

Hospital Health Information Systems Assistant

Ministry of Health , Vanuatu

Assignment title	Hospital Health Information Systems Assistant		
Partner organisation	Ministry of Health, Vanuatu		
Location	Vanuatu	Port Vila	
Type of assignment	In-country Assignment		
Duration of assignment	12 months		
Assignment phases	Phase 1	Mode In-Country	Duration 12 months
Proposed start date	15 February 2027		
Website	Moh.gov.vu		
Australian organisation:	PHISH (Pacific Health Information Support Hub) – Australian Institute of Health & Welfare		

ABOUT THE PARTNER ORGANISATION

The Vanuatu Ministry of Health (MOH) mission is to protect and promote the health of all people in Vanuatu. The MOH vision is to have an integrated and decentralized health system that promotes an effective, efficient and equitable health services for the good health and general wellbeing of all people in Vanuatu.

Vanuatu National Hospital (VNH), situated in Port Vila, Efate, serves as the primary referral hospital in the country. This facility offers a range of medical services, including emergency care, surgery and specialized treatments.

VNH has various health information systems that capture health data. There are a number of current electronic information systems already in use at VNH, including pharmacy, radiology, and a patient information system, but the majority of patient information is still captured in paper-based records. The paper records at VNH are stored in 3 separate filing areas across the hospital, and they have never been culled or old records destroyed. Thus, records are difficult to locate when required for the care of patients. There is also a need to ensure an organised approach to handling patient records, and to develop guidelines, standards and policies with regards to the retention and disposal of health records. Once

these are in place, a process to implement these policies and guidelines will need to be established. This will also ensure that VNH is well prepared for the transition to a National Electronic Health Record (NEHR) system when the time is right.

ABOUT THE ASSIGNMENT

The MOH in Vanuatu endorsed the Vanuatu Digital Health Strategy 2025-30, which envisions improving health for everyone through scalable, sustainable, and person-centered digital health solutions. By adopting this global vision, Vanuatu seeks to accelerate the integration of innovative digital technologies into its health system to achieve universal health coverage and improved health outcomes.

The MOH is now set to focus its digital health program to support clinical services delivery, especially with the plan to implement a NEHR. The transition from paper-based records to a NEHR system requires a thorough and organized approach to handling existing patient records. Before migrating to a new NEHR, it is essential to clean, cull, and reorganize the vast volume of paper-based and legacy electronic records currently in use. This step is critical to ensure that only relevant, accurate, and updated patient information is migrated into the new system, reducing unnecessary data clutter and enhancing the usability of the NEHR. This initiative would also free up the much-needed space currently used to store paper records at VNH prior to the NEHR implementation.

The Health Information System Unit (HIS) is responsible for collecting, processing, analyzing and disseminating health information and actionable insights for use in health planning and decision making. It plays a crucial role in the efficient management and delivery of healthcare services in Vanuatu by providing the tools and digital health solutions to support clinical, public health, and administrative functions across the country's healthcare milieu. The HIS unit is also responsible for providing training to healthcare staff on how to analyze and use health information effectively. Since the HIS Unit is the primary custodian of the MOH data, the Unit is also responsible for implementing policies and technologies to protect patient data privacy and ensuring compliance with legal and regulatory requirements.

The MOH is seeking a Health Information Systems Assistant to support and mentor MOH staff to:

Establish health records retention and disposal policies and procedures

- Develop policies and procedures for the retention and disposal of health records in Vanuatu

- Provide support in capacity strengthening of local staff in all areas of health information management.

Cull, destroy and reorganise patient paper medical record storage at VNH

- Cull existing medical paper records
- Securely destroy records not required to be kept
- Reorganise the filing of the remaining paper medical records

Re-implement the use of a single paper record across the whole VNH facility

- Work with clinical staff to redesign their ways of recording patient information by reimplementing the use of a single patient paper record
- Ensure that clerical staff at VNH are training to manage a single paper medical records and to locate and provide this when needed.

