

Position Description

Position Title:	Health Information Manager – Mental Health
Reports to:	Director – Information Services
Department:	Health Information Services
Directorate:	Finance, ICT & Information Services
Cost centre:	H8503
Code & classification:	Medical Record Administrator Grade 3, Year 4B (AH13)
Employment conditions:	Allied Health Professionals (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2026 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 Health Information Manager – Mental Health (HIM MH) plays a critical role in the effective governance and management of health information across the Goulburn Valley Area Mental Health Service (GVAMHS). The position provides data, reporting and clinical record operational support to clinical and administrative teams across all GVAMHS settings, including community, inpatient, residential, emergency, and specialist services.

The role has responsibility for CMI coordination, data entry oversight, report development, and submission of statutory and organisational reporting within the Mental Health portfolio of Information Services. The HIM - MH contributes to the efficient management of health information, client data, and reporting processes across GV Health.

A key focus of this role is maintaining the integrity of clinical data and service activity. The HIM- MH supports GVAMHS through major sector reforms and service developments, including the evolution of Activity Based Funding reporting and ongoing mental health system reform.

The role works under the direction of the Manager, Data and Reporting to ensure adequate staffing and staff capability across the department. A major focus is on performance target development and acts as the first point of support for the MH HIS staff group. The HIM- MH is responsible for identifying issues requiring escalation and participates in staff performance management and disciplinary processes.

Additional responsibilities include managing mental health records across scanned, electronic, and paper systems; ensuring compliance with relevant legislation, including the Mental Health and Wellbeing Act 2022; statutory reporting; and administering the CMI/ODS system. As GVAMHS operates across multiple sites, the role may be based at or travel between sites as required.

This position amongst others is responsible for promoting GV Health as a quality regional health service provider.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to:

Management

- Coordinate daily staffing to ensure appropriate skill coverage.
- Oversee payroll and recruitment functions.
- Conduct annual performance reviews and ensure compliance with safety, legislative and employment requirements.
- Identify staff development needs, support competency growth and ensure completion of mandatory training.
- Coordinate staff training and coverage for designated roles.
- Develop and deliver orientation programs for new staff – clinical and administrative as required.
- Maintain effective administrative processes for the MH HIS team that align with organisational goals and procedures.
- Support the resolution of staffing issues.
- Assist with student placements as required.
- Chair and participate in relevant staff meetings.
- Represent the team in organisational meetings.

Data Integrity and Reporting

- Ensure timely and accurate mental health data entry seven days a week, including episodes of care, phase of care and outcomes.
- Collaborate with the Data Reporting team (Information Services) to strengthen data quality and governance.
- Develop processes for ongoing data integrity review and reporting.
- Ensure CMI data aligns with PAS (VAED), clinical record episodes and clinical documentation.
- Work with Information Services Management to enhance user table maintenance and access controls.
- Respond to information requests and ensure appropriate registers and logs are maintained.

Training and Development

- Develop training programs for data entry and data integrity.
- Ensure compliance with Department of Health Program Management Circulars (PMCs).
- Maintain continuous quality improvement processes for mental health data.
- Provide induction and periodic training on data collection and reporting requirements for clinical and administrative staff.

Clinical Record Management

- Work with HIM Leadership to ensure consistent scanning and clinical record processes.
- Collaborate with HIM - Forms on medical record form design to ensure compliance with legislation and local requirements.
- Develop MH specific orientation and training in clinical record processes and requirements

Quality and Reporting

- Prepare and circulate required Key Performance Indicators (KPI) reports and other reporting deliverables.
- Provide high-quality, customer-focused services that support best practice.
- Contribute to clinical effectiveness through accurate systems, information and services.
- Participate in performance improvement activities, including feedback and annual reviews.
- Support testing and implementation of new or upgraded software.
- Maintain strong working relationships across teams and disciplines.

POSITIONS REPORTING TO THIS ROLE

- Mental Health Tribunal Co-ordinator
- Mental Health Administration Officers – HIS with responsibilities including Reception, Ward Clerk – Wanyarra, clinical record scanning, data entry and release of information

Responsibilities for Management positions:

- Actively manage employees by conducting annual performance reviews and ensuring that health and safety, all Mandatory Training, employment principles and legislative requirements are met and maintained;
- Identify employee education and development needs, recognise competencies of employees and ensure employees complete compulsory competencies;
- Participate in supervision of graduates, junior employees, students, orientation programs, preceptorship, mentoring and performance enhancement responsibilities;
- Provide opportunities for staff to attend mandatory core competencies and monitor compliance;
- Actively recruit and manage all aspects of workforce demands;
- Computer literacy at intermediate level for Microsoft applications;
- Demonstrated business planning, policy, financial and human resources management skills;
- Support the operational management of health information in collaboration with Information Services leadership, clinical teams and administrative staff, with a focus on statutory reporting and Activity Based Funding.
- Engage and communicate effectively across local service initiatives to ensure staff understand Activity Based Funding requirements.
- Maintain responsibility for ongoing professional development to meet HIM competencies in line with HIMAA standards.
- Work across multiple sites and locations as required.

KEY SELECTION CRITERIA

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

- Bachelor of Health Information Management or equivalent.
- Eligibility for membership with the Health Information Management Association of Australia.

Essential:

- Strong written and verbal communication skills, with the ability to confidently convey health information to a diverse range of stakeholders.
- Proven ability to work collaboratively with multidisciplinary teams, including Health Information Managers, clinicians, lived-experience workforce, IT, executive and administration staff.
- Demonstrated leadership experience.
- Experience in managing or supporting health information systems and processes, including State and Commonwealth dataset reporting, particularly for mental health services.
- Experience with patient information systems, digital medical records and/or electronic medical record systems.
- Competence in data analysis, data integrity monitoring, mental health service evaluation, statistical analysis and database management.
- Understanding of clinical classification for bed-based episodes using ICD-10-AM, and familiarity with the Victorian statutory reporting requirements and casemix data.
- Strong organisational and time-management skills, with the ability to prioritise and meet deadlines.
- Ability to work independently while contributing effectively to a team environment

Desirable:

- Health information management experience within a mental health service.
- Knowledge of the Mental Health and Wellbeing Act 2022 (Vic).
- Experience using CMI.

KEY PERFORMANCE INDICATORS**Your performance will be measured through your successful:**

- Rostering which is completed in accordance with the relevant Enterprise Agreement requirements
- Budget management and the department is within budget, performance and development reviews are completed on time, training and core competency requirements are met as per the GV Health Education Framework and leave balances are managed in accordance with the policy and procedure to minimise liability
- Promoting and enabling of effective 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;
- CMI/ODS data entry compliance
- Data entry education established
- Monthly compliance audit rate to be established
- Submission of all mandatory Department of Health reports by due dates {100% compliance}
- Required internal dashboards developed and updated within 10 working days of month-end
- Implementation of at least 2 data quality improvement initiatives annually
- Reduction in manual reporting processes

ALL GV HEALTH ALL STAFF ARE REQUIRED TO

- Demonstrate GV Health's CREATE values and behaviours and being a role model for living the values of 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;
- Develop and maintain collaborative relationships with all other teams and professionals;
- Promote and enable efficient teamwork and service provision both within the department and/or organisation and with other service providers;
- Contribute to a safe working environment and ensure compliance with legislative requirements concerning Occupational Health and Safety, anti-discrimination, and equal opportunity;
- 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 and maintain all 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;
- Comply with requirements of the 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 Victorian Department of Health Victoria;
- Comply with all applicable position pre-employment checks that are relevant to the role, which may include but is not limited to; police checks, Working with Children's Check (WWCC), National Disability Insurance Scheme (NDIS) and Aged Care screening requirements;
- In this role you may occasionally interact with distressed, anxious or upset consumers or members of the public. GV Health is committed to the physical and psychosocial safety of our staff. All 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.

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 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.

Finance, ICT & Information Services

Health Information Manager – Mental Health

Reviewed by:

Director - Information Services

Issue Date:

February 2026

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](#)