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SA Health Job Pack

Job Title	Freedom of Information Officer/Medical Records Coordinator
Eligibility	Open to Everyone
Job Number	855216
Applications Closing Date	23 January 2024
Region / Division	Limestone Coast Local Health Network
Health Service	Country Health Connect (CHC)
Location	Mount Gambier
Classification	ASO3
Job Status	Ongoing Full Time
Salary	\$66,590 - \$70,968 p.a

Contact Details

Full name	Tracey Anderson
Phone number	0422 864 643
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Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Human Services (DHS) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- ☐ Working with Children Check (WWCC) - **DHS**
- ☐ National Disability Insurance Scheme (NDIS) Worker Check- **DHS**
- ☒ Unsupervised contact with Vulnerable groups- **NPC**
- ☐ Unsupervised contact with Aged Care Sector- **DHS**
- ☐ No contact with Vulnerable Groups - General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Immunisation

Risk Category B (indirect contact with blood or body substances)

This role carries specific immunisation requirements. To be eligible for appointment in this role you will be required to meet the immunisation requirements associated with Category B (indirect contact with blood or body substances). [Please click here for further information on these requirements.](#)



Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

-  **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
-  **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to [Guidelines for Applicants](#) for further information regarding

- Salary Packaging
- Opportunities for movement within SA Health
- Flexible working arrangements
- Criminal History screening and background checks
- Immunisation requirements
- Rights of review
- Information for applicants

ROLE DESCRIPTION

Role Title:	Freedom of Information Officer/ Medical Records Coordinator
Classification Code:	ASO3
LHN/ HN/ SAAS/ DHA:	Limestone Coast Local Health Network (LCLHN)
Hospital/ Service/ Cluster	
Division:	Country Health Connect (CHC)
Department/Section / Unit/ Ward:	Business Services – Medical Records
Role reports to:	Business Services Team Leader
Role Created/ Reviewed Date:	October 2023
Criminal History Clearance Requirements:	<input type="checkbox"/> DHS Working With Children Check (WWCC) <input type="checkbox"/> Disability Services Employment Screening <input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups
Immunisation Risk Category	<input type="checkbox"/> Category A <input checked="" type="checkbox"/> Category B <input type="checkbox"/> Category C

ROLE CONTEXT

Primary Objective(s) of role:

The Freedom of Information (FOI) Officer/Medical Records Coordinator is responsible for the provision of administrative support relating to FOI applications and Information Sharing requests for Country Health Connect (CHC). This includes contributing to ensuring that information systems comply with the Information Privacy Principles and relevant legislation and that enquiries and applications are acted on within the designated timeframes. The position provides a customer focussed first point of contact for CHC FOI and Information Sharing enquiries as well as an advisory service to staff and public on issues relating to FOI and Information Sharing applications, privacy enquiries and release of information.

The Freedom of Information (FOI) Officer/Medical Records Coordinator will be required to coordinate Medical Records Policies and Processes throughout CHC, provide line management to the Medical Records Officer, CHC and conduct audits of Medical Records files within CHC to ensure compliance with legislation.

Direct Reports:

> ASO2 Medical Records Officer

Key Relationships/ Interactions:

Internal

- > Responsible to the Business Services Team Leader.
- > Clinical staff, with regard to FOI and Information Sharing requests, audit requirements and maintenance of Medical Records.
- > Administration staff, to provide line management and coordination of Medical Records across the region for CHC.
- > Client Information Officer with regard to CCCME updates of personal information and file locations
- > Accredited FOI Officer, LCLHN with regard to all FOI requests for final approval.

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External

- > FOI applicants including members of the public, lawyers and third parties.
- > Government agencies including State Records of SA, Department of Child Protection, SAPOL, Crown Solicitor's Office and SA Health Legal.
- > Stakeholders requiring information including lawyers, insurance agencies and health providers and Australian Health Practitioner Regulation (AHPRA) Investigators.
- > FOI staff within the Department for Health and Wellbeing.

Challenges associated with Role:

Major challenges associated with the role include:

- > Ensuring timeframes associated with Legislative requests and FOI applications are met.
- > Ensuring documentation is of a high quality and in accordance with relevant procedures and guidelines.
- > Resolving interpersonal differences constructively and professionally to ensure no adverse consequences to the quality of internal and external client service or the working relationship.

