

POSITION DESCRIPTION

Position Title:	Medical Records Officer - Clerical Lead
Business Unit/Department:	Record Services
Division:	Health Information & Performance
Award/Agreement:	Health & Allied, Managers & Administration Officers
Classification:	Grade 2 (HS2) – Maternity leave – 12months
Reports To:	Deputy Manager, Record Services
Direct Reports:	Nil
Date Prepared/Updated:	20 th February 2026

<p>Position Purpose</p> <p>Reporting to the Deputy Manager, Record Services this position is fundamental to the overall functioning and success of the Record Services Department. This role works in close collaboration with senior staff within Records Services to support daily operations and key project activities across all Records Services departments at Western Health campuses, as required. This role undertakes key activities within the Record Services quality and compliance program.</p>
<p>Business Unit Overview</p> <p>Records and Information Services sits within the Health Information and Performance Division and are the custodians of patient medical records at Western Health (WH). Responsible for the management of patient clinical documents and forms within the Digital Medical Record (DMR). We also offer Transcription Services. Our Release of Information Services supports timely and accurate communication between WH and our healthcare providers, while our Freedom of Information Services enables patients to access information under appropriate legislation.</p> <p>The Information and Performance Division sits within the Strategy and Partnerships 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 organisations 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 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.</p> <p>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 Mid-West Area Mental Health Service. The departments within Division that are independently managed are;</p> <ul style="list-style-type: none"> • Performance Reporting and Analytics • Business Intelligence • Clinical Coding Services • Record and Information Services

Our Vision

Together, Caring for the West
Patients – Employees – Community – Environment

- Data Governance and Compliance
- Mental Health - Health Information Services

Key Responsibilities

- Support the Operations Lead in managing daily operations of the Records Services Department, including rostering, workload allocation and other tasks as required.
- Collaborate with the Medical Records Officer, to make sure the Record Services quality and compliance program is undertaken and reported on, in line with agreed timeframes.
- In conjunction with the Deputy Manager Record Services and Medical Records Officer align and monitor compliance of the Record Services quality and compliance program with the Public Records Office of Victoria guidelines in relation to medical records lifecycle management.
- Conduct regular scanning quality assurance activities in line with the quality and compliance program, ensuring identified area for improvement are addressed or escalated in a timely manner.
- Maintain accurate documentation outlining all quality activities undertaken and monitor progress against recommendations/quality and compliance program.
- Provide feedback to records management staff regarding identified scanning quality issues.
- Assist with the merging of duplicate registrations in a timely manner when required.
- Provide targeted education and training to key areas within the organisation to reduce duplicate registrations and encounter errors.
- Where required, provide assistance in all aspects of encounter management within the Electronic Medical Record (EMR) system and other duties as required, including correction of encounter errors.
- Monitor and investigate any scanning or uploading issues identified using the appropriate feedback mechanism (unassigned documents, tweaks or Riskman notification).
- Provision of assistance to the Senior Clerical Lead - Operations and Medical Records Officer to assist with the achievement of departmental and organisational operational activities and key performance indicators.
- Assist with the development of training material and delivery of training for Records Services staff and associated tasks where required.
- Provide support to staff within the Record Services departments as appropriate.
- Support practices to make sure that medical record information is made available to both internal and external health care providers in a timely and efficient manner, including transfer, cataloguing and recalling of medical records held at Western Health's offsite storage.
- Where required, undertake scanning activities, such as, document preparation scanning and uploading medical record documents into the Western Health Digital Medical Record (DMR) or other applications.
- Where required, assist with the development, review and updating of policies, procedures and guidelines relevant to the functions of the department.
- Provide support to other lead roles within the department as needed, including coverage during leave when applicable.
- Promote and enable positive constructive working relationships, with all levels of WH employees, patients, the public and external vendors.
- Participate in self-directed and formally delivered learning as part of ongoing professional development
- Travel to any of the Western Health sites as required.
- Participate in the Records Services on call roster, and undertake any additional training needed to be able to participate, e.g BOSSnet or EMR training.

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:

- Manager, Record Services
- Deputy Manager, Record Services
- Senior Clerical Lead - Operations

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 Patients – Employees – Community – Environment

- Clerical Leads
- Scanning Staff
- Transcription Service Staff
- Clinical Staff and associated departments (Doctors, Nurses, Allied Health, Clerical Staff)
- Director, Health Information and Performance
- Other Western Health areas and departments

External:

- Off Site Storage Company (ZircoData)
- Supply Company (WH WINC)
- Scanning Devices (Kodak)
- General Practitioners / Referring Doctors
- Other Health Services
- Western Health Patients and Visitors

Selection Criteria

Essential:

- Previous experience in a medical record department or health information service.
- Effective time management skills
- Strong communication skills with a strong customer focus
- Good computer and keyboard skills, particularly Microsoft Excel
- High level of attention to detail with effective organisational skills
- Flexibility and adaptability
- Ability to work collaboratively with peers as part of a team to achieve successful outcomes
- Ability to work in a busy environment

Desirable:

- Experience in developing internal procedures and guideline documents
- Previous experience fixing scanning errors
- Proven ability to conduct staff training
- Knowledge of Medical terminology
- Experience in a similar role

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
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, 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
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

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General Information
<ul style="list-style-type: none"> • This role is not based at any particular site and travel to all Record Services sites will be required. • 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 • 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>I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.</i>			
Employee's Name:			
Employee's Signature:		Date:	