



Our Vision
People living well
Our Values

We care – We work together – We achieve – We learn – We innovate

Position Description

Name:		Date:	
Position Title:	Client Information Management System (CIMS) Officer		
Reporting to:	Information Coordinator		
Direct Reports:	Nil		
Budgetary Responsibilities	Nil		
Liases with Internally	<ul style="list-style-type: none"> Gateway Health staff, including Quality, Risk/Compliance and People & Culture roles Users of Client Information Systems 		
Liases with Externally	<ul style="list-style-type: none"> InterSystems, HRHA Department of Health and Human Services (DHHS) Commonwealth Department of Health Murray Primary Health Network 		
Purpose of the role	<p>This role is responsible for staff training, support and system administration & maintenance of Gateway Health's client information management systems including TrakCare.</p> <p>This role includes a large reporting component to funding bodies such as the Department of Health and Human Services, and the management and maintenance of several software systems.</p>		
Organisation Context	<p>Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).</p> <p>Vision: People living well</p> <p>Our Mission: Gateway Health provides primary health care & support to all in our community & focuses on providing services to those with the highest risk of poor health.</p> <p>Our Values: We care – We work together – We achieve – We learn – We Innovate</p> <p>These five values reflect the way we interact with consumers, our approach to service delivery & how we look after each other. Gateway Health strives for an achievement culture that encourages innovation & initiative. We build & foster strengths-based programs that focus on support & recovery. Our staff are our greatest asset.</p> <p>The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales.</p> <p>Services are focused on the provision of primary health and welfare services to people at highest risk of poor health outcomes, and are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.</p> <p>Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people</p>		

	<p>with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.</p> <p>Review of Position Descriptions:</p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p> <p>Review of Position Descriptions:</p> <p>This position description will be reviewed annually (July each year), during annual appraisals, when the position becomes vacant or as deemed necessary.</p>
<p>Code of Conduct</p>	<p>Employees are expected to, at all times:</p> <ul style="list-style-type: none"> • Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures • Maintain a high professional standard and work with integrity • Develop a collaborative working relationship • Communicate with respect and tolerance • Maintain a client focus • Adopt a Continuous Quality Improvement approach • Work within legislative and compliance framework
<p>Best Practice <i>(Knowledge & application of skills required for this position. Knowledge & understanding of equipment, legislation, policies & procedures)</i></p>	
<p>Key Responsibilities</p>	<p>Agreed Achievements</p>
<p><u>REPORTING and QUALITY:</u></p> <ul style="list-style-type: none"> • Extract, compile, validate and submit reporting requirements from Trakcare CIMS to external funding bodies within specified timeframes. • Provide assistance to staff as required for the submission of reporting data from other CIMS systems. • Liaise with managers to identify data collection and reporting requirements across the client care continuum from intake to discharge. • Provide data analysis and reports to managers, including service access and demand management indicators to inform service planning and quality improvement. • Monitor relevant quality indicators and standards for data collection, analysis and reporting, including data quality and timeliness indicators, and implement quality improvement activities as required. • Ensure that internal data audit processes are followed for all mandatory datasets and data quality issues are reported to the appropriate Manager. • Work with Program Managers and Team Leaders to address data quality issues detected through the client file audit process. This includes liaising with internal programs to address and improve data quality. 	<p><u>REPORTING and QUALITY:</u></p> <ul style="list-style-type: none"> • Adherence to data reporting requirements and deadlines met by the agency and external funding bodies. • Contribute to enhance data quality across the organisation by working with internal and external staff through quality improvements which are documented and monitored.

<p><u>POLICIES and PROCEDURES:</u></p> <ul style="list-style-type: none"> • Participate in the development, review and evaluation of single point of entry and service co-ordination policies, procedures and processes relevant to data collection, analysis and reporting. • In partnership with the Information Co-ordinator, ensure that data collection and reporting systems and procedures are current in response to changing service coordination processes, program requirements and models of care. 	<p><u>POLICIES and PROCEDURES:</u></p> <ul style="list-style-type: none"> • Assist in delivering the actions set out in the Knowledge Management Action Plan
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Research, Leadership and Education
(Demonstrated experience and understanding of the need for continuation of personal & professional development)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Active participation in Professional Development • Completion of Mandatory training 	<ul style="list-style-type: none"> • Undertake and maintain professional development as required (eg. training relating to Client Information Systems and data analysis) • 100% compliance within all agency mandatory training • The provision of evidence based practice in line with funding requirements

Team, Culture Building and Communication
(Communication & interpersonal skills including liaising with internal & external stakeholders)

Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Contribute to productive and positive team meetings. • Willingness to engage in a flexible work model that may require significant out of hours work and travel. • Positively contribute to the culture and spirit of the Health Informatics team, work environment and to GH. • Your behaviour is congruent with organisational values, behaviours and goals • Communication and inclusivity 	<ul style="list-style-type: none"> • Contribute to the development of procedures and systems within this program • Positively embrace and adopt change as it occurs. • 100% attendance to team meetings

Clinical and Administrative Systems	
<i>(Org processes, admin & documentation requirements, professionalism & timely reporting)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Clinical notes • Minimum dataset collection • Comply with minimal funding requirements • Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software, 	<ul style="list-style-type: none"> • Complete high quality clinical notes within agreed time frames and in accordance with GH and relevant professional body policies and procedures • Databases are kept up to date at all times • Maintain privacy and confidentiality at all times • Provide evidence based practice in line with professional and funding requirements
Quality, Safety and Compliance	
<i>(commitment to ensuring quality services are delivered to both internal and external clients through continuous improvement)</i>	
Key Responsibilities	Agreed Achievements
<ul style="list-style-type: none"> • Provide and update Working with Children(s), Disability Workers Exclusion scheme and Police Checks and immediately report any changes to their status to Gateway Health • Ensure an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines • Ensure a safe working environment for yourself, your colleagues and members of the public • Identify, report and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues and members of the public. • Contribute to organisational quality and safety initiatives • Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public • Comply with requirements of the National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements • To continually develop both personally and professional to meet the changing needs of your position, career and organisation 	<ul style="list-style-type: none"> • Develop and maintain a personal care plan and 100% attendance in the Gateway Health Clinical Supervision or Line Management Meetings • Demonstrated participation in ongoing Quality Assurance and Quality Improvement activities • Ensure policies, procedures and codes are complied with at all times. • Maintain privacy and confidentiality of client information at all times • Ensure work practices comply with Gateway Health's Continuous Quality Improvement principles. • To positively embrace and adopt change as it occurs. • As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set • Protect the rights, safety and wellbeing of children and provide a child safe environment. • Legislative requirements are met and monitored (as per role requirements)

Qualifications, Skills and Other Requirements	
Key Responsibilities	Agreed Achievements
<p><u>CIMS TRAINING and SUPPORT:</u></p> <ul style="list-style-type: none"> • Coordinate and provide CIMS training for staff, including orientation of new staff. • Develop, modify, and maintain CIMS staff training materials/guides as required. • Provide specific training, such as Trakcare, IRIS and MAC portal. • Coordinate and provide maintenance and support for CIMS systems as appropriate, particularly Trakcare. 	<p><u>CIMS TRAINING and SUPPORT:</u></p> <ul style="list-style-type: none"> • The delivery of training and a monthly report detailing the hours of training and support provided to staff
Key Selection Criteria	
<i>Applicants MUST address the Selection Criteria below when completing an employment application</i>	
<p><u>Essential</u></p> <ol style="list-style-type: none"> 1. Ability to behaves in accordance to the Gateway Health Values of <i>We Care, We work together, We achieve, We learn, We innovate.</i> 2. Minimum 2 years demonstrated experience in data base administrations and/or CRM/eHR systems. 3. Demonstrated experience in providing high level customer support. 4. Demonstrated experience in the provision of staff training. 5. Demonstrated ability in IT systems including Microsoft Office (Outlook, Word/typing skills) and client management systems. 6. Well-developed communication skills with the capability to prepare reports and correspondence in clear information in a manner appropriate to the purpose and audience. 7. Demonstrated skills in issue identification and problem solving. 8. Current Australian Drivers Licence or accepted International Drivers licence 9. Confirmation of your right to work in Australia, Satisfactory National/International Police, Disability Worker Exclusion Scheme and Victorian Working with Children Cechecks must be provided prior to commencement <p><u>Desirable</u></p> <ol style="list-style-type: none"> 10. Sound knowledge of eHR software (TrakCare) and other clinical applications. 11. Prior ICT competency and experience, including support, training and system administration. 	
Inherent Requirements	
<p>Gateway Helath has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. The position may require the following tasks among other things:</p> <ul style="list-style-type: none"> • Manual handling (pushing, pulling, lifting, holding, carrying) • Sitting, standing, bending, reaching • Computer work, data entry • Operating equipment • Use of personal protective equipment • General waste handling • Driving motor vehicles • Dealing with anxious or upset staff, consumers or members of the public • Work at other locations may be required 	
Award and Conditions	
<ul style="list-style-type: none"> • Grade 3 \$37.67 per hour plus 9.5% Superannuation • 38 hours per week, 1.0 EFT, Monday - Friday 	

- Ongoing
- Wodonga with the occasional need to travel to other locations
- Initial 6 month probationary review and then annual performance appraisal.
- Victorian Stand -Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022

Performance Monitoring

An initial review of performance will be undertaken within six (6) months and then formally reviewed every 12 months based upon this position description.

Last Appraisal Date	
Next Appraisal Date	

I acknowledge:

- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health has a zero tolerances of child abuse and all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by: _____

Employee Signature: _____ **Date:** _____

Print Name: _____