

## Position Description

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<b>Position title:</b>	<b>Data Integrity Officer</b>
<b>Department:</b>	Health Information Services (HIS)
<b>Classification:</b>	Administration Officer Grade 3 Year 1 – 5 (AO31 – AO35)
<b>Agreement:</b>	Victorian Public Health Sector (Health and Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement 2021-2025
<b>Reporting to:</b>	<b>HIS Data Reporting Manager</b>

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### About us

Located in Melbourne on the traditional lands of the Wurundjeri people of the Kulin Nation, the Royal Women's Hospital is Australia's first and leading specialist hospital for women and newborns. We offer expertise in maternity services, neonatal care, gynaecology, assisted reproduction, women's health and cancer services. We advocate for women's health in areas that have long been overlooked or stigmatised, including abortion, endometriosis, family violence, female genital mutilation, menopause, women's mental health, sexual assault and substance use in pregnancy.

### Our vision, values and declaration

The Women's vision, values and declaration reflect our promise to our patients and consumers, and articulate our culture and commitment to our community and each other.

Our vision is '**Creating healthier futures for women and babies**'. Our values are:



Courage



Passion



Discovery



Respect

The Women's declaration reflects the principles and philosophies fundamental to our hospital, our people and our culture.

- **We are committed to the social model of health**
- **We care for women from all walks of life**
- **We recognise that sex and gender affect health and healthcare**
- **We are a voice for women's health**
- **We seek to achieve health equity**

### Our commitment to inclusion

The Women's is committed to creating and maintaining a diverse and inclusive environment which enhances staff and consumer wellbeing, and nurtures a sense of belonging. We strongly encourage anyone identifying as Aboriginal and/or Torres Strait Islander to join us. We offer a range of programs and services to support First Nations employees. We invite people with disability to work with us, and we welcome anyone who identifies as linguistically, culturally and/or gender diverse, people from the LGBTQIA+ community and people of any age.

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### About the department/unit

Health Information Services (HIS) at the Women's covers a range of services including Electronic Medical Record (EMR) support, clinical coding, statutory reporting and data integrity, medical enquiries/release of information (ROI) requests, retrieval of historic medical records for research, and medical transcription (outpatient service).

HIS also looks after the Archives Department, which is responsible for overseeing both the historical and cultural memory of the hospital, according to relevant statutes, legislation and retention authorities.

HIS is part of the Informatics Department, which has 4 key portfolios:

- Electronic Medical Record (EMR)
- Business Intelligence & Analytics
- Health Information Services
- Archives

### Position purpose

The role of the Data Integrity Officer is to develop, manage and implement training programs to ensure that stakeholders are educated about data integrity and the ramifications of error creation. There will be error rectification and data clean-up responsibilities required in the various systems.

The role is also responsible for various datasets and reporting of the Victorian Admitted Episodes Dataset (VAED). The target cohort will be educated in iPM and EMR with respect to non-creation of duplicates, data error resolution training, patient movement and other real-time updates to ensure timely updating of the EMR and consistency across both systems.

The incumbent will assist with initiatives such as the Reconciliation Action Plan and education of new staff and will support the HIS Data Reporting Manager with some VINAH responsibilities, as applicable.

Work collaboratively with the RWH EMR Team, RWH Business Intelligence & Analytics Unit, Parkville EMR team, local health service EMR teams, and key stakeholders to ensure that the PAS and EMR are maintained and optimised for The Women's for the benefit of all departments.

