



POSITION DESCRIPTION – Health Information Manager

Part 1 – Expectations for Your Role

Position	Health Information Manager
Service / Program	Governance Contracts and Compliance (CEO Office)
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services – Level 6
Reports to	Manager - Governance, Contracts and Compliance
Effective Date	February 2026

Position Summary

The Health Information Manager (HIM) will work collaboratively across the organisation to provide governance of health information. You will provide leadership and undertake activities to ensure the organisation meets its requirements in the collection, use, evaluation and management of health information across Each. This position is a key resource and contact person for staff regarding process development and adherence of the standards for the management of health information.

The Health Information Manager will be working across all Health Information Governance pillars at Each:

1. Health Information & the Customer Record
2. Data Integrity, Reporting & Analysis
3. Digital Health & Informatics
4. Privacy, Confidentiality & Security
5. Legislation and Standards

The role will also provide 1 day per week health information support to the Community Health First Data and Evaluation Project. This project is a Victorian state-wide initiative focused on strengthening data quality, consistency and evaluation capability across community health organisations.

Key Deliverables

Health Information & the Clinical Health Record, Legislation and Standards

- Deliver education and training for clinical and non-clinical staff on health information systems and record management to ensure compliance with current legislation, standards, and best practices.
- Monitor, improve, and standardise documentation practices across clinical records to maintain data quality and usability.
- Ensure appropriate collection, use, sharing, and disclosure of health information in line with legislative and standards frameworks, including facilitating access to information while preserving security and integrity.
- Review and respond to legislative updates by developing and implementing continuous improvement initiatives and organisation-wide recommendations.
- Develop and maintain organisational policies and procedures related to health information management, data retention and destruction (paper and digital)
- Oversee management of paper-based files and off-site records.



- Ensure health information-related forms are standardised, compliant with legislation and standards, and streamlined to support accurate data collection, clinical workflows, and information governance, whilst meeting Each's customer principles.

Data Integrity, reporting and analysis

- Oversee data governance, quality, and lifecycle management, ensuring appropriate access and adherence to data standards based on staff roles.
- Collaborate with stakeholders to improve efficiency in data collection, reporting, compliance, and integrity of health records.
- Undertake data audits, analysis, and reporting to support service planning, improvement initiatives, and performance monitoring.
- Support implementation of data improvement initiatives and contribute to cross-functional projects with the Quality and Governance teams.

Digital Health and Informatics

- Support the implementation, use, and optimisation of digital health systems ensuring they align with clinical, operational, and reporting requirements.
- Represent Health Information Services in system change initiatives related to customer information collection and reporting.

Privacy, Confidentiality & Security

- Work with the Privacy Officer to ensure that Each is compliant with privacy legislation, release of information and related matters and effectively manages issues relating to these.
- Support the Privacy Officer to effectively fulfil the functions of their role and provide coverage and support as needed.
- Assist to maintain and promote high standards of privacy and confidentiality with clinical and non-clinical staff

Community Health First Data Evaluation Project

Data governance leadership

- Develop, review, and implement data governance and standard operating policies and procedures that ensures secure, ethical, and compliant data collection, storage, sharing, and use, quality assurance, transfer, retention, and destruction.
- Ensure all data platform documentation aligns with relevant legislation, privacy standards, and sector best practice.
- Support the standardisation of data definitions and metadata across pilot sites.

Clinical system implementation support

- Implement new measure specifications into clinical information systems.
- Provide guidance on mapping local data fields to the Minimum Data Set and assist with the development and review of data collection templates, forms, and workflows.
- Contribute to the design of data flows, sharing agreements, access controls, and audit processes to ensure platform compliance and data integrity.

Capacity building and training

- Deliver training and practical support on new data requirements, data quality, and information governance.
- Develop user guides and resources to facilitate adoption of new standards and processes to support adoption of the CHF data platform.



Skills

- Familiarity with relevant regulatory requirements and industry standards in healthcare and community services.
- Strong analytical and problem-solving skills with the ability to make data-driven decisions.
- Demonstrated ability to work with a high level of autonomy under broad direction, with an ability to identify and mitigate risks and resolve issues in a calm, level-headed and evidence-based way.
- Demonstrated experience in implementing and promoting a climate of continuous process improvement.

Experience and Knowledge

- Demonstrated success in a similar role within community health, primary care or the public health sector.
- Strong understanding of legal and compliance requirements related to health information management and digital health record systems.

Qualification

- Bachelor's degree in Health Information Management or similar field (*highly regarded*).

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.



POSITION DESCRIPTION - Leader (Without Direct Reports)

Part 2 – Expectations for Our Team

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Leader Expectations

This leadership role is a key member of the Leadership team, collaborating with their Directorate, the Executive Team, and stakeholders to achieve Each's vision and strategic objectives. This role focuses on working across Directorates to address the business's evolving needs, ensuring effective support for broader operations. Leaders are responsible for meeting KPIs, maintaining financial sustainability, and ensuring operations align with Each's values. All leaders are expected to demonstrate strong leadership, model Each's values and behaviours, and foster an inclusive, safe, and engaging culture.

Leader Responsibilities

An Each Leader is responsible for:

- Supporting the Each Strategic Plan and financial sustainability.
- Promoting continuous improvement, learning, and staff wellbeing.
- Ensuring a safe, inclusive, and empowering workplace.
- Leading effective operations and managing risks.
- Fostering innovation, collaboration, and alignment with the organization's vision.
- Ensuring compliance with policies, legislation, and funding requirements.
- Modelling leadership behaviours that reflect Each's values and acting as an ambassador.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria

Skills & Behaviours

- Strong leadership aligned with Each's values and behavioural standards.
- Proven ability to attract, develop, and retain a diverse, high-performing workforce.
- Commitment to fostering a safe, inclusive culture prioritizing wellbeing.



- Success in building teams, driving collaboration, and achieving strategic goals.
- Confident in engaging and briefing stakeholders.

Desirable Experience, Knowledge, and Qualifications

- Leadership experience in a relevant field.
- Tertiary qualifications in a relevant discipline.
- Collaborative experience within a leadership team.
- Understanding of the Not-For-Profit sector and Health services.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.