

Position Description

Position Title:	Health Information Services Clerk
Reports to:	Team Leader – Health Information Clerical Services
Department:	Health Information Clerical Services
Directorate:	Finance, ICT & Information Services
Cost centre:	P0207
Code & classification:	Grade 1A (HS1A) or Grade 1 (HS1; HS14-HS17)
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 Health Information Services Clerk performs a wide range of clerical tasks to assist in the provision of an efficient, effective and highly confidential health record service at GV Health.

This role is primarily responsible for the collection, collation and scanning of clinical documentation into the GV Health digital medical record. In addition, this role also involves reception duties relating to the release of clinical information, quality checking of scanned records and various other administrative procedures relating to the clinical record at GV Health.

Please note: HIS Clerks may be deployed to any other Department in GV Health as required by the Manager – Health Information Service.

RESPONSIBILITIES AND DUTIES

The following duties are inclusive of but not limited to

- Safeguarding the privacy and confidentiality of all health information and adhere to the hospital and department policies and procedures regarding handling information and releasing information and health records to approved recipients
- Respond to requests for health information (phone and in person), ensuring that requests are fulfilled appropriately in a timely manner, complying with release of information and confidentiality policies.
- Retrieve, track, prepare, scan and store medical records in a timely and accurate manner
- Participation in peer to peer scanning quality improvement

- Accurate and timely data entry into the Patient Administration System and Digital Medical Record. Including an ability to meet industry and internally recognised key performance metrics relating to throughput and quality
- To receive and process incoming mail in the department such that all incoming mail is sorted and scanned in an efficient, accurate and timely manner according to the agreed procedure
- To actively identify or participate in performance improvement activities
- Attend and actively participate in HIS meetings
- Provide support, assistance, training and information as required, to students and multi-disciplinary staff undergoing placement at GV Health.
- Participate in the development of a safe and healthy workplace
- Participate in training of new staff, ensuring continuity of service within HIS
- Work in a flexible manner and perform additional duties as required, as defined appropriate by the Manager, HIS and within the capabilities of the person at the time.
- 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

Essential:

- Demonstrated ability to organise tasks and environment with minimal supervision and under conditions of competing demands
- Ability to work effectively as part of a team and to be flexible within a multi-disciplinary team environment
- Ensures attention to detail when performing manual or repetitive tasks
- Demonstrates effective computer and IT skills
- Capacity to interact professionally with staff and consumers and maintain high levels of confidentiality and patient privacy
- Ability to be courteous and demonstrate respectful behaviour in all interpersonal interactions

Desirable

- Certificate III in Business Administration or equivalent
- Demonstrated experience using a computerised patient management system
- Previous experience in a customer service role

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.

Health Information Services**Health Information Services Clerk**

Reviewed by:

Team Leader – Health Information Services Clerk

Issue Date:January 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](#)