Delegations:

- > N/A

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Performance Development

The incumbent will be required to participate in the organisation's Performance Review & Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- *Work Health and Safety Act 2012 (SA) and when relevant WHS Defined Officers must meet due diligence requirements.*
- *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- *Meet immunisation requirements as outlined by the Immunisation Guidelines for Health Care Workers in South Australia Policy Directive.*
- *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- *Disability Discrimination.*
- *Independent Commissioner Against Corruption Act 2012 (SA).*
- *Information Privacy Principles Instruction.*
- *Code of Fair Information Practice.*
- *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008, and the SA Health (Health Care Act) Human Resources Manual.*
- *Relevant Australian Standards.*
- *Duty to maintain confidentiality.*
- *Smoke Free Workplace.*
- *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*

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- *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Cultural Statement:

The Limestone Coast Local Health Network welcomes Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. Limestone Coast Local Health Network is a culturally inclusive work environment that is respectful of Aboriginal and Torres Strait Islander culture

Special Conditions:

- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Background Screening and National Criminal History Clearance.
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Screening and Licensing Unit, Department for Human Services (DHS).
- > Approved Aged Care Provider Positions as defined under the Accountability Principles 1998 made in pursuant to the Aged Care Act 2007 (Cth) must obtain a satisfactory National Police Certificate (NPC) through the South Australian Police confirming the clearance is for the purpose of employment involving unsupervised contact with vulnerable groups.
- > Prescribed positions under the Disability Services Act 1993 must obtain a satisfactory Disability Services Employment Screening through the Department of Human Services (DHS) Screening Unit.
- > National Police Certificates must be renewed every 3 years thereafter from date of issue.
- > Working With Children Checks must be renewed every 5 years thereafter from date of issue.
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.

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- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.
- > Appointment is subject to immunisation risk category requirements (see page 1). There may be ongoing immunisation requirements that must be met.
- > Provide support and back up for Mount Gambier CHC Medical Records.
- > Flexible hours of work may in part be determined by the need to meet legislative and operational production and management deadlines.

Key Result Area and

Responsibilities

Key Result Areas	Major Responsibilities
Processing of Freedom of Information applications and Information Sharing Requests	<ul style="list-style-type: none"> > Ensure assigned applications are processed within the allocated timeframes and follow the CHC LCLHN FOI procedures for processing and invoicing applications. > Receive and process Information Sharing applications for CHC. > Ensure letters from Solicitors requesting medical information about their clients are dealt with in an efficient manner, within the prescribed protocol and timeframes. > Prepare/draft documentation including letters, memorandums, reports and other documents, which includes drafting determinations. > Ensure all relevant documents are downloaded (electronic records), scanned or copied in the prescribed manner and dispatched within the set timeframe. > Ensure the efficient operation of the office by organising and maintaining practices and procedures, including office management, word processing, filing and general administrative requirements. > Participate in systems and processes for the maintenance of accreditation and certification. > Ensure maintenance of the approved register of requests and outcomes, including tracking for audit purposes within each request, providing monthly, end of year statistical returns, and as required other related reports. > Manage and maintain the records management systems with regard to requests received and the timeliness of their completion. > Ensure the approved databases are maintained including entry, retrieval and management of data. > Ensure the provision of FOI and Information Sharing activity reports which meet organisational reporting requirements are provided. > Participating in staff development activities by assisting the Business Services Team Leader in identifying, and planning and providing staff education and training needs in relation to FOI and Privacy. > Participate in developing and maintaining administrative procedure manuals. > Ensure knowledge of the <i>Privacy Act 1998</i> and <i>Health Care Act 2008</i> as it relates to the role, remains current by participation in appropriate training and education.
Communication	<ul style="list-style-type: none"> > Ensure all enquires are responded to effectively by assessing the consumers' needs and offering the appropriate assistance in a professional and confidential manner, resolving difficult enquiries with tact and diplomacy. > Ensuring a professional first point of contact with the public, external agents and CHC LCLHN staff by providing an efficient customer service. > Establish and maintain positive working relationships with internal and external stakeholders by use of effective communication strategies.
Medical Records Functions	<ul style="list-style-type: none"> > Provide line management of Medical Records Officer in Mount Gambier and guidance to Administration Officers across the region with regards to Medical Records Management. > Coordinate the security, control and maintenance of the Medical Records filing system by ensuring all documents are accurately filed, the index is maintained and loan of files are recorded. > Provide training to new and existing staff to ensure record keeping standards are met and maintained. > Ensure issues which require higher level involvement are reported to the Business Services Team Leader.

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	<ul style="list-style-type: none">> Conduct regular and ongoing audits of Medical Records Files across the region to ensure standards are met.> Coordinate storage of Medical Records.
Ensure Legislative Compliance	<ul style="list-style-type: none">> Ensure information systems comply with the Information Privacy Principles and relevant legislation. Provide a first line advisory service to staff, management and the general public on all issues related to FOI applications.> Ensure the Business Services Team Leader, FOI Officer and Risk Manager are advised and consulted regarding any pending medico-legal action against CHC, LCLHN that may arise out of FOI applications, prior to making a determination.> Ensure the Business Services Team Leader and Accredited FOI Officer are advised regarding any requests for Internal Reviews that may arise out of the Freedom of Information applications.> Examine medical records and/or documents held within CHC, LCLHN that are the subject of a request under the <i>Freedom of Information Act 1991</i> and advise the Business Services Team Leader of their suitability for release.> Consult with the Accredited FOI Officer if unsure of suitability for release and final approval of FOI requests.
Continuous quality improvement	<ul style="list-style-type: none">> A commitment to participating in quality improvement projects.> Exercising initiative and judgement, particularly in sensitive and/or high-pressure situations.> Adhering to stringent timeframes.> Regularly reviewing activities to ensure customer/client service requirements are met.> Present information about initiatives and projects to staff members and meetings as required.

