

POSITION DESCRIPTION

Position Title:	Data Entry Clerk
Business Unit/Department:	BMM Operations HI&P Projects
Division:	Health Information & Performance Unit
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Classification:	Grade 1 – Level 1 to 5 (HS1 to HS17)
Reports To:	Operations Manager, Health Information and Performance
Direct Reports:	Nil
Date Prepared/Updated:	18 August 2025

Position Purpose

This role is responsible for supporting the National Weighted Activity Unit (NWAU) optimisation project, NWAU is a measure of health service activity that equates to funding. The role will be undertaking data entry, validation and error correction of non-admitted patient activity data in Western Health data collection and reporting systems to ensure timely and accurate data is available for reporting and funding requirements.

This role may also provide administrative support to other projects being undertaken by the Health Information and Performance team that contribute to success and management of overall organisational priorities.

This role may also assist with other data related administrative tasks regularly undertaken by Health Information and Performance teams as demand requires.

The role may require travel to all WH campuses including Footscray, Sunshine, Williamstown, Bacchus Marsh Hospital and Melton Health Hub.

Business Unit Overview

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 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.

The Division has 104 FTE and an operating budget of \$15M. 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.

Our Vision

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<p>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 Services • Data Governance and Compliance • Mental Health - Health Information Services
<p>Key Responsibilities</p> <ul style="list-style-type: none"> • Ensure and validate non-admitted activity data for NWAU optimisation within the relevant WH data collection and reporting systems, this could include but is not limited to the Patient Administration system (iPM) and the Electronic Medical Record (EMR) to facilitate VINAH reporting. • Correction and resolution of errors identified in processes or data to ensure accuracy, consistency and compliance with regulations • Have a strong understanding of how data is entered and managed within WH data collection and reporting systems, including iPM and EMR, to ensure accurate data is collected to facilitate reporting of hospital activity to relevant reporting bodies including the Department of Health. • Collaborate with Performance Unit and other relevant teams to ensure all activity is captured correctly. • Ability to apply Department of Health reporting business rules to data entry requirements in the WH systems. • Assist WH in achieving NWAU optimisation and a high level of data integrity by ensuring accuracy of data by assisting with identifying data errors and deficiencies and undertaking association data corrections. • Collaborate with clinical and administrative teams to ensure all activity is captured correctly and improve data collection processes • Maintain detailed documentation of data entry process, corrections and error resolution • Provide support and education regarding data requirements and collection methods to other areas to ensure data integrity and accuracy. • As required provide administrative level support to Health Information and Performance teams including, but not limited to, assisting with projects, data entry and correction in relevant system and data assurance activities. • Complete mandatory training by the due date. • Exchange and share information with colleagues and participate in team meetings/discussions to enhance knowledge and skills. • Actively contribute and participate in a working environment that values teamwork. • Other duties as directed by the Operations Manager - Health Information & Performance or • Divisional Director Health Information & Performance. <p>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.</p>
<p>Key Working Relationships</p> <p>Internal:</p> <ul style="list-style-type: none"> • Operations Manager - Health Information & Performance • Manager, Record Services • Deputy Manager, Record Services • Director, Health Information and Performance • DMR Development and Clinical Coding Team • Outpatient Management and Staff • Other Western Health areas and departments <p>External:</p> <ul style="list-style-type: none"> • General Practitioners / Referring Doctors / Other External Healthcare Providers

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- Western Health Patients and Visitors

Selection Criteria

Essential

- Previous clerical or administrative experience within an office environment (previous health service experience in a similar role will be considered favourably)
- Proven ability to manage own workload and deliver results within deadlines
- Demonstrated experience to meet (or exceed) expectations, taking responsibility for accurate and timely outcomes.
- Demonstrated accurate computer and data entry skills including proven attention to detail
- Demonstrated ability, or ability to rapidly learn, hospital computer systems and have a good working knowledge of the Microsoft Office suite.
- Demonstrated understanding of the importance of privacy and confidentiality.
- Effective time management and communication skills.
- Demonstrated experience to work effectively in a team and proven ability to be flexible and adaptable in an office environment.

Desirable

- Previous experience working with hospital systems

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

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- 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: [Click here to enter the Employee's name.](#)

Employee's Signature: _____

Date: _____

[Click here to enter a date.](#)

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