



## POSITION DESCRIPTION

**POSITION TITLE:** Lead - Health Information Services  
**DEPARTMENT:** Health Information Services

**CLASSIFICATION:** Management  
**APPROVED BY:** Regional Lead – Human Resources

**UNION:** Out of Scope  
**DATE APPROVED:** July 28, 2016

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Regional Manager – Health Information Services

**POSITIONS SUPERVISED:** Registration Services Coordinator, Clerk - Health Records, Health Information Management Professionals, Health Records Analyst

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### POSITION PURPOSE

Reporting to the Regional Manager - Health Information Services, the Lead - Health Information Services is responsible for providing leadership and the overall operational management of the Health Information Services department. Through a collaborative process, the incumbent provides management and implementation of strategic plans, policies, processes, and standards at the site level and regionally as required.

The Lead - Health Information Services is responsible for continuing professional education credits to meet national certification requirements.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Initiates and maintains accurate, complete, confidential, serviceable and accessible health information for all clients.

- Acts as a Privacy Officer ensuring compliance with relevant privacy and access legislation and provides support for privacy to other programs/sites as required.
- Responsible for Human Resources Management including recruitment, retention, training, performance appraisal, disciplinary actions, conflict resolutions, health and safety, and general employee relations.
- Administers and provides access, assistance, support and training for applications/systems specific to Health Information Services.
- Provides accurate statistical information required for evidence based decision making.
- Coordinates research data requests.
- Supports the planning and development of policies, procedures and standards.
- Ensures quality assurance initiatives including audits to identify problems, developing and implementing solutions.
- Implements, maintains, and evaluates standards for continuous quality improvement.
- Ensures or leads resolution or investigation of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses.
- Ensures or leads the development and delivery of training programs to staff, computer programs, disaster preparedness, emergency response plans, and excellence in customer service.
- Participates on relevant regional and provincial teams as required.
- Recommends department staffing and purchase requirements including supplies, capital and minor equipment.
- Administers any budgets directly under his/her control including associated variance analysis reporting.
- Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
- Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
- Performs other duties as assigned

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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

## **PERFORMANCE MEASUREMENTS**

1. Maintains a balanced budget.
2. Maintains sufficient staffing complement to meet program requirements.
3. Ensures data integrity, including auditing, as it relates to health information best practices
4. Coordinates applicable education
5. Compliance with privacy legislation and policies, providing privacy support as required.

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## **QUALIFICATIONS**

### **EDUCATION/CERTIFICATION:**

- Graduate of a recognized Health Information Management (HIM) program.

- Certified with the Canadian Health Information Management Association (CHIMA).
- Other suitable combinations of education and experience may be considered.

**KNOWLEDGE REQUIRED:**

- Proficiency in Microsoft Office Applications and Email/Outlook.
- Knowledge of provincial legislation including but not limited to privacy.
- Knowledge of labor laws and Collective Agreements.
- Comprehensive knowledge and experience with health information technologies and systems i.e. Admission/Discharge/Transfer (ADT), ICD10 Coding and Abstracting, and dictation and transcription applications.

**EXPERIENCE REQUIRED:**

- Minimum five (5) years managerial experience in Health Information Services.

**SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Demonstrated ability to lead, mentor and support departmental staff.
- Demonstrated ability to problem-solve in complex situations and effectively manage rapidly changing situations.
- Demonstrated ability in program planning development and evaluation.
- Demonstrated effective collaboration, negotiation, and conflict resolution skills.
- Demonstrated approachable and welcoming demeanor.
- Demonstrated ability to provide a high level of attention to detail and accuracy.
- Demonstrated ability to work in a fast paced and changing environment.
- Demonstrated written and oral communication skills.
- Demonstrated organizational, decision making and problem solving skills.
- Demonstrated ability to display independent judgment.
- Demonstrated ability to respect and promote a culturally diverse population.
- Demonstrated ability to prioritize in a changing environment.
- Demonstrated ability to build and maintain professional working relationships.
- Demonstrated ability to work in a team as well as independently.
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required.
- Proficiency of both official languages is essential for target and designated bilingual positions.
- Demonstrated ability to respect confidentiality including paper, electronic formats and other mediums.
- Demonstrated ability to meet the physical and mental demands of the job.
- Good work and attendance record.
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate.
- All Health Care workers are required to be immunized as a condition of employment in accordance with Southern Health-Santé Sud policy.
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00.

**WORK CONDITIONS:**

- No hazardous or significantly unpleasant conditions.
  - May work occasional evenings and weekends as necessary.
  - Will be required to travel to other regional facilities as the position duties may require.
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**SALARY SCALE:**

As per Out of Scope Salary Scale.

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*