_\_\_

Initial:



**Name**

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**Date**

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**Initial:**