



**The Royal
Melbourne
Hospital**

Advancing health for everyone, every day.

Could this be you?

**Join the Royal
Melbourne
Hospital team**



Position Description

Health Information Services Clerk



THE ROYAL MELBOURNE HOSPITAL

The Royal Melbourne Hospital (RMH) began in 1848 as Victoria's first public hospital. And while we only had 10 beds to our name, we had the community of Melbourne behind us, and we were ready to provide the best possible care for those in need.

Since those early years, we've moved forward with purpose. Always at the forefront, leading the way on improving the quality of life for all.

Today the RMH is one of the largest health providers in the state, providing a comprehensive range of specialist medical, surgical, and mental health services; as well as rehabilitation, aged care, outpatient and community programs.

Our reputation for caring for all Melburnians is as essential to who we are as any scientific breakthrough we make. We're here when it matters most, and we'll continue to be the first to speak out for our diverse community's wellbeing.

OUR VISION

Advancing health for everyone, every day.

THE MELBOURNE WAY

At The RMH we're inspired by our vision of Advancing health for everyone, every day. While we're each going about our different roles, we're united by a shared understanding of the way we do things around here. We call it the Melbourne Way. We put people first — leading with kindness and working together, we excel as one Royal Melbourne Hospital.

People First



People are at the heart of everything we do. We take the time to understand how we can make the most positive difference for them.

Lead with Kindness



Our care and compassion sets us apart. We lead the way with a respectful, inclusive spirit — embracing the things that make us all unique.

Excellence Together



True excellence is only possible when we work as one Royal Melbourne Hospital community. Through collaboration, we set the highest of standards and achieve our goals.

OUR PRIORITIES

The RMH Strategic Plan: Towards 2025. Advancing health for everyone, every day is our plan for the future — one which we are committed to achieving together. This position contributes to the achievement of the five Strategic Goals, articulated in the plan:

1. **Be a great place to work and a great place to receive care**
2. **Grow our Home First approach**
3. **Realise the potential of the Melbourne Biomedical Precinct**
4. **Become a digital health service**
5. **Strive for sustainability**



Position Description

Position Title:	Health Information Services Clerk
Service:	Information and Performance
Location:	Royal Melbourne Hospital
Reports To:	ECM Operations Manager
Enterprise Agreement:	3. Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	HS1A
Employment Status:	Full Time (80 hours per fortnight with ADO) / Part Time
Immunisation Risk Category:	Category C
Date of Review:	April 2025

POSITION SUMMARY

- Operate and maintain computerised health information systems, including the Patient Administration System (iPM), digital medical record system Enterprise Content Management (ECM) system (including preparation for scanning, quality control and quality assurance of the system), Electronic Medical Record (EMR/Epic) and any other relevant system used by Health Information Services (HIS).
 - Liaise with areas outside of HIS where necessary, in relation to the integrity of the medical record and the iPM.
 - Collect medical record documents for scanning processing in an accurate and timely manner.
 - Preparation and sorting of patient information documents prior to scanning
 - Scanning, uploading, document separation, indexing and QA of documents using the scanning software system in a timely and efficient manner.
 - Deliver and collect medical records and appropriate paperwork from departments upon request, including requests for Research.
 - Maintain departmental key performance indicators.
 - Answer general department enquiries via the phone, email, or clients presenting in person.
 - Process requests for patient information. Ensure confidential information is released to authorised persons only, in accordance with the Health Information Services processes
 - Respond to requests for correction of documentation errors and chart corrections.
 - Monitor OnBase HL7 error queues and make necessary corrections as required.
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- Monitor the documentation deficiencies and follow up all deficiencies in line with the HIS procedures.
 - Arrange access for patients and proxy access to Health Hub
 - Arrange access for external providers to Epic Care Link as required.
 - Retrieve and assemble any required paper medical records for duplicate Medical Record Number (MRN) merging including medical record cover changes.
 - Attend meetings and training/information sessions as required.
 - Participate in the Melbourne Health Occupational Health & Safety and HIS Quality programs.
 - Follow departmental procedures and directions for all duties and make use of all available resources, e.g. emails, procedures, intranet, management directives, mandatory training etc.
 - Relieve other clerical positions within Health Information Services across both City and Royal Park campus as directed.
 - Maintain an accurate and tidy medical record storage area by filing of records in an accurate and timely manner.
 - Other duties as directed
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KEY ACCOUNTABILITIES

