Position Description

HIS Administrative Coordinator

Classification:	HS3-HS25
Business unit/department:	Clinical Coding Service
Work location:	Austin Hospital ☐ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☒ All Sites
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2021-2025
Employment type:	Fixed Term Full-Time or Part-Time
Hours per week:	38
Reports to:	Coding Manager, Health Information Services
Direct reports:	Nil
Financial management:	Budget: Nil
Date:	June 2025

Position purpose

The HIS Administrative Coordinator is a pivotal role within the Health Information Service and the Clinical Coding Team. This position is responsible for providing high level administrative and system support to enable the smooth and efficient operational functions of the Service are achieved. The Coordinator will serve as a key liaison between various stakeholders including clinical staff, IT, People and Culture and external contract staff to streamline operations and enhance service delivery.

About the Division

The Health Information Services (HIS) at Austin Health consists of Medical Record Services, Clinical Coding Services, Submission Services and Corporate Records Services. HIS has approximately 70 FTE, located across the three Austin Health sites.

The Medical Record Services team plays a crucial role in the management, organization and dissemination of health-related data and information. They ensure that complete, accurate, up to date and timely health information is available in the patient medical record and to authorised external parties with the aim of improving the efficiency and effectiveness of healthcare delivery.

The Clinical Coding Service translates diagnoses and procedures documented in the medical record into codes. These codes are used for many and varied purposes including funding, planning, research, and quality activities.

Submissions Services are responsible for the collection, management and reporting of quality data to the Department of Health (DoH). This includes Elective Surgery Information System (ESIS), Victorian Admitted Episodes Dataset (VAED), Victorian Integrated Non-Admitted Health Dataset (VINAH) and the Agency Information Management System (AIMS).

Corporate Records Services are responsible for the management of Austin Health's corporate and organisational electronic and hard copy records. This includes ensuring that information is managed, released and destroyed in compliance with regulatory and legislative requirements. They also support patient care delivery by providing a transcription service.

Position responsibilities

- Provide comprehensive, high level administrative support to the Coding Manager, Team Leaders and the Senior Health Information Management team.
- Provide systems administrative support to staff on the use of coding specific software such as the CodeFinder / Grouper and CodeFocus workflow manager.
- Undertake testing of various software products as required by IT, the Clinical Coding Service and the Submissions Team.
- Liaise with clinical staff on the completion of outstanding coding queries and related documentation.
- Participate in the development and delivery of clinical documentation improvement initiatives.
- Manage the rostering and leave planning of staff within the rostering system.
- Act as the liaison between People and Culture and staff on question and queries related to payroll or entitlements.
- Manage workload allocation to all coding and auditing staff including casual and contract staff.
- Manage the training, rostering and billing functions associated with casual and contract staff.
- Assist in ensuring procedural documentation is up to date and accurate.
- Coordinate the collection and reporting of key performance indicators.
- Provides administrative support to the Director, Health Information Services as required.
- Other duties as requested.

Selection criteria

Essential skills and experience:

- Previous experience in a Health Information Service with a demonstrated understanding of the Clinical Coding process.
- Knowledge and understanding of medical terminology.
- Understanding of privacy and confidentiality.
- High level of proficiency with MS Office 365, with an aptitude to learn other relevant software systems such as TrakCare and Cerner.
- Excellent communication and interpersonal skills, with the ability to collaborate with an engage internal and external stakeholders in a professional manner with a focus on customer service.
- Strong attention to detail and the ability to understand and follow complex process.

- Well-developed organisational skills with the ability to work independently and demonstrate initiative and the ability to prioritise duties and problem solve.

Desirable but not essential:

- A degree in Health Information Management or a Clinical Coding Certificate would be favourably regarded.

Professional qualifications and registration requirements

- There are no qualifications or registration requirements for this role.

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: *our actions show we care, we bring our best, together we achieve, and we shape the future.*
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety
Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and

cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.

Equal Opportunity Employer
We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment
We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.