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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil.

Personal Abilities/Aptitudes/Skills

- > High level of attention to detail with ability to proof read and edit text.
- > Demonstrated effective interpersonal and communication skills with the ability to use judgement, initiative and discretion when dealing with sensitive and confidential issues.
- > Demonstrated written and verbal communication skills, report writing skills.
- > Demonstrated ability to interpret and process a range of information.
- > Demonstrated ability to exercise a degree of initiative, to work effectively, independently of supervision.
- > Proven ability to determine priorities, meet deadlines and manage workloads.
- > Proven ability to effectively work within a team.
- > Proven ability to work unsupervised.

Experience

- > Demonstrated experience working with personal computers and use of the MS Office suite of software and Freedom of Information Management System.
- > Proven experience in the provision of a confidential, efficient and effective administrative service and good customer service.
- > Demonstrated experience in records management and the use of records management tools.

Knowledge

- > Demonstrated sound knowledge of *Freedom of Information Act 1991* and related processes required in management of applications.
- > Sound knowledge of the *Health Care Act 2008* in relation to disclosure of information.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Accredited Freedom of Information Officer training.
- > Vocational qualifications in Medical Administration/Records Management or other relevant studies.

Personal Abilities/Aptitudes/Skills

- > Confidence and skill in communicating with consumers
- > Ability to assess changing work situations and to recommend procedural changes to meet developing and future needs.

Experience

- > Experience working within a multi-disciplinary team within a health care environment.
- > Experience in the processing of applications under the *Freedom of Information Act 1991*.
- > Experience in a medical records environment.

Knowledge

- > Knowledge of medical terminology.
- > Knowledge of the *Freedom of Information Act 1991*.
- > Knowledge of Information Sharing Guidelines.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing.

The legal entities include but are not limited to Department for Health and Wellbeing, Central Adelaide Local Health Network, Northern Adelaide Local Health Network, Southern Adelaide Local Health Network, Women's and Children's Health Network, Barossa Hills Fleurieu Local Health Network, Eyre and Far North Local Health Network, Flinders and Upper North Local Health Network, Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network, Yorke and Northern Local Health Network and SA Ambulance Service.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Limestone Coast Local Health Network:

Residents within the Limestone Coast Local Health Network have access to a wide range of health care services. The Limestone Coast region covers a large geographical area which consists of the Upper and Lower South East, and extends all the way to the Victorian border.

Services provided within the South East region include accident and emergency, day and inpatient surgery, aboriginal health, obstetric services, community health and aged care services.

We have Health facilities located within Mount Gambier, Bordertown, Kingston, Millicent, Naracoorte and Penola. The links below can be used to navigate to detailed information on the different Hospital and Aged Care sites, as well as Country Health Connect.

The health units within the Limestone Coast LHN have dedicated and experienced staff who strive to meet the needs of the community by providing the highest level of health care.

Values

LCLHN Values

The values of LCLHN are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

Integrity	<ul style="list-style-type: none"> > We know integrity involves not only doing what is right when everyone knows, but also when no one is watching > We recognise the importance of our work and display a high standard of professionalism > We do what we say and say what we mean
Honesty	<ul style="list-style-type: none"> > We engage in open, clear and honest communication > We are transparent and truthful in our actions > We acknowledge our strengths, limitations and mistakes and learn from these for improvement
Courage	<ul style="list-style-type: none"> > We have the courage to speak up and respectfully challenge others > We are committed to being a high performing team and support a culture that fosters continued progress and growth > We show resilience in the face of adversity
Care	<ul style="list-style-type: none"> > We provide compassionate, appropriate and safe care in a supportive and nurturing environment > We partner with consumers, family members and carers to help them make decisions and support them along the care continuum > We create a culture of care where staff are supported and positively engaged in their work
Respect	<ul style="list-style-type: none"> > We seek to understand and value others by putting ourselves in their shoes > We listen attentively, communicate openly and act without judgement > We recognise and welcome diversity within our community and our staff

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Aboriginal Health

SA Health acknowledges culture and identity as being integral to Aboriginal health and wellbeing and is committed to improving the health of Aboriginal people.

SA Health vision for Reconciliation is the gap is closed on Aboriginal health disadvantage; and Aboriginal people share the same rights, respect and access to opportunities and benefits as all South Australians.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date: