

POSITION DESCRIPTION

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| Position Title: | Health Information Manager |
| Business Unit/Department: | Mental Health – Health Information Management |
| Division: | Health Information & Performance |
| Award/Agreement: | Victorian Public Mental Health Services Enterprise Agreement |
| Classification: | Grade 2 – Year 1 to Year 4 (YA65 to YA68) |
| Reports To: | Senior Health Information Manager |
| Direct Reports: | N/A |
| Date Prepared/Updated: | 13 January 2026 |

Position Purpose

The Health Information Manager (HIM) is integral to ensuring effective governance and management of health information within the Mental Health and Wellbeing Service (MHWS), directly supporting quality care. This role provides vital operational health information management support to clinical and administrative teams across MHWS's comprehensive service network across all age groups, spanning community, inpatient, residential, emergency, and specialist settings.

Reporting to the MHWS Senior Health Information Manager and collaborating within the Mental Health - Health Information Management team (part of Western Health's broader Health Information and Performance Division), the HIM actively contributes to initiatives that underpin WH's commitment to best care.

A key focus of this role is coordinating initiatives that safeguard the integrity of clinical data and service activity. The HIM plays a crucial part in supporting MHWS through significant transformation and developments, including the optimisation of reporting with the introduction of Activity Based Funding and ongoing mental health reform.

Responsibilities extend to mental health record management including BOSSnet and Cerner, the e-Mental Health and Wellbeing Record, ensuring compliance with legislation such as the *Mental Health and Wellbeing Act 2022*, statutory reporting, and the administration and support of the CMI/ODS system. Given the multi-site operations of MHWS and WH (including Footscray, Sunshine, Melton, Williamstown, and other locations), the HIM may be based at or required to travel between these sites.

Business Unit Overview

Health Information & Performance

The Health Information and Performance Division sits within the Strategy, Partnerships and Corporate Governance Directorate. The Division has close ties to the Digital Health and Digital Technology Services Divisions and is primarily responsible for the management, governance and utilisation of the organisation's data and information assets. It ensures that information, analysis and insights required to support the organisation in its provision of best care to patients is delivered efficiently and effectively using contemporary tools and processes, and that the operational processes required for proficient corporate and

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medical records management, clinical coding, data governance and activity-based funding are optimised. In addition, the Division is responsible for ensuring that health service data reported to the Department of Health complies with all applicable requirements and business rules.

The Division has 104 FTE and an operating budget of \$14M. It has staff located at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, Melton Health and Community Services and the Mental Health and Wellbeing Service sites. The departments within Division that are independently managed are;

- Performance Reporting and Analytics
- Business Intelligence
- Clinical Coding Services
- Record Services
- Data Governance and Compliance
- Mental Health - Health Information Management

Mental Health & Wellbeing Services

The Division of Mental Health and Wellbeing Services spans across multiple Western Health sites and within the local community and services consumers across the lifespan.

The Division has recently been established following a key recommendation from the Royal Commission into Victoria's Mental Health System. The Western Health catchment includes the local government municipalities and growth areas of Brimbank, Sunbury, Maribyrnong and Melton.

Our recovery-oriented approach to care is provided by a multidisciplinary workforce comprising skilled clinicians, consumers and carers. These services include hospital based, hospital in the home, community and specialist mental health and wellbeing services for adults, older adults, children and adolescents who are experiencing, or are at risk of developing a serious mental illness.

The Division collaborates across a number of Divisions within Western Health and partners with external health services and community services to ensure the provision of Best Care.

The Division aims to innovate and develop services and care options across Western Health to ensure Best Care for the community of Western Melbourne.

Key Responsibilities

To enable the effective delivery of clinical care, the HIM will have a particular focus on:

1. Health Information & the Clinical Record:

- Participate in processes to improve clinical documentation standards to support clinical care and funding reform.
- Undertake clinical classification (clinical coding) of bed-based and community episodes as required.

2. Data Integrity, Reporting & Analysis:

- Work closely with the Senior HIM lead to support ABF and NWAU optimisation across mental health services.
- Ensure the appropriate collection, use, and disclosure of information to maintain security and integrity.
- Provide support to operationalise recommendations and directives to enhance data collection techniques, data integrity, and compliance with reporting requirements.
- Undertake information integrity audits and report on findings, contributing to the development and implementation of recommendations for action.
- Analyse data to support service development, monitoring, and improvement initiatives related to mental health service funding.
- Participate in and support data integrity and quality activities as part of the Data Improvement Strategy.
- Develop and assist with implementing consistent work processes across sites and teams to ensure cohesive data collection and reporting.
- Collaborate with stakeholders to develop efficiencies in data collection and reporting processes.

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3. Digital Health & Informatics:

- Support system administration of the CMI/ODS and maintain high standards of data integrity by overseeing input quality and ensuring accurate reporting outputs.
- Provide local support for CMI/ODS workflows as required.
- Ensure training and education materials related to relevant systems are maintained.

4. Privacy, Confidentiality & Security:

- Assist in maintaining and promoting high standards of privacy and confidentiality among clinical and non-clinical staff.
- Enable and assist with managing clinical information according to relevant funding policies and legislation, including the *Health Records Act 2001 (Vic)*, the *Mental Health and Wellbeing Act 2022 (Vic)*, the *Freedom of Information Act 1982 (Vic)*, and the *Privacy and Data Protection Act 2014 (Vic)*.

Operational Management:

- Support the operational management of health information in collaboration with the MHWS leadership team, clinical, and administrative staff regarding statutory reporting and Activity Based Funding.
- Actively engage, communicate, and participate in local service initiatives to ensure all staff understand the requirements for ABF.
- Take accountability and responsibility for own professional development to ensure HIM competencies are met and maintained to the standards outlined by HIMAA.
- Work across multiple sites/locations as required.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Senior Health Information Manager – Mental Health Services
- Health Information Managers, Western Health
- Mental Health and Wellbeing Service staff, including clinical and administration
- Performance, Reporting and Analytics team
- Business Intelligence team
- Digital Technology Services
- Digital Health

External:

- Department of Health Victoria
- Office of the Chief Psychiatrist
- Mental Health Tribunal
- Partner hospitals and organisations (e.g.: Wellways, North West Metropolitan health services)
- MHWS consumers, families and/or their representatives

Selection Criteria

Essential:

- Bachelor of Health Information Management, or equivalent
- Eligible for membership of Health Information Management Association of Australia
- Excellent written and verbal communication skills, with proven ability to communicate confidently in matters relating to Health Information to a wide range of stakeholders
- Able to work collaboratively with various stakeholders across an organisation, such as Health Information Managers, clinicians, lived experience workforce, IT, executive and administrative professionals
- Able to perform with limited direct supervision, but remain part of a team

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- Experience in supporting the management of health information systems and processes, including understanding the collection and reporting of health datasets to the State and Commonwealth, in particular mental health
- Experience with supporting the management and implementation of patient information/administration systems, digital medical record systems and/or electronic medical record systems
- Experience in data analysis, monitoring and integrity mental health services evaluation, statistical analysis and database management
- Experience in or demonstrable understanding of clinical classification of bed-based episodes using ICD-10-AM; understanding of the Victorian Admitted Episodes Dataset (VAED) and casemix data
- Demonstrated ability to prioritise and manage deadlines
- A current driver's license

Desirable:

- Health information management experience in a mental health service setting
- Understanding of the *Mental Health and Wellbeing Act 2022 (Vic)*
- Experience using CMI

Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence

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- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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