

Eastern Health

POSITION DESCRIPTION

Position Title:	Team Leader, Information Release
Award Classification:	HS3
Award / Agreement Name:	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2025
Position Reports to:	Operations Manager, Information Release

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

The Team Leader - Information Release is responsible for the day-to-day leadership and coordination of the Information Release Service, including the Release of Information (ROI) and Information Release functions.

Release of Information (ROI) relates to the release of health information and medical records for continuity of care purposes, including requests from hospitals, general practitioners, specialists and other healthcare providers involved in a patient's treatment and care.

Information Release relates to the release of information outside of continuity of care and Freedom of Information processes, including requests from Victoria Police, courts, legal representatives, Child Protection, the Coroner's Court, government agencies, patients and other authorised third parties.

The Team Leader provides operational leadership and support to staff, ensuring requests are managed accurately, efficiently and in accordance with legislative, privacy and organisational requirements. The role supports staff in navigating complex information release matters, promotes consistent and lawful decision-making, and works closely with the Operations Manager - Information Release, Corporate Counsel and other stakeholders to ensure information is released appropriately.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Leadership and Team Management

- Provide day-to-day leadership, supervision and support to the ROI and Information Release teams.
- Coordinate daily work allocation, monitor team workloads and track KPIs for both ROI and Information Release.
- Review and monitor resource allocation across the teams and support knowledge and skill transfer between staff.
- Provide guidance and support to staff regarding complex, sensitive or high-risk requests.
- Lead and organise team meetings for the ROI and Information Release teams.
- Assist with staff training, onboarding, mentoring and performance development.
- Support the Operations Manager - Information Release with workforce planning, recruitment, leave management and performance matters.
- Contribute to a positive, collaborative and high-performing team culture.

Service Delivery

- Oversee the processing of ROI and Information Release requests to ensure requests are managed accurately, lawfully and within required timeframes.
- Provide guidance to staff on what information can and cannot be released, including when legal, privacy or senior management advice is required.
- Establish, maintain and review procedures and processes to support timely, consistent and lawful information release.
- Review, monitor and respond to requests from the Coroner's Court, Victoria Police, Child Protection, courts, legal representatives, government agencies, patients and other authorised third parties.
- Provide guidance regarding subpoenas, summonses, warrants and other formal or urgent requests for medical records and patient information.
- Liaise with courts, legal representatives, police, Child Protection, government agencies, clinicians, managers, patients and other stakeholders as required.
- Act as an escalation point for complex or sensitive information release matters.
- Seek advice from Corporate Counsel, the Family Violence team, the Operations Manager - Information Release, the Co-Manager Freedom of Information, and/or the Associate Program Director - Health Record Service and Privacy where required.

- Support the Operations Manager - Information Release in ensuring all information release practices comply with relevant legislation, organisational policies and privacy requirements, including the *Health Records Act 2001 (Vic)*, *Health Services Act 1988 (Vic)*, *Mental Health and Wellbeing Act 2022 (Vic)*, *Privacy and Data Protection Act 2014 (Vic)*, and the Family Violence Information Sharing Scheme under Part 5A of the *Family Violence Protection Act 2008 (Vic)*.
- Fulfil and perform other duties as directed by the Operations Manager - Information Release.
- The primary work location is Maroondah Hospital, with a requirement to work at other Eastern Health sites as required or directed.

Quality Improvement

- Develop, review and monitor service KPIs and assist in developing strategies to address performance gaps in conjunction with the Operations Manager - Information Release.
- Monitor, collate and report daily statistics for ROI and Information Release activity.
- Review requests, workflows and service data to identify patterns, delays, risks and opportunities for improvement.
- Develop, review and maintain procedures, guidelines, workflows and training resources to support consistent service delivery.
- Identify and support service improvement activities, including opportunities to improve systems and digital workflows.
- Conduct annual GP satisfaction surveys, if required.
- Promote continuous learning, quality improvement and best practice across the ROI and Information Release teams.

Collaboration

- Work collaboratively with the Operations Manager - Information Release, Co-Manager Freedom of Information, Associate Program Director – Health Record Service and Privacy, Corporate Counsel, Family Violence team and other key stakeholders.
- Foster effective working relationships across clinical, operational, legal and corporate services.
- Provide advice and support regarding information release and disclosure requirements across the organisation.

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 Compensation (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

- Demonstrated experience supervising staff, coordinating workloads and supporting effective team performance.
- Experience working in health information, medical records, information release, administration, legal, privacy or a related environment.
- Experience managing competing priorities and working to deadlines.
- Experience contributing to service improvement activities, including reviewing processes and identifying opportunities to improve workflow, quality or timeliness.

Knowledge and Skills

- Demonstrated understanding of privacy, confidentiality and information release obligations in a health service environment.
- Knowledge of, or ability to quickly develop knowledge of, legislation relevant to information release in the Victorian public health sector, including the *Health Records Act 2001 (Vic)*, *Health Services Act 1988 (Vic)*, *Privacy and Data Protection Act 2014 (Vic)*, *Mental Health and Wellbeing Act 2022 (Vic)* and *Family Violence Protection Act 2008 (Vic)*.
- Excellent organisational and time management skills, including the ability to plan and prioritise own work and the work of others.
- Well-developed written and verbal communication skills, including the ability to communicate professionally with staff, patients, external agencies and members of the public.
- Ability to liaise effectively with a range of internal and external stakeholders, including Police, Child Protection, courts, clinicians, managers and consumers.
- Familiarity with Microsoft Office applications including Word, Excel and Outlook.
- Confidence using digital workflows and assisting others with basic troubleshooting where required.

Personal Attributes

- Demonstrated leadership capability, including the ability to support staff, coordinate work, promote a positive team culture and guide others through competing priorities.
- Strong attention to detail and commitment to accuracy, quality and confidentiality.
- Ability to work effectively both independently and as part of a team.
- Ability to work under pressure and maintain professionalism when managing sensitive or urgent matters.
- Adaptive response to change and willingness to support the future development of the role and service.

Ability to work collaboratively with managers and stakeholders across the Program to achieve service goals.

Desirable

- Previous experience in a team leader, senior administration, supervisory or staff coordination role.
- Previous experience in a Victorian public health service or similar healthcare environment.
- Experience working with clinical information systems such as iPM, Cerner EMR, VHIMS, InfoMedix, My Health Record, CareSync Exchange or equivalent systems.
- Familiarity with legislation relevant to privacy, health information, public records and information release, including the *Health Records Act 2001* (Vic), *Privacy and Data Protection Act 2014* (Vic), *Health Services Act 1988* (Vic), *Public Records Act 1973* (Vic), *My Health Records Act 2012* (Cth), *Privacy Act 1988* (Cth) and related organisational policies and procedures.
- Experience supporting privacy, release of information, health information, quality, risk, audit or complaints processes.
- Experience contributing to training, education, meeting coordination, minute-taking or routine reporting.
- Working knowledge of 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