

POSITION DESCRIPTION

Position Title:	Senior Clerical Lead - Operations
Business Unit/Department:	Medical and Corporate Records
Division:	Health Information and Performance Unit
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5 (HS4 to HS29)
Reports To:	Manager, Medical Record and Information Services
Direct Reports:	N/A
Date Prepared/Updated:	11 May 2026

Position Purpose
<p>This role is responsible for providing effective leadership, supervision and operational oversight to the Clerical Services Team across all campuses of Medical Records and Information Services. Reporting to the Manager, Record and Information Services the role works closely with the Deputy Manager and other departmental leads to support efficient departmental operations. This position is pivotal to ensuring the department meets key performance indicators and delivers high-quality services that support Western Health in providing best care for patients.</p>
Business Unit Overview
<p>Medical Records and Information Services sits within the Health Information and Performance Unit Division and are the custodians of patient medical records at Western Health (WH). We are 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 community 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>

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

Key Responsibilities

- Lead, support and direct Record Services staff in the provision of medical records functions, including but not limited to the scanning and uploading of medical record documentation into the relevant Digital Medical Record system and where relevant, supporting EMR functionality.
- Assist in implementing and maintaining quality assurance measures to support accurate, consistent, and timely document scanning and uploading practices, while maintaining expected turnaround times.
- Coordinate departmental rostering processes, applying best practice rostering techniques (as defined by Manager, Medical Records and Information Services and Western Health), aligning rosters with budgeted FTE, with over-budget spend monitored and managed appropriately.
- Oversee payroll processes to make sure that rostered hours are accurately recorded, payroll data is submitted on time, and amendments are authorised promptly.
- Support the Deputy Manager and ROI Clerical Lead where required to maintain efficient and accurate processing of Release of information (ROI) requests, promoting timely processing to enable continuity of care for patients and privacy is maintained.
- Oversee and coordinate processes around the transfer, cataloguing and recalling of medical record documentation held at Western Health's external storage provider.
- Assist with the identification and merging of duplicate patient registrations, making sure issues are resolved promptly and escalated or communicated to the relevant departments as required.
- Assist with the correction of EMR Encounter Errors when required.
- Assist with recruitment, onboarding, orientation, and retention processes for clerical employees within the Record Services Department.
- Where required, assist the Deputy Manager to undertake daily, weekly and monthly performance data and statistical reporting requirements for the department.
- Monitor, investigate, provide feedback and assist with implementing changes regarding medical record-related issues identified through risk management systems, including Riskman.
- Contribute to the ongoing review, evaluation, and maintenance of departmental procedures, guidelines, and work practices.
- Promote and maintain positive, professional, and collaborative working relationships with Western Health employees, patients, members of the public, and external service providers.
- Actively participate in and lead team meetings, ensuring effective communication across Medical Records and Information Services staff, including documenting agendas, actions, and minutes where appropriate.
- Support the development, implementation, and maintenance of processes that make sure medical record information is made available to internal and external healthcare providers in a timely and efficient manner.
- Support the Manager, Medical Records and Information Services to sustain the department budget; making sure expenditure remains within financial parameters and adequate staffing levels are maintained.
- Assist in the professional development of staff through supervision, coaching, mentoring, and oversight of annual professional development plans.
- Contribute to annual performance appraisal processes by providing constructive feedback, identifying skill gaps, and supporting the development of individual improvement plans.
- Participate in ongoing professional development through self-directed learning and formal education opportunities.
- Provide operational support, leave coverage, and assistance to other clerical lead roles within the department as required.
- Participate in the Medical Records on-call roster and complete any required training necessary to fulfil on-call responsibilities, including BOSSnet and EMR training.

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- Monitor departmental compliance levels for mandatory training requirements within designated timeframes.
- Assist in maintaining practices that manage medical record documentation in accordance with relevant legislation, privacy requirements, and organisational policies governing security, access, and availability of information.
- Assist with additional departmental functions and operational requirements as directed by the Manager, Medical Record and Information Services.
- Travel across Western Health sites as required to support operational and departmental needs.

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, Medical Records and Information Services
- Deputy Manager, Medical Records and Information Services
- Manager, Clinical Coding
- Director, Information and Performance
- Clerical Lead
- Medical Record Officers
- Scanning Staff
- Transcription Service Staff
- Freedom of Information Staff
- Clinical Staff and associated departments (Doctors, Nurses, Allied Health, Clerical Staff)
- EMR/DMR Operations team
- Clinical Coding Team
- Outpatient Management and Staff
- Other Western Health areas and departments

External:

- Altera - BOSSnet vendor
- Solventum 3M – dictation software and outpatient transcription vendor
- ZircoData – offsite storage provider
- Supply Company (OfficeMax)
- Scanning and Microfilm Machine Company (Kodak)
- General Practitioners / Referring Doctors
- Other Health Services
- Western Health Patients and Visitors

Selection Criteria

Essential

- Minimum of 5 years clerical/administrative/supervisory experience in an office team environment
- Demonstrated experience in staff training and development
- Demonstrated leadership and interpersonal skills with the ability to relate and influence all levels of staff, management and medical professionals
- Demonstrated experience to meet and exceed expectations, taking responsibility for accurate and timely work results
- Excellent communication skills and a strong customer focus
- Demonstrated experience in coordinating work processes
- Demonstrated computer literacy skills (including Microsoft Office)
- Experience in developing procedure and/or internal guideline document
- Ability to adapt and demonstrate flexibility an office environment
- Ability to work collaboratively with peers as part of a team to achieve successful outcomes
- Ability to work in a busy environment

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<p>Desirable</p> <ul style="list-style-type: none"> • Previous Medical Record Services (Health Information Services) experience • Knowledge of health applications, including Patient Administration Systems • Experience with Digital (Electronic) Medical Records in a hospital environment.
<p>Additional Requirements</p> <p>All employees are required to:</p> <ul style="list-style-type: none"> • 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, Public Records Act 1973, Fair Work Act 2009 (as amended), the Privacy and Data Protection Act 2014 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
<p>General Information</p> <ul style="list-style-type: none"> • 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 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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