

Position Title: Privacy Officer

Campus: Ballarat, Horsham, Stawell or Edenhope

Directorate: Chief Financial Office

Department: Health Information Services

Reporting to: Director, Health Information Services

Direct Reports: Privacy & Information Sharing Clerk

Appointment Terms/Conditions:

Classification and Code: Grade 3 Year 4 (pending qualifications and experience)

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

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 Privacy Officer provides organisation-wide leadership, advice and coordination of privacy and information sharing governance activities. The role ensures compliance with privacy legislation, health records requirements, confidentiality obligations and organisational policies while supporting safe and lawful management of patient, employee and business information.

The Privacy Officer plays a key role in fostering a strong culture of privacy, transparency and accountability, enabling effective information sharing to support clinical care, service delivery and organisational objectives while protecting the rights of patients, consumers, employees and other stakeholders.

KEY ACCOUNTABILITIES

Leadership and Governance

- Lead privacy governance and compliance programs.
- Develop, review and maintain privacy and information sharing frameworks, policies and procedures.
- Undertake Privacy Impact Assessments for new projects and systems.
- Identify privacy risks and implement mitigation strategies in collaboration with Clinical, Digital Health, and Operational Leaders.
- Ensure appropriate controls are in place for collection, storage, use, disclosure, and disposal of personal and health information.
- Prepare reports for governance committees and executives.
- Partner with Digital Health, Information Technology, Cyber Security, Legal and Clinical Governance teams to strengthen information governance practice.

Operational

- Manage privacy incidents, breaches and complaints, including investigation, risk assessment, remediation and reporting.
- Maintain registers of incidents and investigations.
- Provide expert advice to executives, managers and staff.
- Coordinate responses to requests for access, correction, disclosure and information sharing in accordance with legislative requirements.
- Undertake audits, reviews and monitoring activities to assess compliance with privacy obligations and identify opportunities for improvement.
- Monitor trends, emerging risks and recurring issues and recommend corrective and preventative actions.
- Collaborate in the development of data analytics, monitoring tools and reporting mechanisms that support the proactive identification of privacy risks and inappropriate access to information.

Education

- Deliver privacy education and awareness programs.
- Promote a culture of privacy, confidentiality, and responsible information handling across all clinical and corporate areas
- Support operational areas to embed privacy principles and privacy by design into their processes.

KEY SELECTION CRITERIA

Qualifications

- Relevant tertiary qualification in Health Information Management, Law, Privacy, Compliance, Information Governance, Business, Health Administration or a related discipline
- Demonstrated experience in managing complex health care services is highly desirable; with at least 7 years' experience.

Technical/Professional Knowledge and Skills

- Demonstrated experience in privacy, compliance, information governance or health information management.
- Strong knowledge of Victorian and Australian privacy and information sharing legislation.
- Excellent investigation, analytical and report writing skills.
- Understanding of cyber security principles and their interaction with privacy obligations
- **Formal Presentation:** Presenting ideas effectively to individuals or groups when given time to prepare; delivering presentations suited to the characteristics and needs of the audience.
- **Planning & Organising:** Establishing courses of action for self and others to ensure that work is completed efficiently.
- **Facilitating Change:** Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

Work Environment

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

Personal attributes

- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **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.
- **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.
- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **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.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

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.