Position Description

Health Information Services Clerk

Classification:	Administration Officer Grade 1 (HS1 – HS17)
Business unit/department:	Medical Records – Health Information Services
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☒ Royal Talbot Rehabilitation Centre ☒ Other ☐ (please specify)
Agreement:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027
Employment type:	Part-Time
Hours per week:	19.5
Reports to:	Team Leader – Health Information Services
Direct reports:	Nil
Financial management:	Budget: 0
Date:	November 2026

We acknowledge the Traditional Custodians of the land on which Austin Health operates, the Wurundjeri People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander Peoples. We acknowledge the deep and enduring connection that First Nations Peoples have to this land, and we honour their strength, resilience, and leadership. We are committed to creating a culturally safe and supportive workplace where Aboriginal and Torres Strait Islander voices are heard, valued, and empowered.

Position purpose

Health Information Services Clerks work in our Medical Record Department to ensure that patient information makes its way to our Scanned Medical Record accurately within expected timeframes. Release of patient information in accordance with policies and legislation is key responsibility of this area as is maintaining a single medical record for our patients.

About the Directorate/Division/Department

The Health Information Service (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, organisation 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. This area includes Freedom of Information and Typing Services.

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 Emergency Minimum Dataset (VEMD), 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

- To maintain and make available an up to date, accurate and complete medical record and manage health information in a way which meets both internal and external customer expectations
- To provide patient information upon request to external healthcare providers and other services in accordance with our release of information guidelines
- To provide a reception service for internal and external callers
- Deliver and collect paper medical records and documents from departments external to HIS when required
- Maintain an accurate and tidy medical record storage area
- Filing of records and documents in an accurate and timely manner
- Participating in on-going culling and destruction programs
- Prepare and scan medical record documents for Scanned Medical Record (SMR) processing in an accurate and timely manner
- Operate and update computerised health information systems, including the Patient Administration System, computerised medical record tracking system, SMR, associated spreadsheets and databases
- Maintain an up-to-date Patient Administration System
- Managing duplicate medical records by merging/unmerging patient records
- Updating demographic and tracking details
- Process requests for patient information, including Freedom of Information requests
- Processing of patient letters using our transcription service
- Perform Quality Assurance duties where required

- Follow departmental procedures and directions for all duties and make use of all available resources, e.g., emails, procedures, intranet, management directives, etc
- Attend meetings and training/information sessions as required
- Required to work in Health Information Services at any campus and to cover any shift with appropriate notice
- Meet all departmental key performance indicators
- Maintain patient confidentiality by following policies and procedures
- Liaise with other areas of Austin Health and external care providers where necessary in relation to the integrity of the medical record or release of patient information and patient administration systems
- Use CERNER, TRAK, SMR and other patient information databases to maintain and make available patient information in accordance with policies and procedures
- Provide training to other staff
- Prepare outpatient packs
- Other duties as assigned

Selection criteria

Essential skills and experience:

- Ability to determine priorities and organise workload effectively and efficiently.
- Experience in healthcare administration
- Commitment to following procedures to ensure consistency in work practices.
- Proven problem-solving skills and a commitment to ongoing improvement.
- Entry level knowledge of computer products including Microsoft Office Suite (e.g., Word, Excel, and Outlook).
- Understanding of the importance of confidentiality.
- Demonstrated ability in providing customer service.
- Possession of the following personal qualities: motivation, flexibility, initiative, professionalism, and reliability.

Desirable but not essential:

- Certificate or qualification in Business / Medical Administration of Equivalent
- A sound understanding of information technology including clinical systems and applications.
- Experience within Health Information Services or equivalent healthcare setting
- Knowledge of medical record filing systems
- Experience using a computerised and/or scanned medical record system.
- Medical Terminology

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 creating a culturally safe, inclusive and anti-racist environment for all staff, patients, consumers, carers and communities. We recognise that racism, discrimination and exclusion negatively impact health and wellbeing, and acknowledge the unique and ongoing effects of colonisation, dispossession and systemic inequities experienced by Aboriginal and Torres Strait Islander Peoples. We are committed to embedding cultural safety and inclusion across all levels of our health service, actively identifying and eliminating racism in all its forms, and equipping our people with the knowledge, skills and confidence to challenge racism, foster respect, and create a safer and more equitable experience for everyone.

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.