### Key responsibilities

#### Information & data management

- Support mandatory reporting processes to ensure deadlines are met, including data extraction, validation, submission and error management of applicable datasets
- Establish and maintain reconciliation processes for the datasets, ensuring accuracy and consistency of data between RWH, internal reporting software and DoH
- Identify data trends, develop reports, audits and training programs to ensure appropriate feedback and communication is provided to relevant stakeholders
- Provide guidance to relevant stakeholders on mandatory business rules and data quality relating to the datasets
- Participate in systems testing and investigation of issues that may arise relating to the datasets in the Patient Administration Systems (iPM) and EMR

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- Investigate and rectify patient movement issues in the EMR and PAS
- Review and manage various work queues in the EMR, including chart corrections and chart deficiencies
- Conduct data quality audits as directed by the HIS Data Reporting Manager
- Perform other duties as directed by the Manager/s

### **Systems Training**

- Coordinate training with new users and provide refresher training to staff in iPM (PAS) and Epic (EMR)
- Deliver training that supports end-users in following correct EMR workflows using methods such as one-to-one sessions and classroom training, educating end-users on error resolution and system processes
- Collaborate with EMR and BI teams to monitor user error trends, provide feedback to users, and deliver targeted training or reporting interventions
- Assist in the development of new resources, maintain existing user manuals and information sheets, and ensure visibility on the Women's Intranet
- Provide feedback to users on data entry errors

### **Professional practice**

- Contribute to the Reconciliation Action Plan and other initiatives to promote continuous education on the role of accurate data and correct system use in delivering safe, high-quality care
- Attend all meetings relevant to the position, as per the HIS Data Reporting Manager
- Complete all mandatory competencies and the annual performance review in accordance with hospital requirements
- Ensure patient confidentiality is maintained at all times

### **Communication and teamwork**

- Demonstrate excellent interpersonal skills
- Apply conflict resolution skills when dealing with problems
- Collaborate with the HIS Data team to share knowledge, align on best practices, and provide support to achieve shared goals
- Build collaborative relationships across RWH teams to foster knowledge sharing, understand operational workflows, and deliver education that supports data integrity
- Participate in projects or tasks allocated by the HIS Management Team
- Provide relief coverage for the HIS Data Reporting Manager or Data Reporting Officer during absences and support other staff as required

### **Key Performance Indicators (KPI's)**

KPI's are how you will be measured as meeting the responsibilities of the position. These will be set with you as part of your Performance Development Plan within the first six months of your appointment to the position.

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## Key selection criteria

### Experience/qualifications/attributes

#### Essential:

- Experience using a Patient Administration System (PAS) such as iPM, and Electronic Medical Records (EMR), particularly Epic or similar platforms
- Working knowledge of data entry and business processes within health services
- Demonstrated success in delivering training to diverse cohorts
- Demonstrated ability to perform work accurately and within time constraints
- High-level problem-solving, analytical skills and initiative
- Proficient in the use of Microsoft and/or similar software, including Word, Outlook, Excel, PowerPoint, SharePoint, and Teams
- Enthusiastic and passionate about improving data quality
- Resilient and flexible approach to work

#### Desirable:

- Bachelor of Health Information Management or equivalent
- Previous experience working with statutory reporting datasets, including VAED, VINAH, AIMS, ESIS, and VEMD
- Understanding of dataset reporting requirements and all applicable policy and funding guidelines of the major reportable datasets

## Organisational relationships

### Internal relationships

- HIS Data Reporting Manager and entire HIS team
- Digital Innovation
- EMR Team
- Business Intelligence & Analytics Team
- Finance team
- Hospital clinical and clerical staff

### External relationships

- HIS Partners across the Parkville Precinct, including the Parkville EMR team
- Relevant business units within the Department of Health
- Peers within the Victorian health industry
- Software vendors

**Direct reports:** HIS Data Reporting Manager  
**Indirect reports:** HIS Manager and Deputy Manager  
**Budget responsibility:** Nil

## Inherent requirements

Inherent requirements are the essential tasks and activities that must be carried out in order to perform this role, including with adjustments. The Women's is committed to providing workplace adjustments that support all people to work with us. We welcome you to discuss any adjustments with the manager of this role during the recruitment process or at any time during your employment, as we acknowledge and understand circumstances can change. You can also request a copy of our workplace adjustments procedure for more information.

