

POSITION DESCRIPTION

Position Title:	Manager – Clinical Coding Services
Business Unit/Department:	Clinical Coding Services
Division:	Health Information & Performance
Award/Agreement:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Health Information Manager: Grade 5 (JB25)
Reports To:	Director – Health Information & Performance
Direct Reports:	Health Information Managers; Clinical Coders; Program Managers; Project and Improvement Leads; other direct reports as applicable
Date Prepared/Updated:	3 August 2026

Position Purpose

The Manager, Clinical Coding Services provides strategic leadership and operational management of Western Health's Clinical Coding Services. The role is accountable for the delivery of accurate, timely, compliant and high-quality clinical coding that supports patient care, statutory reporting, activity-based funding, revenue integrity and organisational performance.

The role leads coding quality assurance, clinical documentation improvement, audit, education, workforce development and the effective use of coding-related digital systems. The Manager works closely with clinical, operational, finance, digital health and executive stakeholders to improve documentation quality, coding accuracy, service performance and funding outcomes, while ensuring compliance with Australian Coding Standards, Department of Health requirements, legislation, accreditation standards and organisational policies.

Business Unit Overview

Clinical Coding Services is a key function within the Health Information and Performance Division, responsible for the accurate, complete and timely classification of admitted patient episodes in accordance with national standards and legislative requirements. The Service supports activity-based funding, revenue integrity, statutory reporting, organisational performance and informed decision-making across Western Health.

The Service promotes high-quality clinical documentation, coding accuracy and data integrity through coding quality assurance, audit, education and clinical engagement activities. It also provides expert advice to clinicians, managers, researchers and other stakeholders regarding the interpretation and use of admitted patient data for service planning, performance improvement, research and reporting purposes. The Clinical Coding Service is committed to innovation, continuous improvement and workforce development, leveraging contemporary technologies and best practice methodologies to enhance coding quality, service efficiency and organisational outcomes.

Our Vision

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Key Responsibilities
Strategic Leadership and Service Performance • Provide strategic leadership and direction for Clinical Coding Services, ensuring alignment with Western Health's strategic priorities and organisational objectives • Lead service planning, workforce development and continuous improvement initiatives to support current and future service requirements. • Monitor, evaluate and report on service performance, risks, opportunities and outcomes, ensuring the delivery of a high-quality, sustainable and responsive service. Clinical Coding Quality, Compliance and Funding Integrity • Ensure the accurate, complete and timely clinical coding of admitted patient episodes in accordance with Australian Coding Standards, legislative requirements and organisational policies. • Maintain robust coding quality assurance, audit and compliance programs to support data integrity, accreditation requirements and organisational confidence in coded data. • Provide expert leadership in clinical coding, casemix and activity-based funding, supporting accurate funding outcomes and the identification of coding-related risks and opportunities. Clinical Documentation Improvement and Stakeholder Engagement • Lead strategies that improve clinical documentation quality, coding accuracy and data quality through effective collaboration with clinicians, managers and other stakeholders. • Provide specialist advice on coding, casemix, clinical documentation and admitted patient data to support operational, clinical, reporting, research and planning activities. • Develop and maintain strong partnerships across Western Health and with external agencies, regulatory bodies and professional organisations. Workforce Leadership and Capability Development • Lead, develop and support a high-performing, inclusive and safe workforce that promotes accountability, wellbeing, engagement and professional growth. • Ensure effective recruitment, succession planning, performance management and workforce capability development to meet service needs. • Foster a culture of innovation, learning and excellence that supports continuous improvement and service sustainability. Digital Health, Innovation and Continuous Improvement • Lead the adoption and optimisation of contemporary coding technologies, including Computer Assisted Coding (CAC) and digital solutions to improve coding quality, service efficiency, workforce capability and organisational outcomes. • Provide governance and strategic oversight of clinical coding, clinical documentation improvement and audit systems. • Promote innovation, research and evidence-based practice to enhance service performance and future readiness. Financial, Governance and Risk Management • Manage service resources and budgets responsibly, ensuring efficient use of resources and achievement of service priorities. • Establish and maintain effective governance, risk management and reporting processes that support regulatory compliance, organisational accountability and sound decision-making. • Promote strong data stewardship practices to ensure coded data is accurate, reliable and fit for purpose across funding, reporting, planning, research and performance improvement activities. 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: • Executive and Senior Leadership Team

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- Clinical Leaders and Service Directors
- Nursing, Midwifery and Allied Health Leaders
- Digital Health, Information and Technology Teams
- Finance, Performance and Data Governance Teams
- Clinical Documentation Improvement, Clinical Coding and Health Information Management Staff
- Researchers and Operational Managers

External:

- Government, Regulatory and Funding Agencies
- Professional Associations and Industry Bodies
- Public and Private Health Services
- Educational Institutions
- Technology and Digital Health Partners
- External Auditors and Accreditation Agencies

Selection Criteria

Essential:

- *Qualifications and Professional Registration:* Tertiary qualification in Health Information Management, Clinical Coding or a related discipline, with eligibility for full membership of the Health Information Management Association of Australia (HIMAA) or equivalent professional body
- *Clinical Coding and Casemix Expertise:* Extensive experience leading clinical coding services within a complex healthcare environment, with advanced knowledge of Australian Coding Standards, classification systems, Diagnosis Related Groups (DRGs), activity-based funding and coding quality assurance practices.
- *Leadership and People Management:* Demonstrated ability to lead, develop and manage multidisciplinary teams, including workforce planning, performance management, succession planning, staff engagement and capability development.
- *Service Improvement and Stakeholder Engagement:* Proven experience leading service improvement initiatives and building effective partnerships with clinicians, operational leaders and external stakeholders to improve clinical documentation, coding quality, data integrity and organisational outcomes.
- *Governance, Financial and Operational Management:* Demonstrated experience managing budgets, operational performance, governance, risk and compliance within a complex service environment.
- *Digital Health and Innovation:* Demonstrated understanding of clinical coding technologies, digital health systems and data-driven approaches to service improvement, innovation and performance management.
- *Communication and Professional Capability:* Highly developed analytical, communication, negotiation and decision-making skills, with the ability to influence stakeholders and lead organisational change.

Desirable:

- Postgraduate qualification in management, leadership, health informatics, digital health or a related discipline.
- Experience implementing or optimising Computer Assisted Coding (CAC), Clinical Documentation Improvement (CDI) or related digital health solutions.
- Experience leading large-scale digital transformation, service redesign or workforce modernisation initiatives.
- Experience within a large tertiary, multi-campus or complex public health service.

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

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- 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), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005.
- 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
- 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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