

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	Co-Manager - Freedom of Information
<b>Award Classification:</b>	HS4 / Health Professional Grade 3 (Dual-EBA Advertisement)
<b>Award / Agreement Name:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025 / Victorian Public Health Sector (Health Professionals) Enterprise Agreement
<b>Position Reports to:</b>	Associate Program Director - Health Record Service and Privacy

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high-quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs. *‘Being part of Eastern Health is being part of a welcoming team of healthcare experts’* is achieved through Eastern Health’s strategic goal of HEALTHIER TOGETHER.



## 1. POSITION PURPOSE

This position is responsible for the overall management and strategic direction of the Eastern Health Freedom of Information (FOI) Service. The role ensures that all systems and processes support the provision of FOI services in accordance with the *Freedom of Information Act 1982 (Vic)*. Working in close collaboration with the Co-Manager - Freedom of Information and the Information Release Operations Manager, this position provides specialist leadership to the FOI team and supports the Associate Program Director - Health Record Service and Privacy to ensure seamless service continuity and the consistent application of legislative standards across the organisation.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- In collaboration with the Operations Manager - Information Release, provide functional direction, and assistance to FOI Administrative Assistants, and direct management to FOI Officers, to ensure a high-performing and cohesive team environment across the service.
- Provide daily supervision of FOI Officers, including chairing weekly team huddles, monitoring work allocation, and tracking KPIs to meet statutory timeframes.
- Manage rosters and maintain Optima for FOI Officers, while assisting the Operations Manager - Information Release with rostering and leave management for FOI/Information Release Administrative staff. This includes the monitoring of ADO and annual leave accruals, and assuming full management of all service rosters during the absence of the Operations Manager - Information Release.
- Work closely with the Co-Manager (FOI) and the Operations Manager - Information Release to manage service recruitment, selection, performance management and performance appraisals.
- Respond to service complaints via VHIMS and implement risk mitigation strategies to improve service-wide performance.
- Assist in covering staff absences and mitigating backlogs by processing FOI requests during periods of leave.
- Regularly audit staff performance, released files, and database entries to ensure duties are performed accurately, and in accordance with professional standards and the *Freedom of Information Act 1982 (Vic)*.
- Process FOI requests received across Eastern Health, including complex non-patient (Corporate/employee) and highly sensitive Eastern Centre Against Sexual Assault (ECASA) requests.
- Act as the central contact point for all OVIC correspondence, including reviews, complaints, and professional standards compliance. This involves preparing high-level draft responses for review by Legal Counsel in relation to regulatory inquiries, decision reviews, and formal complaints.
- Lead the development, review, and implementation of training packages, guidelines, and procedures to ensure high-quality onboarding and service delivery.
- Initiate and lead the review and potential transition of the HISFOI database (nearing end-of-life) to a modern and efficient system for managing information requests.

- Act as the primary escalation point for complex FOI disputes and support the Associate Program Director in briefing the Co-Director - Information Integrity and Legal Counsel on high-risk matters.
- Regularly audit processes and procedures to identify delays and mitigate bottlenecks to improve service efficiency, turnaround times, and statutory compliance.
- Lead the collection, analysis, and reporting of annual Freedom of Information statistics for both the Eastern Health Annual Report and the OVIC annual report tabled in the Victorian Parliament, ensuring all data is accurate, and submitted within statutory timeframes.
- Support the Operations Manager - Information Release in coordinating responses to the Coroner, Police, and Child Protection (DFFH), and complex queries from law firms and the public.
- Liaise effectively with a wide range of internal and external stakeholders - including consumers, legal firms, and patients.
- Oversee the collection, reconciliation, and deposit of FOI fees, ensuring all service charges are updated annually on 1 July in accordance with the *Monetary Units Act 2004* (Vic).
- As required, assist the Operations Manager - Information Release when required with internal legal requests for information to support Corporate Counsel and insurers (e.g., VMIA) in matters of potential litigation, medical negligence claims, and other regulatory obligations.
- Ensure all disclosures and record-keeping practices comply with the *Health Records Act 2001* (Vic), *Privacy and Data Protection Act 2014* (Vic), *Health Services Act 1988* (Vic), *Mental Health and Wellbeing Act 2022* (Vic), *Family Violence Protection Act 2008* (Vic), and relevant PROV standards.

