

Eastern Health

POSITION DESCRIPTION

Position Title:	Data Officer
Award Classification:	Guidance : Grade 4 Administrative worker
Award / Agreement Name:	Health And Allied Services, Managers And Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025 or equivalent
Current Effective Date:	December 2025
Reports to:	Program Director Medical Imaging Eastern Health

EASTERN HEALTH – Healthier Together

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio-economic status, population and healthcare needs



1. POSITION PURPOSE

The Data Officer primarily is responsible for assisting the Data Manager to ensure the day to day management and integrity of the Radiology Information System (RIS) for all Eastern Health Medical Imaging (EH MI) departments across Eastern Health (EH). They will also assist in maintaining the EH MI HL7 interfaces, as well as assist the EH Picture Archive and Communications System (PACS) Administrator with PACS data management across all sites. They may be involved with other Imaging informatics projects as required.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

The Data Officer assists in the maintenance and integrity of the EH RIS - currently the Kestral *Karisma* System.

Duties include:

- A contact person to the EH MI staff for the initial evaluation of RIS problems and/or errors
- Workflow optimisation across all EH MI departments
- Together with the Data Manager a contact person to the RIS vendor for EH MI for the initial evaluation and co-ordination of breakdowns and errors of the RIS system, including management of alternate protocols for downtime
- Together with the Data Manager liaise between EH ICT Personnel and RIS vendor for RIS Servers Virtual Machine environment, to include monitoring of server activity and performance
- Together with the Data Manager liaise between EH MI department and EH Electronic Medical Record (EMR) (Cerner) for implementation and continued maintenance of electronic radiology ordering. Duties include electronic order interface maintenance between EMR and RIS; communication with EMR regarding new services implemented in MI; result interface maintenance from RIS to EMR; initial evaluation of errors and coordination between MI staff and EMR for electronic order and/or result messaging breakdown; coordinated testing between EH MI and EMR (both at EMR request and EH MI)
- Assist with liaison between EH MI and third party vendors for the implementation and subsequent maintenance of result messaging for the RIS
- Day to day management of HL7 messaging engine, including providing initial evaluation of errors; coordinating error resolution between EH MI and relevant vendors; creation of new interfaces when required; and maintenance of existing interfaces
- Provide evaluation and coordination support between RIS vendor and third party for implementation of new HL7 integrations;
- As required, act as Subject Matter Expert (SME) representative for MI in EH ICT projects.
- Data integrity management of the RIS and interfaces to PMI, PACS, EMR and third party reporting vendor

- Day to day management and housekeeping of RIS for EHMI
- Ongoing involvement with ICT development in MI including assisting with digital imaging (PACS)
- Liaise with EH PACS Administrator on systemic and work flow optimisations for EH MI for RIS/PACS desktop integration for Radiologists; and RIS/PACS work flow for MI Staff
- Assist the PACS Administrator in the management of breakdowns and errors of the PACS system
- As required deputise for the Data Manager and/or PACS Administrator in their absence
- Data integrity and management of merge lists for multi-site patients
- System design, software implementation and assistance with staff training on new installations including change management support
- EH MI data management for Box Hill Hospital, Angliss Health Service, Maroondah Hospital, Peter James Centre, Blackburn and Healesville District Hospital with emphasis on unique patient identification and correct billing criteria
- Coordinate with relevant associate program directors to ensure current Medicare billing codes are up to date and correct
- Site customisation of software for all EH MI sites to accommodate optimum usage by MI staff including liaison with EH MI and IT staff
- Assist in coordinating work group representatives for craft group RIS work flow optimisation via meetings and training
- Housekeeping and ongoing design of the RIS to optimise staff, space & equipment resource management
- On rotation with the PACS Administrator and other PACS support personnel, provide telephone ans as required on site on call support for PACS/RIS out of hours issues
- Maintenance of Doctors table to ensure data integrity and updates, as well as linking to HealthLink Report downloads
- Assist with implementation of software upgrades including staff training and work process development
- Travel between sites is required
- Generation and export of data for research, clinical costing etc
- Involvement with RIS vendor and PACS vendor for input into future development of the functionality of the software
- Development and maintenance of Imaging e systems business continuity plans

The Data Officer may be required to engage in any or all, but not limited to, the duties stated above. The Data Officer may from time to time be required to undertake other duties and required by the Program Director Eastern Health Medical Imaging.

3 Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

4 TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

5 QUALITY

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

6. CONFIDENTIALITY

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

7. EQUAL EMPLOYMENT OPPORTUNITY

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health

Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

9. ATTACHMENTS

- Attachment 1 Key Selection Criteria

10. NOTE

Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.

Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.

Signed: _____

Date: ____/____/____

Manager

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: _____

Date: ____/____/____

Attachment 1 – Key Selection Criteria

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Essential:

- Previous experience in the management and maintenance of data in a radiology information system (RIS)
- Experience in the maintenance of the integration of the RIS with other systems such as a Hospital Information System, Digital Dictation System or PACS
- Understanding of the reception and booking functions and workflows of a large radiology practice
- Ability to work independently and proactively in the correction of breakdowns and errors
- The ability to design and/or customise report extractions as required by medical imaging management
- Current drivers licence

Desirable:

- Experience in the Kestral Radiology Information System (Karisma)
- Experience in a large multi campus radiology department
- Experience in a PACS environment
- Qualification/experience in HIS, Imaging informatics or IT/programming

Personal

Attributes:

- Must be able to demonstrate a positive manner when dealing with imaging staff and other staff/consumers.
- Must be able to demonstrate an understanding of issues effecting major hospital MI departments and their stakeholders.
- Must be able to demonstrate good communication skills and a customer - patient focus.
- Demonstrate commitment to the overall efficiency and functioning of their workplace.
- Demonstrate a desire to continue to learn and to teach others.
- Must possess good self-evaluative skills.
- Must be innovative and interested in new ideas.
- Must show commitment to service delivery.
- Must lead with knowledge and by example.