The role will work closely with the MOH HIS Unit team, supported by the Australian Partner Organisation, the Australian Institute of Health and Welfare, and report to the VNH Medical Superintendent.

The volunteer will provide specialised technical expertise and practical mentoring to support the Ministry of Health in strengthening health information management systems at Vanuatu National Hospital. Working alongside the HIS Unit and hospital staff, the volunteer will assist in developing health records retention and disposal policies, designing a structured approach to culling and reorganising paper medical records, and supporting the re-implementation of a single patient paper record system in preparation for the National Electronic Health Record (NEHR). This assignment cannot currently be filled locally due to the limited availability of specialised expertise and practical experience in hospital health information management, particularly in large-scale paper medical record management, records governance, and transition planning for electronic health records. The volunteer will transfer knowledge and build the capacity of local staff, ensuring that the skills, systems, and processes developed during the assignment are sustainable and can continue to be implemented after the assignment concludes.

The Ministry of Health is committed to strengthening Vanuatu's health system through innovation, collaboration, and continuous capacity development. The HIS Unit has a dedicated team leading the implementation of the Vanuatu Digital Health Strategy 2025–2030 and working closely with healthcare providers, government agencies, development partners, and international organisations to improve health information management and digital health services. This assignment offers the volunteer a unique opportunity to work within a resource-constrained island health system that is undergoing significant digital transformation. The volunteer will gain valuable experience in supporting nationally led health system reforms, collaborating across multidisciplinary teams, and contributing to

the planning and implementation of foundational activities that will enable the successful transition to a National Electronic Health Record (NEHR) system. Through this partnership, the volunteer will have the opportunity to share their expertise while also learning from the local context, culture, and innovative approaches to delivering healthcare across geographically dispersed islands.

ASSIGNMENT OBJECTIVES AND PROPOSED ACTIVITIES

The volunteer will work alongside members of Ministry of Health to support the below objectives:

Assignment objectives	Proposed activities
In-Country Phase Objective 1: Strengthen health information governance through the development of policies, procedures and capacity for the effective management of health records.	Volunteers will complete a work-plan in the first two months of their assignment in consultation with their line-manager and relevant stakeholders. The duties listed below are an indication of the type of work that may be involved in meeting the Assignment Objectives: Develop policies and procedures for the retention and disposal of health records in Vanuatu, in collaboration with HIS Unit staff
In-Country Phase Objective 2: Improve the organisation, accessibility and management of paper medical records at Vanuatu National Hospital in preparation for the National Electronic Health Record (NEHR).	Develop a plan to cull, destroy and reorganise the filing of existing paper medical records at VNH and
In-Country Phase Objective 3: Support the transition towards a standardised patient record system that enables future implementation of the National Electronic Health Record (NEHR).	Develop a plan for the re-implementation of a single paper record.
Inclusion objective and proposed activity	

The volunteer will work alongside the partner organisation to uphold values of diversity, equity and inclusion. Inclusive approaches will aim to make everyone welcome and support equal access to activities and opportunities regardless of gender, age, disability status or background (eg religion, language, ethnicity and marginalised or vulnerable groups).

The volunteer will work alongside members of the Ministry of Health and the Pacific Health Information Systems Hub (PHISH) to:

- Design and deliver inclusive capacity-building activities, mentoring and on-the-job training for Health Information Systems and hospital staff, ensuring training materials, communication methods and participation opportunities are accessible, culturally appropriate and encourage the active involvement of women, people with disabilities, and staff from provincial and remote health facilities.

SELECTION CRITERIA

Education and qualifications

Essential	Desirable
• Relevant tertiary qualification in Health Information Management, Health Information Administration, Health Informatics, Health Sciences, Medical Records Management, or a related discipline, or equivalent professional experience. • Demonstrated knowledge and practical experience in health information management, including the management of paper-based	To be considered for this role, you will need qualifications in Health Information Management: • Relevant tertiary, professional or technical qualifications and/or certification; or equivalent work experience; ideally, qualifications in Health Information Management • Knowledge of and experience in Health Information Management practices, including the

medical records within a hospital or healthcare setting.	management of paper medical records in hospitals • Demonstrated success in consulting with stakeholders and facilitating the work of others to achieve an agreed outcome • Demonstrated success in building the skills of others through formal and/or informal training and coaching • Proven experience in developing documentation, plans and strategies for health information and improving governance.
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Knowledge and experience