### 3. SAFE PRACTICE AND ENVIRONMENT

Eastern Health is a child safe organisation, committed to promoting the wellbeing and cultural safety of Aboriginal children, children with disabilities and all children in their diversity. More information [here](#).

#### Occupational Health and Safety

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the *Occupational Health and Safety Act 2004* (Vic) and the *Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013* (Vic).

### 4. TRAINING AND DEVELOPMENT

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem-solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

## **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high-quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centred care.

## **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff must maintain the highest standards of confidentiality and are bound by the *Privacy and Data Protection Act 2014 (Vic)*, the *Health Records Act 2001 (Vic)*, and Section 141 of the *Health Services Act 1988 (Vic)* regarding the non-disclosure of patient information.

## **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour, and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

### **Our commitment to Diversity, Equity & Inclusion**

Eastern Health is committed to creating a diverse and inclusive environment that welcomes and values all people. We recognise that diversity is essential in ensuring Eastern Health provides the best service to its consumers.

Aboriginal and/or Torres Strait Islander peoples, people from the LGBTIQ+ community, people living with disability and those from a culturally and linguistically diverse background, are strongly encouraged to apply.

For more information, please [click here](#).

## **8. PERFORMANCE DEVELOPMENT**

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor.

The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. NOTE

*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.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Healthcare workers are strongly recommended to follow COVID vaccination recommendations provided in the [Australian Immunisation handbook \(based on ATAGI advice\)](#). Seasonal vaccination against influenza is a mandatory requirement of this role and employment is conditional on this being up to date prior to employment.*

Signed: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

Manager \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_/\_\_\_/\_\_\_

ATTACHMENT 1

KEY SELECTION CRITERIA

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Essential

**Experience & Specialist Knowledge:**

- **Extensive FOI Experience:** Proven expertise in processing and managing Freedom of Information requests in a multifaceted environment, experience within the Victorian public health legislative framework will be highly regarded.
- **Management & Accountability:** Proven experience in staff supervision, including the ability to audit work for accuracy and manage performance or conduct issues.
- **Legislative Expertise:** Advanced proficiency in interpreting and applying the *Freedom of Information Act 1982* (Vic) and the *Health Records Act 2001* (Vic).
- **Service Improvement:** Demonstrated ability to identify and implement service efficiencies.

**Leadership & Management**

- **Staff Leadership:** Proven experience in the direct management of staff, including recruitment, orientation, mentoring, and formal performance development.
- **Collaborative Leadership:** Demonstrated ability to work effectively in a job-share or close partnership leadership model.

- **Resource Management:** Experience monitoring team KPIs and managing workforce requirements, including leave liabilities and rosters.

### **Communication & Problem Solving**

- **Stakeholder Engagement:** Excellent interpersonal and negotiation skills, with the ability to liaise effectively with a wide range of internal and external stakeholders - including consumers, legal firms, the Police, and patients.
- **Complex Case Handling:** Demonstrated judgment in managing highly sensitive or non-standard requests, such as corporate records or sexual assault (ECASA) files.
- **Strategic Thinking:** Experience in system reviews (database transitions) and process benchmarking.
- **Judgement:** Experience in applying sound judgement to complex issues and knowing when to seek assistance from or escalate to others.

### **Desirable**

- **Legal Industry Background:** Previous experience in a legal or quasi-legal environment (e.g., Paralegal, Court Administration, or Legal Assistant) is highly desirable.
- **Tertiary Qualification:** Degree-level qualification in Health Information Management, Law, or a related field.
- **Medical Terminology:** Working knowledge of medical terminology to support accurate clinical record review.
- **Systems Proficiency:** Experience with iPM, Cerner (EMR), VHIMs, InfoMedix, and other clinical information systems.
- **Public Records Standards:** Understanding of the *Privacy and Data Protection Act 2014* (Vic), the *Public Records Act 1973* (Vic), and associated Public Record Office Victoria (PROV) standards for retention and disposal.

### **Aboriginal & Torres Strait Islander Candidates**

*Eastern Health's Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.*

*An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways. Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)*