- Take reasonable care for your safety and wellbeing and that of others.
 - Work in your scope of practice and seek help where required.
 - Work in partnership with consumers, patients and where applicable carers and families.
 - Work collaboratively with colleagues across all RMH teams.
 - Continue to learn through mandatory training and other learning activities.
 - Seek feedback on your work including participation in annual performance discussion.
 - Speak up for safety, our values and wellbeing.
 - Prioritise wellbeing and ensure safe work practices are developed and adhered to in their area.
 - Respect that the RMH is a smoke-free environment.
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KEY RELATIONSHIPS

Internal

- HIS Managers
- Ward staff
- Clinical staff/Heads of Unit
- Executives

External

- Other health services
 - Department of Health
 - Other governing bodies
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KEY SELECTION CRITERIA

Essential:

- Commitment to live the Melbourne Way - putting people first, leading with kindness and achieving excellence together.
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- Highly developed customer service and interpersonal skills
 - High standard of written and verbal communication skills
 - Professional presentation and demeanour
 - Ability to work autonomously and contribute effectively as a supportive team member
 - Ability to follow direction and allocated tasks
 - Proficient in the use of Microsoft software including word, outlook and excel

Desirable:

- Previous experience working in a Health Information Service
- Medical terminology
- Previous experience using health service technology

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of RMH values
 - Achievement of portfolio specific KPI targets
 - Participation in and satisfactory feedback through the annual performance review process
 - Ability to maintain a safe working environment and ensure compliance with legislative requirements
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AT THE RMH WE:

- Aim to provide a working environment that is safe and without risk to the health, safety and wellbeing of all employees, patients and consumers, and visitors.
- Speak up for patient, consumer, colleague and visitor safety, escalating issues if required.
- Deliver Safe, Timely, Equitable, Person-centred Care (STEP) in line with our clinical governance framework.
- Work in accordance with relevant policies, procedures, standards and legislation including those related to clinical or competency requirements, risk management, discrimination, equal opportunity and health safety and wellbeing.

OUR COMMITMENT:

- **Equity, Inclusion, Belonging and Safety**
 - As a leader in healthcare, we recognise the need to foster a culture of equity, inclusion, and belonging — safe spaces where every individual is empowered to be their authentic self, contributing meaningfully to the collective well-being of our community.
- **First Nations Commitment**
 - We acknowledge and pay our respects to the Traditional Owners of the lands on which we work and stand in solidarity with Aboriginal and Torres Strait Islander peoples. We are committed to creating a culturally safe environment that honours First Nations voices, knowledge, and self-determination through inclusive governance, respectful policies, and a steadfast commitment to anti-racism. The Royal Melbourne aspires to lead by example in addressing the injustices of colonisation and its ongoing impacts.
- **Child Safe Standards**
 - RMH is a child safe organisation. We are dedicated to fostering an environment that respects and upholds the rights of children and young people, in line with the Child Safe Standards. We actively embed these standards in our culture, policies, and practices, ensuring that the safety and wellbeing of children and young people is a central priority.
- **Equal Opportunity and Accessibility**
 - We are proud to be an equal opportunity employer that champions diversity in all its forms. We value the strengths and perspectives that come from people of all backgrounds, identities, abilities, and lived experiences. We encourage applicants from all communities, and we will provide reasonable adjustments to support equitable participation.
- **Thriving Together**
 - Together, we are committed to fostering an environment where everyone feels respected, safe, and empowered to thrive.

ACCEPTANCE

I acknowledge and accept that this position description represents the duties, responsibilities and accountabilities that are expected of me in my employment in the position. I understand that The RMH reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

Employee Signature

Employee Name (please print)

Date
