



ROLE DESCRIPTION

Role Title	Health Information Officer
Classification Code	AS02
Local Health Network	Yorke and Northern Local Health Network Inc.
Hospital / Service / Cluster / RSS	Port Pirie Regional Health
Department/Section / Unit/ Ward	Community and Allied Health Services
Role reports to	Clinical Support Team Leader
Role Created/ Reviewed Date	
Criminal History Clearance Requirements	<input checked="" type="checkbox"/> NPC – Unsupervised contact with vulnerable groups <input type="checkbox"/> DHS Working With Children Check (WWCC) <input checked="" type="checkbox"/> NDIS Worker Screening Please click here for further information on these requirements
Immunisation Risk Category	Category C (Minimal patient contact) Please click here for further information on these requirements

ROLE CONTEXT

Primary Objective(s) of role:

The Health Information Officer is accountable to the Clinical Support Team Leader and works as a member of the Clinical Support Team within the Community & Allied Health Services Division.

The role receives day to day supervision and direction from the Health Information Coordinator and is responsible for the provision of an efficient and effective reception, initial contact, screening and referrals processing service to clients and staff. This involves maintenance of client data and medical records within the Community and Allied Health Services.

Key Relationships/ Interactions:

Internal

Responsible to the Executive Director – Community & Allied Health through the Clinical Support Team Leader

Reports to the Health Information Coordinator on a day to day basis

Challenges associated with Role:

Major challenges currently associated with the role include:

This role provides an efficient frontline reception service to clients and staff in the Community & Allied Health Services Division as well as day to day management of the health service vehicles

Maintains and monitors the movement of staff which contributes to the effective and efficient management of Community Health Services.

The role involves a high level of communication with internal and external customers and a broad range of service providers across the Yorke & Northern area.

The role may also be required to provide administration support and relief to other positions within the team

Delegations:

Nil

Resilience:

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

Performance Development

It is your responsibility to actively participate in the Performance Review & Development Program which will include a six (6) monthly review of your performance against the responsibilities and key result areas associated with your position and a requirement to demonstrate appropriate behaviours which reflect a commitment to South Australian Public Sector and Yorke and Northern Local Health Network Inc. values and strategic directions.

General Requirements:

*NB References to legislation, policies and procedures includes any superseding versions

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Policies and Procedures 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.
- > 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).
- > SA Information Privacy Principles.
- > Relevant Awards, Enterprise Agreements, *Public Sector Act 2009 (SA)*, *Health Care Act 2008 (SA)*, 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.
- > Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.
- > Health Practitioner Regulation National Law (South Australia) Act 2010.
- > *Mental Health Act 2009 (SA)* and Regulations.
- > *Controlled Substances Act 1984 (SA)* and Regulations.
- > Professional Practice Standards and competencies consistent with area of practice as varied from time to time.
- > SA Health / Yorke and Northern Local Health Network policies, procedures and standard

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:

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

Special Conditions:

*NB Reference to legislation, policies and procedures includes any superseding versions

- > 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 National Police Certificate (NPC).
- > Prescribed Positions under the Child Safety (Prohibited Persons) Act 2016 must obtain a satisfactory Working With Children Check (WWCC) through the Department of Human Services (DHS) Screening Unit.
- > 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 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
- > NPCs and DHS Disability Services Employment Screenings must be renewed every 3 years thereafter from date of issue.
- > WWCCs 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.
- > 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.

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<p>Provide an effective, efficient and confidential Referral intake and Reception Service</p>	<ul style="list-style-type: none"> > Assisting the Health Information Coordinator as directed > Registering, creating and maintaining files for CAHS clients, using both electronic and paper based systems > Providing a referrals screening service and process referrals in an appropriate, efficient & timely manner > Assist with the booking of appointments for services provided through the Community and Allied Health Services > Provide information to clients regarding services available both by Community and Allied Health and external agencies including the processes to access these services > Photocopying and faxing as required. > Contributing to the effective management of the Client Management Engine (CME), Health Track (HT) & My Aged Care (MAC) systems, by collecting and processing client data to ensure accurate maintenance of the system > Coordination of fleet vehicles in conjunction with relevant local and Fleet SA policies and procedures to assist in minimising possible Fleet SA fees/penalties associated with vehicles. Includes bookings for use as well as scheduling of cleaning, repairs and maintenance, following up issues with vehicles, annual check of first aid kits and collection of key wallets as returned. Collation of log sheets for taxation purposes. > Answering and referring calls as appropriate, message taking, announcing appointments and providing information on Community Health Services as required. > Responsible for maintaining effective administration support systems for Community and Allied Health > Maintaining a high level of confidentiality at all times in relation to the nature of the work in this position. > Daily security of building as directed > Acting as Fire Warden for Community & Allied Health Services building. > Maintenance of various electronic booking, monitoring and information systems > Monitor workers location and follow up overdue workers in accordance with the Isolated Workers procedure.

