

Health Information Officer

- **Reporting To:** Team Leader HIS
- **Direct Reports:** 0
- **Business Unit:** Health Information Services
- **Enterprise Agreement:** Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025–2027
- **Classification:** HS1A

Position Purpose:

Reporting to the Team Leader, Health Information Services, the Health Information Officer is responsible for providing accurate record-keeping and timely access to patient records across the Royal Dental Hospital Melbourne (RDHM). The role is also responsible for ensuring health information is accurately tracked and archived.

Our Organisation:

Oral Health Victoria (OHV) is the leading public oral health agency in Victoria. We aim to improve the oral health of all Victorians through the provision of clinical dental services, leading of prevention and population health programs, contributing to policy and research, and partnering with communities and organisations across Victoria.

Our Values:

We are Accountable | We are Respectful | We are Collaborators | We are Innovators

Role Accountabilities:

Role Specific

- File documentation within patient records ensuring accuracy is maintained in line with DHSV's Records Management Policy.
- Prepare patient records for scanning by sequencing documentation in line with organisational guidelines.
- Prepare patient documentation for scanning, categorising document by type and ensuring each page is accurately labelled with patient identification sticker.
- Scan patient records and documents, ensuring integrity of the original paper based information is maintained.
- Quality check patient information in both paper and scanned form.

- File records accurately in terminal digit order in compactus or open shelving in records department ensuring records are stored in their correct location.
- Collect files and documentation from other departments for return to Health Information Services ensuring privacy is maintained during transportation.
- Maintain quality of record covers and replace them when required.
- Register new patients to Titanium
- Create new hard copy files.
- Update electronic location of records.
- Update details of archived health information into electronic registries.
- Manipulate data from the SQL Server Reporting Services to forecast upcoming appointments, locate patient records and direct HIS workflow.
- Process internal requests ensuring patient information is electronically available in a timely manner.
- Box, pack and unpack incoming and outgoing patient records and documentation from storage facility.
- Retain and dispose of health information in accordance with state and organisational guidelines.
- Prepare and box study models for storage.
- Restock stationery supplies for the team.
- Assist with telephone enquiries ensuring information provided follows the Freedom of Information and Privacy Acts. Undertake other reasonable duties as requested, ensuring effective and timely completion

Generic:

- Model behaviours that demonstrate the Victorian Public Sector and OHV values in all aspects of work
- Undertake continuous professional learning and development to ensure current competence including any prescribed training in safety and quality
- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being and the work environment by actively participating in the ongoing identification and prevention of risks.
- Maintain client privacy and confidentiality in accordance with organisational procedures and policies.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety
- Adhere to the OHV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

Role Requirements:

Knowledge:

Mandatory

- Proficiency in MS Office suite of programs with high level of accuracy with word processing and data entry skills.
- Knowledge of administration procedures.
- Valid Police Check
- Vaccination requirements as required by the Department of Health guidelines

Desirable

- Knowledge of terminal digit filing systems.
- Understanding of privacy and confidentiality obligations.
- Understanding of oral health terminology.

Experience

Mandatory

- Experience in an administrative role with strong attention to detail and accuracy.
- Experience in managing multiple priorities in a fast paced environment.
- Experience in managing and resolving customer queries and issues.
- Experience in a records management environment.
- Experience in prioritising workload, achieving targets and meeting service level agreements.
- Experience in working effectively within a busy team environment and working with minimum supervision.
- Excellent verbal and written communication skills and experience in liaising effectively with all stakeholders' levels.

Desirable

- Experience in a records management environment.
- Experience in a health sector environment.
- Experience in handling confidential information.
- Experience in using a patient management system e.g., Titanium.

Behavioural Competencies:

- Customer Focus
- Building Trust
- Decision Making
- Managing Work
- Collaboration
- Contributing to Team Success
- Adaptability
- Quality Orientation