

Position Description

Position title:	Deputy Manager
Department:	Health Information Services
Classification:	Health Information Manager, Grade 4 (JB21)
Agreement:	Allied Health Professionals (VIC Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reporting to:	Manager, Health Information Services

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, scanning, medical record retrieval for patient care and research, clinical coding, statutory reporting and data integrity, Privacy, medical enquiries/release of information (ROI) requests and medical transcription (outpatient service).

HIS also looks after the Archives Department, which is responsible for overseeing both the historical and cultural memory, as well as advising the corporate records retention and destruction process for the hospital, according to relevant statutes, legislation and retention authorities.

HIS sits within the Informatics Directorate which has four key portfolios:

- Electronic Medical Record (EMR) – RWH Local Team
- Business Intelligence and Analytics
- Health Information Services
- Archives

The Parkville EMR is a world-class system shared by The Women's, The Royal Melbourne Hospital, Peter MacCallum Cancer Centre, and The Royal Children's Hospital to support high-quality, seamless healthcare in Parkville and improve health outcomes for Victorians. The Women's EMR team is an enthusiastic and growing team responsible for the day-to-day management, operation, and improvement of the EMR. The team liaises with clinical and non-clinical stakeholders of the EMR and works collaboratively with the four Health Services and the Parkville EMR team to deliver outcomes to benefit patients and staff. The EMR is used by more than 18,000 clinicians and staff across the four health services and is delivered in partnership with Epic, a global leader in health information technology.

Position purpose

The Deputy Manager is responsible for the operational oversight of Health Information Services, with a key portfolio as Coding Manager. This includes managing clinical coding and auditing functions to ensure compliance with VAED and PRS/2 reporting requirements. The role supports the HIS Manager in departmental operations and acts as their delegate during short-term absences, with full backfill responsibilities during extended leave.

The Deputy Manager is directly responsible for the coding team and the associated KPIs and will be a key resource for the implementation of digital technologies such as assisted coding.

The Deputy Manager works closely with the HIS Data Manager and Team Leader to manage staff, oversee rostering, and facilitate monthly privacy reporting and data breach management. The role also acts as Privacy Officer when required and contributes to budgeting and invoice processes.

In addition to achieving coding targets, the Deputy Manager plays a key role in shaping HIS as a department of the future—supporting scanning operations, archive management, forms design, and quality improvement initiatives. The position ensures HIS continues to meet the evolving needs of internal and external stakeholders through strategic project involvement and continuous service enhancement.

As Deputy manager, this position will have a significant influence in shaping a positive and high performing culture.

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Key responsibilities

Leadership and people management

- Develop your team – help your team members set performance goals, and then track results and evaluate performance effectiveness
- Provide coaching – engage with your staff in developing and committing to their plan that targets specific behaviours, skills or knowledge needed to ensure performance improvement
- Work with your team to assume joint responsibility for monitoring and evaluating activity and develop strategies to improve team outcomes. Inspire others by motivating them towards higher levels of performance that are aligned with The Women's vision and values
- Demonstrate emotional awareness by establishing and sustaining trusting relationships in a complex hospital environment. Aim to accurately perceive and interpret your own and your staff's emotions and behaviour; exercise self-insight to effectively regulate your own responses
- Provide a visible leadership presence in your area and promote multidisciplinary team work by assigning tasks and decision-making responsibilities to individuals or teams. Provide staff with clear boundaries, expectations, support and follow-up.

Professional practice

- Coding co-ordination /day to day management of the coding team to achieve coding and Activity Based Funding (ABF) targets
- Ensuring that coding is completed in a timely manner for maximum reimbursement of funds
- Strategic management of the coding team in conjunction with the Manager of HIS
- Co-ordination of ABF/casemix reviews with clinical units
- Co-ordination of ABF/casemix education to clinical staff
- Development and maintenance of ABF/casemix educational tools for the clinical staff
- Co-ordination and undertaking of data quality reviews including DRGs and coding audits to ensure optimal coding accuracy and NWAU value of inpatient episodes
- Education of the Women's clinicians and Admission staff on the needs to correctly identify patient admissions which meet Department of Health (DoH) admission policy
- Further educate staff on the impact of changes to the DoH admission Policy to ensure the correct reporting of admitted patient data to VAED
- Organising and overseeing the training of new coders in the coding team
- Review and submission of Cancer Registration data
- Organising ongoing education and professional development to the coders including regular team meetings
- Co-ordination of external coding audits
- Participation in the quality improvement program
- Assistance with research requests
- Promoting the profile of HIS
- Participation in any other tasks & projects allocated by the Manager of HIS

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Operational roles

- Code and review obstetrics, gynaecology, and neonatal records using 3M Encoder, ICD-10-AM, and emerging technologies.
- Ensure timely coding completion aligned with Women's and DoH deadlines and utilize dashboards to measure and track performance
- Ensure coding compliance for Hospiatl Acquired Complications (HACs).
- Monitor coding quality using VAED and PICQ reports.
- Manage coding team staffing, training, and performance, including Optima rostering and HIM student supervision.
- Identify and escalate documentation and iPM data entry issues; support VAED error resolution.
- Participate in clinical partnerships and NWAU optimisation to support accurate coding and revenue outcomes.
- Provide training, guidelines, and support for new and existing HIM/coding staff.
- Maintain up-to-date knowledge of privacy, FOI legislation, VAED/PRS2 reporting, ICD-10-AM, and IHACPA advice.
- Lead monthly coding meetings and ensure regular data quality audits.
- Collaborate with clinicians and contribute to ABF reporting, invoicing, and HIS business processes.
- Actively participate in HIS management meetings and annual performance reviews.
- Supervision of Latrobe University HIM student placements at the Women's
- Assist with training of new HIM/Coders

Quality and safety

- Cooperate with the RWH Quality and Safety team on various quality improvement activities. Make operational decisions by securing relevant data to identify key issues and trends that impact patient care and day to day operational outcomes
- Participation in quality improvement activities
- Work with coding auditor/educator to implement a program of internal audits and reports
- Contribute and commit to a culture that promotes gender equity, respect and a safe working environment and have an understanding of violence against women and family violence issues.

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.

Key selection criteria

Experience/qualifications/attributes

Essential:

- Bachelor of Health Information Management or higher
- Minimum 5 years' experience in Coding and Casemix related activities
- Comprehensive knowledge and experience in ICD-10-AM coding
- Comprehensive understanding of the principles/application of the Victorian and national ABF system
- Eligible for full membership of the Health Information Management Association of Australia

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- Ability to lead by example
- Demonstrated experience in working autonomously as well as part of a team
- Demonstrated ability to communicate effectively with all levels of staff, as well as customers/stakeholders
- Ability to co-ordinate tasks, set priorities and work to timelines
- Demonstrated ability to problem solve
- Embodies the Women's values of courage, passion, discovery and respect

Desirable:

- Previous management of a small to large team
- Previous experience in coding education and auditing

Organisational relationships

Internal relationships

- Manager of HIS
- Director Informatics
- HIS Leadership team including HID Data Manager & Team Leader
- Health Information Managers and Clinical Coders
- Health Information Services
- Medicolegal Team
- Clinical staff
- Executive staff

External relationships

- Government departments
- DoH, Victoria Coding Committee
- Parkville Precinct Partner Hospitals
- Other Health providers

Direct reports: Approximately 10

Indirect reports: Approximately 20

Budget responsibility: Nil

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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.

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

Definitions used to quantify frequency of tasks/demands as above

Prolonged/constant	70 – 100 % of time in the position
Frequent	31 – 69 % of time in the position
Occasional	16 – 30% of time in the position
Rare	1 – 15% of time in the position
Not applicable	0% of time in the position

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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).
- 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.

Developed date: November 2025

Developed by: Manager HIS

Date of next review: November 2026

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