OFFICIAL

<p>TEAMWORK & COMMUNICATION</p>	<ul style="list-style-type: none"> > Working positively within a team to achieve team goals.] > Assisting the Clinical Support Team Leader in the identification of team goals > Work positively and harmoniously with other team members to achieve team goals > Ability to contribute to various committees as required on a divisional and organisational basis. > Demonstrate ability for problem solving and communicating with people from a diverse range of backgrounds. > Delivery of culturally sensitive services for Aboriginal people through close working relationships with the Aboriginal Health workers > Participation and assistance in the orientation of new staff as this relates to the Health Service, the Community and Allied Health Services Division the Primary Health Care Team > Participation in the development of policies and procedures which reflect the philosophy of the health service and CHSA
<p>DOCUMENTATION & ADMINISTRATION</p>	<ul style="list-style-type: none"> > Ensure that all documentation is accurate and completed in a professional and timely manner and in accordance with policies and procedures > Demonstrate ability to identify & report all health & safety risks, accidents, injuries, property damage and near misses at the workplace and complete standard documentation in regards to this.
<p>CONTINUOUS IMPROVEMENT QUALITY</p>	<p>Demonstrate commitment to continuous quality improvement through:</p> <ul style="list-style-type: none"> > Participation in and contribution to the development of and participation in quality improvement programs and other health service activities to meet Service and/ Accreditation Standards > Participate and contribute to occupational health safety & welfare activities to ensure a safe work environment for clients, staff and visitors. > Ensuring hazardous work areas or practices are identified and reported.
<p>PERSONAL & PROFESSIONAL DEVELOPMENT</p>	<p>Participate in ongoing personal & professional development through:</p> <ul style="list-style-type: none"> > Attendance at and participation in meetings as required. > Work without direct supervision & to adopt a flexible approach to work routines > Participation in appropriate educational opportunities as required for the role and as identified through the Performance Development Review process and in line with mandatory training requirements. > Development and Maintenance of knowledge and skills relevant to the position through participation in and contribution to workforce development programs. This includes compliance with mandatory training requirements Develop positive communication networks with supervisory staff

CUSTOMER SERVICE	Act in a professional manner at all times when dealing with internal & external customers and service providers by: <ul style="list-style-type: none">> Complying with the requirements of the SA Public Sector Code of Ethics> Positively promoting the organisation both internally and externally> Being prompt and providing courteous service to clients, families, carers and colleagues in a timely and efficient manner.> Maintaining & ensuring client confidentiality at all times through paper based and electronic information access, whilst respecting the client's values & wishes.> Being aware of and respecting the need of colleagues> Delivering services that are sensitive to the cultural background of the consumer.
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Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Demonstrated competency in the use of Personal Computers as it relates to the role
- > Ability to work with limited supervision, manage time effectively and prioritise tasks.
- > Ability to work with limited direction and utilise initiative appropriately.
- > Demonstrated ability to work effectively within a team environment.
- > Well-developed customer service skills that enable appropriate & effective communication with a diverse range of internal and external customers.
- > Ability to use tact and initiative when dealing with difficult or sensitive work situations.
- > Ability to establish and maintain empathy, integrity and confidentiality when dealing with all clients and service providers
- > Ability to deal effectively and appropriately with sensitive situations and information

Experience

- > Previous experience in the provision in data entry
- > Use of a range of Office Equipment
- > Experience in the use of personal computers and Microsoft Office software eg: Word, Excel, Outlook.

Knowledge

- > Demonstrated knowledge of office procedures and practices.
- > Knowledge of Occupational Health Safety & Welfare and Equal Employment Opportunity legislation
- > Knowledge of and commitment to Customer Service principles.
- > Knowledge and understanding of the principles of confidentiality.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

Experience

- > Previous experience in provision of customer support and service
- > Previous experience with CME (Client Management Engine) & Health Track
- > Relevant experience in a health or health related role

Knowledge

- > Basic knowledge of medical terminology
- > Knowledge of Medical Records system including general retention and disposal requirements
- > Knowledge of Health Service policies and procedures
- > Knowledge of services available to assist clients in the Yorke & Northern area with health and health related problems

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 Ageing and the Minister for Mental Health and Substance Abuse. The legal entities include but are not limited to Department for Health and Ageing, 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, 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.

Health Network/ Division/ Department:

Local Health Networks aspire to be the best provider of rural and remote health services in Australia. LHN's through the inspiration and hard work of its people, deliver high quality and innovative health services to improve health outcomes for country South Australians. LHN's deliver a comprehensive range of health services in hospital and community settings according to population needs. It focuses on integrating its service delivery with metropolitan hospitals and other service providers in country locations. The safety and quality of health services in country South Australia is of primary importance. LHN's participate in rigorous national accreditation processes and engage local community members to provide insight and knowledge of the needs of consumers and potential strategies to achieve the best service.

The Clinical Support Team provides referrals intake and reception services for Port Pirie GP Plus. The Clinical Support Team also provides administration support services to Yorke & Northern Local Health Network.

Values

SA Health Values

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

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA 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: