

Position Description

Position Title:	Scanning Quality and Training Officer
Reports to:	Team Leader - Health Information Services
Department:	Health Information Services
Directorate:	Finance, Information Technology and Information Services
Cost centre:	P0207
Code & classification:	Grade 2 (HS2)
Employment conditions:	Health and Allied Services, Managers and administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 – 2025 and its successors, and GV Health Policies and Procedures (and as varied from time to time)

GV Health is an equal opportunity employer and continually strives to build a diverse, equitable and inclusive workforce that reflects our community. We encourage applications from people of all backgrounds.

Statements included in this position description are intended to reflect in general the duties and responsibilities of the position. It is not intended to be an exhaustive list of responsibilities, duties and skills required. GV 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 employee(s).

POSITION SUMMARY

The Scanning Quality and Training Officer works to support of the Team Leader – HIS Clerical and has responsibility for management of the Scanning Help – including responding to relevant requests for assistance or correction, escalating concerns, developing (in conjunction with the Team Leader HIS Clerical) regular reporting and monitoring of Key Performance Indicators (KPIs).

A primary function of the Scanning Quality and Training Officer is to ensure the GV Health scanned clinical record is accurate, up to date and available for clinical care. This is achieved by reviewing the quality of the scanned record, providing feedback and education to the Scanning Team, monitoring error and correction rates across all aspects of the scanned record and escalating any concerns to the Team Leader.

New staff member education, changed process education and monitoring of activity across all areas of HIS scanning are all key components of this role.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

- Monitoring and responding to the information Services scanning and quality related Helpdesk requests and queries – including assigning tasks to other areas as appropriate
- Provide basic training and orientation to scanning for new team member
- Develop and present ongoing training and education to scanning team members
- Act as a resource for scanning team members queries and questions regarding scanning and processes
- Contribute to the development and monitoring of scanning procedures

- Report on Scanning activity and quality metrics
- Monitor and review scanning throughput on a sampled basis to assess effectiveness and efficiency of processes and scanning team member.
- Assist with scanning and quality checking processes as required in order to ensure productivity and quality targets are met by the HIS Clerical Team
- Working with the Scanning team leader to provide constructive feedback and guidance to scanning team members regarding performance and scanning issues.
- Provide a high-quality service to internal customers and consumers that reflects best practice and adds value to GV Health
- Assist the organisation in achieving clinical effectiveness by providing the appropriate systems, information or services to clinical areas

KEY SELECTION CRITERIA

Formal Qualification(s) and Required Registration(s):

Essential:

- Experience in a health service environment.
- Excellent interpersonal and communication skills.
- Technical/computer competence.
- Demonstrated ability to build trust and rapport with colleagues.
- Dedicated to ensuring quality outcomes of all work undertaken and service excellence.
- Ability to think logically and laterally.
- Ability to foster relationships with internal and external services.
- Excellent planning, organisational and time management skills.
- Commitment to the GV Health Values of Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour.
- Satisfactory National History Criminal Check prior to commencement of employment.
- Satisfactory Victorian 'Employee' Working with Children Check prior to commencement of employment.
- Completion of a Commonwealth of Australia Statutory Declaration prior to commencement of employment.

Desirable:

- Cert IV in Business or equivalent.
- Experience with a scanned clinical record/medical record environment.

KEY PERFORMANCE INDICATORS

Your performance will be measured through your successful:

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
- Development and maintaining of collaborative relationships with all other teams and professionals;
- Promoting and enabling of efficient teamwork and service provision both within the department and/or organisation and with other service providers;

- Ability to contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
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AT GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstration of GV Health values and behaviours, being a role model for living the values, Compassion, Respect, Excellence, Accountability, Teamwork and Ethical Behaviour;
 - Maintain an understanding of individual responsibility for consumer safety, quality and risk and adhere to the relevant policies, procedures and guidelines;
 - Development and maintaining of collaborative relationships with all other teams and professionals;
 - This role may from time to time deal with distress, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. GV Health staff are required to comply with all safety related training, look after the safety and well-being of themselves and each other, and actively foster a safe working environment;
 - Maintain 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 consumers and the GV Health workforce;
 - Contribute to organisational quality and safety initiatives;
 - Observe and comply with child safe principles, standards and expectations of appropriate behaviour toward and in the company of children;
 - Complete the mandatory training requirements as defined by GV Health and actively engage in the Performance Development Review process;
 - Minimise the risk of infection to consumers, residents, employees, visitors, contractors and the general public;
 - Seek internal customer or consumer feedback and respond accordingly to identify areas of needs;
 - Comply with requirement of National Safety and Quality Health Service Standards and other relevant standards, regulations and legislative requirements;
 - Comply with the principles of patient and family centred care;
 - Not smoke or vape on GV Health premises;
 - Comply with immunisation requirements as per the Department of Health Victoria;
 - Comply with all applicable to position pre-employment checks, which may include but is not limited to; police checks, working with children's check (WWCC), National Disability Insurance Scheme (NDIS), Aged Care screening requirements.
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ACCEPTANCE:

I acknowledge and accept that this Position Description represents the general outline of duties, responsibilities and accountabilities that are expected of me in my employment in the position, and may not encompass every aspect of the position. I understand that The GV Health reserves the right to modify position descriptions as required, however I will be consulted when this occurs.

I acknowledge and accept that I must complete and maintain all relevant pre-employment screening and checks for successful employment.

I acknowledge and accept that that I have read and fully understand this Position Description. I agree that I have the ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.

I acknowledge I will be required to undertake the duties as set out in the position description (and any other duties as requested in accordance with my skills and experience) to the best of my ability and, at all times follow lawful direction.

By accepting the contract of employment, I am agreeing to duties and obligations within the Position Description.

Directorate	Information Services
Reviewed by:	Cathy Dooling
Issue Date:	06.05.25

ABOUT US

Goulburn Valley (GV) Health is a Regional Public Hospital and Health Service for the Hume Region of Victoria, with main campuses located at Shepparton, Tatura, Rushworth and Euroa. The main campus in Shepparton is the major acute referral hospital for the sub region. Additional satellite sites are also located in Shepparton, Seymour, Benalla, Cobram, Echuca and Wodonga. GV Health provides a range of acute, subacute, mental health, aged, primary health and community services.

OUR PURPOSE

To significantly improve the health and wellbeing outcomes and experiences of the people and communities in our care.

OUR VALUES

GV Health's culture centres around our CREATE values and behaviours. Through these values and behaviours we commit to delivering ongoing quality healthcare for our community:



GV Health Vision and Values: [Values and Vision - GV Health](#)

OUR STRATEGIC PLAN

The Goulburn Valley Health Strategic Plan 2024-2026 provides the direction for GV Health with our five strategic pillars being:

- Health and Wellbeing Outcomes: Improve health and outcomes for the population in our region
- Community and Consumer Experience: Ensure everyone has an outstanding personalised experience
- Our Staff Experience: Our people feel connected, supported, safe and well
- Responsible Workplace: Be sustainable and efficient
- Health Equity: Embrace differences in how we design and deliver healthcare

GV Health Strategic Plan: [Strategic Plan 2024-2026 - GV Health](#)

FOR MORE INFORMATION

Application tips: [Application Tips - GV Health](#)

GV Health: <https://www.gvhealth.org.au/about/>

Child Safety and Wellbeing: [Child Safety and Wellbeing - GV Health](#)

Living in Goulburn Valley: [Goulburn | Regional Living Victoria](#)

GV Community Connector: [Community Connector Program for Businesses](#)