

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	<b>Freedom of Information/ Information Release Officer</b>
<b>Award Classification:</b>	HS2
<b>Award / Agreement Name:</b>	<b>Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025</b>
<b>Position Reports to:</b>	<b>Freedom of Information/ Release of Information Co-ordinator</b>

### 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



## 1. POSITION PURPOSE

This position is responsible for making decisions on the release of highly sensitive and confidential information, in accordance with legal requirements and timeframes of the Freedom of Information Act 1982 (Vic). They will also process other requests for information in accordance with relevant legislation.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

- Processing FOI requests for medical records and other documents in accordance with the requirements of the Freedom of Information Act 1982 (Vic) (FOI Act). This includes:
  - Checking that requests are valid before they proceed;
  - Initiating and conducting searches for documents;
  - Compiling and assessing relevant documents, including highly sensitive and confidential clinical records;
  - Making decisions under the FOI Act, including the application of any relevant exemptions;
  - Writing decision letters;
  - Liaising with applicants (or their legal representatives);
  - Liaising with clinicians, managers and other staff members within our organisation;
  - Conducting mandatory consultations with individuals and organisations; and
  - Managing and meeting FOI timelines, including seeking extension if required.
- Awareness of relevant privacy legislation including:
  - Health Privacy Principles from the Health Records Act 2001 (Vic);
  - Section 141 of the Health Services Act 1988 (Vic);
  - Mental Health and Wellbeing Act 2022 (Vic); and
  - Information Privacy Principles from the Privacy and Data Protection Act 2014 (Vic).
- Maintaining confidentiality in accordance with legal requirements, including privacy laws and employee obligations.
- Keeping accurate and up-to-date records, using our existing systems.
- Attending meetings as required.
- Contributing to the achievement of Eastern Health FOI Service Key Performance Indicators.
- Providing guidance and support to the FOI Administration Assistants.
- Seeking legal advice (from within our organisation), if needed.
- Assisting in the development and creation of procedures associated with the Freedom of Information processes.
- Performing other duties as directed by the FOI Coordinator or the Associate Program Director, Information Integrity (Privacy Information Release).

## 3. SAFE PRACTICE AND ENVIRONMENT

### 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 and the Workplace Injury Rehabilitation and Compensations (WIRC) Act 2013.

#### **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 centered 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 are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

#### **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.

#### **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.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

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

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

Manager

### 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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<b>Qualifications:</b>
<ul style="list-style-type: none"> <li>• Completion of Office of the Victorian Information Commissioner (OVIC) FOI Training modules desirable.</li> </ul>
<b>Experience:</b>
<ul style="list-style-type: none"> <li>• Experience in processing FOI requests, in accordance with legal requirements and timeframes.</li> </ul>
<b>Knowledge and Skills:</b>
<ul style="list-style-type: none"> <li>• Familiarity with Microsoft products including Word, Excel and Outlook.</li> <li>• Excellent analytical skills.</li> <li>• Excellent attention to detail.</li> <li>• Professional writing skills.</li> <li>• Ability to collate, read, analyse and manage large volumes of information and documentation.</li> <li>• Ability to understand and apply legislation in complex situations, and on a case-by-case basis.</li> <li>• Knowledge of the Freedom of Information Act 1982 (Vic).</li> <li>• Knowledge of privacy legislation that applies to the Victorian public health sector, including the Health Privacy Principles from the Health Records Act 2001 (Vic), the Health Services Act 1988 (Vic), the Mental Health and Wellbeing Act 2022 (Vic), and the Information Privacy Principles from the Privacy and Data Protection Act 2014 (Vic).</li> </ul>
<b>Personal Attributes:</b>
<ul style="list-style-type: none"> <li>• Excellent communication skills including: <ul style="list-style-type: none"> <li>o Ability to write in a professional, clear and succinct way;</li> <li>o Ability to communicate professionally and effectively by telephone;</li> <li>o Ability to communicate professionally and effectively in person (face to face);</li> <li>o Ability to liaise with staff members at all levels within our organisation;</li> <li>o Ability to liaise with a wide range of other people and organisations including Police, Child Protection, courts and members of the public.</li> <li>o Ability to handle requests with compassion and sensitivity, while also being able to deal firmly and calmly with difficult communications.</li> </ul> </li> <li>• Ability to work effectively both independently and in a team environment, and to know when to seek guidance.</li> <li>• Good time Management Skills.</li> </ul>

- Ability to effectively plan and organise own work.
- Ability to work under pressure and towards deadlines.