

NORFOLK ISLAND HEALTH AND RESIDENTIAL AGED CARE SERVICE (NIHRACS)

Health Records and Information Management Coordinator

Permanent | Full time | Monday to Friday | NIHRACS Facility, Norfolk Island

About NIHRACS

NIHRACS is a multi-Purpose Service committed to delivering high-quality, person-centred care across the lifespan to all who live on or visit Norfolk Island. Our mission is to support health, wellbeing, and excellence in care: for our community, by our people, with our partners. We live our values of Excellence, Integrity, Respect, and Teamwork every day.

About the Role

Hands-on health records, information governance and compliance

Make a visible difference in a small health service. NIHRACS is seeking a practical health information professional to coordinate and maintain the day-to-day control environment for health records and corporate information across a remote Multi Purpose Service.

This role combines hands on records operations with quality auditing, My Health Record operational compliance, FOI search coordination, document control, lawful retention and disposal, LeeCare business process support and staff education. Your work directly supports NIHRACS' FY27 compliance obligations across privacy, My Health Record, freedom of information, health records, records management and information governance.

About You

You will be an organised, adaptable and service focused professional who enjoys working in a fast-paced, changing environment. You will bring strong administrative skills, diligence, and the ability to communicate effectively with staff at all levels.

Key Responsibilities

- Coordinate creation, filing, indexing, tracking, retrieval and archiving of health records.
- Conduct documentation and record quality audits and track corrective actions to closure.
- Maintain My Health Record compliance checks, guidance and evidence registers.
- Coordinate authorised FOI searches, document lists, timelines and registers under the authorised FOI delegates direction.
- Support corporate records management, document control, retention, disposal, legal hold and controlled digitisation.
- Function as a LeeCare and health-information business process super user, escalating technical matters through approved ICT channels.
- Produce records and information-management reporting for governance forums, and train staff in correct recordkeeping practice.

Mandatory Requirements

- A recognised tertiary qualification in Health Information Management, or an equivalent health information or records qualification supported by substantial healthcare experience.
- Practical experience managing health records in a hospital, primary care, aged care or multidisciplinary health environment, including record quality audits and electronic health record or clinical information systems.
- Sound knowledge of privacy, confidentiality, authorised disclosure, records lifecycle management and information quality.

- Strong judgement, discretion, accuracy, writing and staff-education skills.
- Desirable: CHIM or CHIP credentialing (or eligibility), FOI search or information-access experience, clinical coding knowledge (ICD-10-AM), and LeeCare or comparable aged-care system experience.

What We Offer

NIHRACS is a Multi-Purpose Service supporting health, wellbeing and excellence in care for the Norfolk Island community. Join a small, hands-on Information and Technology Services team where your work is visible, your ideas are heard, and you contribute directly to safe care, stronger compliance and practical digital change.

Remuneration

Remuneration will align with the NIHRACS Enterprise Agreement, this position offers a salary of **\$89,567 to \$120,483** gross per annum (depending on skills and experience), plus 12.5% superannuation and locality allowance.

How to Apply

To apply, please submit applications to HR@health.nlk.gov.nf, including:

1. A statement (maximum two pages) outlining how you meet the mandatory requirements and key accountabilities of the role.
2. Your current Curriculum Vitae or resume, including the contact details of referees A recognised tertiary qualification in Health Information Management, or an equivalent health-information or records qualification supported by substantial healthcare experience.

For any role specific enquiries, please contact Ayman Ghobrial, Manager Information and Technology Services on Ayman.Ghobrial@health.nlk.gov.nf.

Closing Date: Sunday, 11 October 2026

Please note: Interviews may commence before the closing date, and we may close the position early - so do not wait, apply now!

NIHRACS is committed to building an inclusive and accessible workplace. This includes hiring applicants from a diverse range of backgrounds such as people living with a disability and individuals who speak a first language other than English.