

Position Title: Privacy & Health Information Sharing Clerk

Campus: Ballarat, Horsham, Stawell, Edenhope

Directorate: Chief Finance Office

Department: Health Information Services

Reporting to: Privacy Officer

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: HS2

Enterprise Agreement: Health & Allied Services/Managers and Administrative Officers

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021, bringing together Edenhope and District Memorial Hospital, Stawell Regional Health, Wimmera Health Care Group and Ballarat Health Services as one united health service. More information can be found at www.grampianshealth.org.au

Our purpose is to provide high quality and accessible health care services in each of the communities we serve. We currently service the healthcare needs of more than 250,000 Victorians and we employ more than 6,300 people across 21 campuses and sites with an annual operating revenue of over \$700m.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness and empathy.	Openness, honesty and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The role processes requests for access and disclosure of health information, assists with privacy incident administration and monitoring activities, and supports compliance with privacy, health records and information sharing legislation.

Working under the direction of the Privacy Officer, the position contributes to maintaining a culture of privacy, confidentiality and responsible information management across the organisation.

KEY ACCOUNTABILITIES

Release of Information

- Process requests for release of health information in accordance with legislative and organisational requirements.
- Assess and process requests for amendment of health information and personal information.
- Maintain release of information records, documentation and audit trails.

Privacy Administration and Support

- Assist with the management of privacy complaints, concerns, and incidents.
- Maintain privacy incidents and investigation registers.
- Monitor completion of privacy-related actions and recommendations.

Monitoring and Compliance

- Conduct routine audits of access, use, and disclosure of personal and health information.
- Review audit reports and identify potential privacy risks or inappropriate access activity.
- Escalate privacy concerns and potential breaches to the Privacy Officer.
- Assist with monitoring compliance with organisational privacy policies and procedures.

Education and Awareness

- Support delivery of privacy education and awareness programs across the organisation.
- Assist in the development and maintenance of privacy education resources, communications, and guidance materials.

Continuous Improvement

- Identify opportunities to improve privacy and release of information processes.
- Support implementation of privacy-by-design principles within operational processes.

KEY SELECTION CRITERIA

Qualifications and experience

- Experience in release of information, health records, privacy administration or a related healthcare role.

Technical/Professional Knowledge and Skills

- Proficiency in electronic medical record and information management systems
- Knowledge of privacy, confidentiality and health information management principles.
- Understanding of Victorian and Commonwealth privacy and health records legislation
- Demonstrated ability to interpret policies, procedures and legislative requirements.

- Strong attention to detail and ability to manage confidential information with a high degree of accuracy.
- Strong customer service and stakeholder engagement skills.

Work Environment

Work on site with the ability to work remotely if required.

Personal attributes

Work Standards: Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Communication: Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.

Stress Tolerance: Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.
- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- All team members must adhere to infection control policies and procedures, together with any State and/or Commonwealth Government Covid19 rules, protocols and orders.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and

socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.

- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- 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.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.