Essential	Desirable
• Demonstrated success in consulting with stakeholders and facilitating collaboration to achieve agreed outcomes. • Proven experience in developing health information policies, procedures, documentation, implementation plans and governance frameworks. • Demonstrated ability to build the capacity of staff through mentoring, coaching and workplace-based training.	• Experience in a paper-based medical records department • Demonstrated experience in a hospital or tertiary health facility Program criteria: 1. Proven ability to communicate effectively and empathetically across cultural and linguistic barriers, coupled with resilience, flexibility, and a willingness to learn from and integrate into the host community's social and cultural context. 2. Demonstrated understanding and respect for cultural differences, with a commitment to ethical principles in international volunteering. This includes the ability to adapt to and engage with diverse cultural norms, work

	collaboratively, and avoid imposing personal values.
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Following the Program's values on locally led development, this Assignment Description has been developed and negotiated in good faith with the Partner Organisation. The information contained was correct at the time of acceptance of the request. However, while we take responsibility for matters under our direct control, all assignments and arrangements are subject to change. This assignment may be amended or withdrawn to reflect changes in circumstances.

Line Manager: Vanuatu National Hospital (VNH) Medical Superintendent & Health Information Systems Manager

Working relationships: HIS Team, VNH & National HIS Office

Hours and days of work:

In-country phase	Remote Phase
Full time	Flexible: to be discussed by partner and volunteer

Leave: All volunteers are entitled to 20 days leave per 12 months, unless advised otherwise. The same conditions and terms as local colleagues apply, including national holidays.

Work from home: Working from home while on an in-country phase must be in line with usual partner organisation's practices and agreed with the in-country office.

Professional indemnity insurance (*Required for all volunteers who are acting as a medical, allied health or legal professional whilst on assignment*):

No, this assignment is not deemed to require professional indemnity insurance

The volunteer should consult the partner organisation about the need for professional indemnity insurance for the role prior to departure. Where required and/or considered essential to hold this insurance, please discuss this with the Volunteer Services Manager in Melbourne prior to departure.

LIFE AS A VOLUNTEER

The Australian Volunteers Program supports volunteers from preparing to go on assignment through to returning home. For a full breakdown of support provided including assignment allowances, please visit: <https://www.australianvolunteers.com/volunteering/lifestyle-and-support/>

Country context

Learn more about the host country's location by reading the country profile. We encourage candidates to research the specific location of this assignment as it will be discussed and addressed with a recruitment officer during the interview process.

For more information, please visit country links:

<https://www.australianvolunteers.com/countries/vanuatu> and <https://www.dfat.gov.au/geo/vanuatu>

HOW TO APPLY

All applications must be submitted online through the Australian Volunteers Program website. If you have not already done so, you will need to register on our website prior to applying. For more information about how to apply, please visit:

<https://www.australianvolunteers.com/volunteering/how-it-works>

We actively support and encourage people of all backgrounds and abilities to volunteer internationally and aim to make the program as accessible and inclusive as possible. The program has a dedicated Indigenous Programs Coordinator to support Aboriginal and/or Torres Strait Islander volunteers, who can be contacted at indigenouspathways@australianvolunteers.com. Access and inclusion plans are available for volunteers with disabilities, to ensure their assignments and living and working arrangements are made more accessible.

Personal circumstances *(This may not apply for Remote-only assignments; consider discussing with AVP team)*

Due to security, cultural, legal or visa restrictions associated with this location, we ask that applicants disclose the following:

- If they want their same-sex partner to accompany them on assignment.
- If they want their partner, to whom they are not legally married, to accompany them on assignment.
- If they want their child(ren) to accompany them on assignment.
- If they have a criminal conviction where a criminal conviction may be relevant to the inherent requirements of the assignment.