



Position:	Health Information Coordinator (PN497)
Division:	Information, Strategy & Risk
Section:	Health Information
Classification:	GOL 8
Position Reports to:	Senior Manager Data Strategy
Location:	Alice Springs
Last Review:	October 2026

Role Description

The Health Information Coordinator will have a strong teamwork focus and exceptional customer service skills to assist in the day-to-day coordination of Health Information Officers and Helpdesk activities. You will be responsible for coordinating delivery of Clinical Systems (primarily Communicare) training for all new users in the management of health information records, alongside undertaking regular systems administration duties.

Team Description

Congress' Health Information (HI) team ensures digital client data maintains its quality, accuracy, accessibility, and security. Works in collaboration with clinicians, providers, CQI, allied health and other Congress programs in data collection, data analysis and reporting requirements specific to the organisation. The team consists of technical staff to provide ongoing support to Congress health services to contribute to the development of Client Information systems, operational and resource plans, and policies to ensure that they align with the business plan and funding objectives.

Congress provides a comprehensive primary health care service to Aboriginal people in Alice Springs and nearby remote communities. Further information is available at www.caac.org.au.

Responsibilities

MAIN DUTIES

(This is not a comprehensive list of all duties required of the position)

- Oversee functions and requirements of the Health Information Officers area, who play a key role in providing first line support for clinical information systems to all of Congress.
- Oversight of the day-to-day operations of the Health Information Officers.
- Manage and facilitate clinical systems training to all staff in line with Congress policies.
- Administers Congress reporting portals such as the DSS and Health Data Portals.
- Provide support in developing and updating Power BI dashboards.
- Basic monitoring and administration of clinical software.
- Lead the activities associated with the Health Information Helpdesk to assist users and system administration.
- Produce accurate internal and external reports as requested.
- Communicate appropriate information to the Senior Manager Data Strategy regarding client and clinic issues and areas for improvement.

	Undertake other duties (and training) that are safe, legal, logical, and responsible while being within the limits of employee's skill, competence and training, consistent with the position classification.
WORK ORGANISATION <i>(Planning and coordination)</i>	- Performs under minimal supervision with accountability for specific goals/objectives. - Provides oversight and effectively manages a small helpdesk team. - An understanding that from time to time, there may be a requirement for deployment to other Congress Clinics. - Be an active team member and support a service-based work culture showing commitment to the organisation's strategy, mission, vision, and values outlined by the board. - Take all reasonable steps to support the employment, professional development, and promotion of Aboriginal people across all parts of Congress.
WORK HEALTH AND SAFETY	- Take reasonable care for your own health and safety and for the health and safety of anyone else who may be affected by your acts and omissions in the workplace. - Work in accordance with Congress' WHS policy, the WHS Act, Regulations and Code of Practices. - Ensure WHS non-conformances or incidents/injuries are notified.
VALUES AND BEHAVIOURS	- Conduct all work in line with Congress values which are: Cultural Integrity, Respect, Accountability, Compassion and Self-determination. - Apply the cultural framework and adhere to community specific protocols in all aspects of work with Congress. - Apply strict confidentiality practices and guidelines to all patient, client, personal and commercially sensitive information.

Person Requirements (*Qualifications & Attributes*)

ESSENTIAL

- Diploma in Business Administration or other related field, or relevant experience in a Healthcare setting with proven administrative, team-leader and written communication skills.
- Strong organisational skills, be motivated, self-directed, work independently, prioritise, juggle multiple projects, meet deadlines and achieve results.
- Experience in delivering education & training programs using adult learning principles.
- Knowledge and experience in determining quality and integrity of statistical data including advanced MS Excel skills, and Power BI or similar visualisation tools.
- Proven ability to work independently and quickly adapt to change with excellent time management skills and high attention to detail.
- Willingness, ability and appropriate levels of health and fitness to travel to and work from remote locations.

DESIRABLE

- Demonstrated experience in using, maintaining and supporting Communicare or other Clinical Information Systems.
- Knowledge and experience in using Services Australia portals (i.e. PRODA, HPOS, AIR, HDP).

Appointment Conditions

- Employment with Congress is conditional on the employee providing NT Working with Children Check (Ochre Card), Satisfactory Criminal History Check.
- Employee interaction with residents within communities will be taken into account as part of the final performance assessment during the probation period.
- Persons being considered for a position with Congress may be required to undergo a pre-employment medical examination and drug screen to determine fitness to perform nominated duties.



Position Description Authorised by: General Manager – Information, Strategy& Risk October 2026

ACKNOWLEDGEMENT		
I have received a copy of the Position Description and have read and understand its contents.		
Employee Name	Signature	Date
Supervisor Name	Signature	Date