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<b>Physical demands</b>	<b>Frequency</b>
<b>Shift work</b> – rotation of shifts – day, afternoon and night	Not Applicable
<b>Sitting</b> – remaining in a seated position to complete tasks	Prolonged / Constant
<b>Standing</b> – remaining standing without moving about to perform tasks	Occasional
<b>Walking</b> – floor type even, vinyl, carpet,	Occasional
<b>Lean forward/forward flexion from waist</b> to complete tasks	Rare
<b>Trunk twisting</b> – turning from the waist to complete tasks	Rare
<b>Kneeling</b> – remaining in a kneeling position to complete tasks	Rare
<b>Squatting/crouching</b> – adopting these postures to complete tasks	Not Applicable
<b>Leg/foot movement</b> to operate equipment	Not Applicable
<b>Climbing stairs/ladders</b> – ascending and descending stairs, ladders, steps	Rare
<b>Lifting/carrying</b> – light lifting and carrying less than 5 kilos	Occasional
– Moderate lifting and carrying 5 – 10 kilos	Rare
– Heavy lifting and carrying – 10 – 20 kilos.	Not Applicable
<b>Push/pull of equipment/furniture</b> – light push/pull forces less than 10 kg	Rare
– moderate push / pull forces 10 – 20 kg	Not Applicable
– heavy push / pull forces over 20 kg	Not Applicable
<b>Reaching</b> – arm fully extended forward or raised above shoulder	Not Applicable
<b>Head/neck postures</b> – holding head in a position other than neutral (facing forward)	Rare
<b>Sequential repetitive actions in short period of time</b>	
– Repetitive flexion and extension of hands wrists and arms	Prolonged / Constant
– Gripping, holding, twisting, clasping with fingers/hands	Prolonged / Constant
<b>Driving</b> – operating any motor-powered vehicle with a valid Victorian driver's license.	Not Applicable
<b>Sensory demands</b>	<b>Frequency</b>
<b>Sight</b> – use of sight is integral to most tasks completed each shift	Prolonged / Constant
<b>Hearing</b> – use of hearing is an integral part of work performance	Prolonged / Constant
<b>Touch</b> – use of touch is integral to most tasks completed each shift	Prolonged / Constant
<b>Psychosocial demands</b>	<b>Frequency</b>
<b>Observation skills</b> – assessing/reviewing patients in/outpatients	Prolonged / Constant
<b>Problem solving</b> issues associated with clinical and non-clinical care	Prolonged / Constant
<b>Working with distressed people and families</b>	Not Applicable
<b>Dealing with aggressive and uncooperative people</b>	Not Applicable
<b>Dealing with unpredictable behaviour</b>	Not Applicable
<b>Exposure to distressing situations</b>	Not Applicable
<b>Definitions used to quantify frequency of tasks/demands as above</b>	
<b>Prolonged/constant</b>	70 – 100 % of time in the position
<b>Frequent</b>	31 – 69 % of time in the position
<b>Occasional</b>	16 – 30% of time in the position
<b>Rare</b>	1 – 15% of time in the position
<b>Not applicable</b>	0% of time in the position

### Employee awareness and responsibilities

- Employees are required to be aware of, and work in accordance with, hospital policies and procedures.
- Employees are required to identify and report incidents, potential for error and near misses, to improve knowledge systems and processes and create a safe environment for staff and patients.
- Employees agree to provide evidence of a valid employment Working with Children Check and provide complete details for the Women's to undertake a Nationally Coordinated Criminal History Check (NCCHC).

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- Our vision is a future free from violence and discrimination in which healthy, respectful relationships are the norm. The Women's expects all staff to contribute to a culture that promotes and supports diversity, equity, respect and inclusion.
- The Women's provides pregnancy termination services as part of its public health responsibility to provide safe health care to women.

### **Vaccination requirements**

As this role does not have direct patient contact, employees are strongly encouraged (although not required) to be vaccinated against COVID-19, influenza, whooping cough (pertussis), chicken pox and MMR (measles, mumps, rubella).

### **Declaration**

**By accepting this position description electronically I confirm I have read, understood and agreed to abide by the responsibilities and accountabilities outlined.**

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**Developed date:** August 2025

**Developed by:** HIS Data Reporting Manager

**Date of next review:** (12 months from now)

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