



Role Description

Job Ad Reference	H24CHQ576167	Classification	AO4
Role title	Release of Information Officer	Salary	\$3,380.20 - \$3,724.00 per fortnight
Status	Temp 6 Months	Closing date	Wednesday 17 July 2024
Unit/Branch	Health Information Access		
Division/ Hospital and Health Service	Children's Health Queensland Hospital and Health Service	Contact Name	Renee Oswin
Location	South Brisbane	Contact Number	(07) 3068 2398

About Children's Health Queensland Hospital and Health Service

Children's Health Queensland Hospital and Health Service (CHQ HHS) is a recognised leader in paediatric healthcare, teaching and research. With a dedicated team of more than 4,500 people, our point of difference is in the way we provide care to children, young people and their families every day. This is through our steadfast commitment to providing patient and family-centred care at every level of our service and our continuous drive for service and operational excellence.

Our Vision

Leading life-changing care for children and young people - for a healthier tomorrow.

Our Purpose

To offer the best: safe, expert, accessible child and family-centred care for children and young people.

Our Values

Respect – teamwork, listening, support - *We listen to others*

Integrity – trust, honesty, accountability - *We do the right thing*

Care – compassion, safety, excellence - *We look after each other*

Imagination – creativity, innovation, research - *We dream big*

For further information please visit the [CHQ HHS](#) website.

Your Opportunity

The Release of Information Officer assists with the coordination of all requests to access and release of patient, staff and Health Service information in accordance with relevant legislation and Queensland Health (QH) policies for Children's Health Queensland Hospital and Health Services (CHQ HHS) in addition to supporting management of Health Information Access as a whole.

Your Role and Responsibilities

You will fulfil the accountabilities of this role in accordance with the CHQ HHS core values and as outlined below.

- Assess requests for information received and determine the relevant Acts and mechanism of release for each request.
- Liaise with clients/patients regarding the provision of information and all necessary requirements for request compliance.
- Provide assistance with the compilation and preparation of health records requested under the Right to Information Act 2009/Information Privacy Act 2009 and Compulsory Third Party.
- Maintain an accurate detailed record of all liaison activities and correspondence relating to each request and maintain an effective follow-up system on all requests received.
- Verify identity of enquirer and release confidential patient information in accordance with hospital policy and statutory requirements.
- Oversee completion of information release requests from agencies outside Queensland Health within appropriate timeframes or as specified by legislative procedures.
- Manage and compile statistical information as required.
- Prepare in a timely manner, various Monthly, Quarterly and Annual reports ensuring a high standard of presentation.
- Provide assistance to the Manager Health Information Access and RTI/IP Decision Maker when required.
- Provide ethical decision making in the achievement of organisational goals.
- Other duties as delegated by line manager.

Position Reports To

- Reports directly to the Manager Health Information Access.

Staffing and Budgetary Responsibilities

Nil requirements

Qualifications/Professional Registration/Other Requirements

- There are no mandatory qualifications or requirements for this position. However, CHQ HHS values the enhanced work performance which may be gained from the expanded knowledge base and skills acquired during formal tertiary training and encourage both existing and potential staff to participate in lifelong learning.
- Queensland Health has a pre-engagement screening policy that is another step towards protecting patients, employees and the wider community.
- It is a condition of employment for this role for the employee to be, and remain, vaccinated against the following vaccine preventable diseases during their employment ([Health Employment Directive No. 01/16](#)):
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- measles, mumps, rubella (MMR)
- varicella (chicken pox)
- pertussis (whooping cough)

How will you be assessed?

You will be assessed on your ability to demonstrate the following key attributes against our [values](#). Within the context of the '**Your Role and Responsibilities**' described above, the ideal applicant will be able to demonstrate the following:

- Possession of ability to understand the Hospital and Health Boards Act 2011, Right to Information/Information Privacy Act 2009 and an ability to interpret and understand the range of other Acts and Regulations which impact on release of patient information with specific relevance to paediatrics and young people.
- Demonstrated high level interpersonal and written communication skills which reflect the ability to liaise effectively, diplomatically and discretely with all elements, at all levels, of the HHS, Qld Health, other government and non-government agencies, community organisations and members of the public.
- Proven ability and experience in effectively managing and prioritising the administrative functions and associated activities for a busy and complex unit including the ability to initiate, determine and follow-up work priorities within mandated and tight deadlines.
- Proven ability to utilise a high degree of initiative, decision making skills and negotiation skills and reliability in operating independently with minimal guidance and direction.
- Advanced knowledge and demonstrated proficiency in contemporary computer software applications, including Microsoft Office, Calendar Applications (such as Outlook) and Internet Applications. Advanced knowledge of, or ability to rapidly acquire knowledge of Qld Health computer software applications such as HBCIS.

Your Application

1. **A written response of no more than 2 pages** addressing your ability to meet the requirements of the role listed under 'How will you be assessed?' and within the context of the 'role and responsibilities'.
2. **Your current CV or resume**, including two referees that can attest to your performance and conduct in the workplace. Referees should have a thorough knowledge of your capabilities, work performance and conduct within the previous two years, and it is preferable to include your current/immediate/past supervisor. By providing the names and contact details of your referee/s you consent for these people to be contacted by the selection panel. If you do not wish for a referee to be contacted, please indicate this on your resume and contact the selection panel chair to discuss.
3. **Application form** (only required if not applying online).

Additional Information for Applicants

- For details regarding salary information, leave entitlements, flexible working arrangements and other benefits please refer to the attached Applicant Information and Guide or visit the [Queensland Health](#) website.
- All relevant health professionals (including registered nurses and medical officers) who in the course of their duties formulate a reasonable suspicion that a child or youth has been abused or neglected in their home/community environment, have a legislative and a duty of care obligation to immediately report such concerns to Child Safety Services, Department of Communities.

- Pre-employment screening, including criminal history and disciplinary history checks, may be undertaken on persons recommended for employment. Roles providing health, counselling and support services mainly to children will require a Blue Card.
- Employees who are permanently appointed to CHQ HHS may be required to undertake a period of probation appropriate to the appointment.
- Applicants will be required to give a statement of their employment as a lobbyist within one month of taking up the appointment. Details are available at the [Public Service Commission Lobbyist Disclosure Policy](#)
- Applicants may be required to disclose any pre-existing illness or injury which may impact on their ability to perform the role. Details are available in [Section 571 of the Workers' Compensation and Rehabilitation Act 2003](#).
- Hepatitis B vaccination or proof that you are not susceptible to hepatitis B is a condition of employment for all staff that will have direct contact with patients of who in the course of their work may be exposed to bodily fluids/blood or contaminated sharps.
- Roles that interact face-to-face with patients; or the work location is in a clinical area such as a ward, emergency department or outpatient clinic; or frequently or regularly requires attendance in clinical areas require evidence of vaccination or proof that you are not susceptible to these vaccine preventable diseases:
 - Measles, mumps, rubella (MMR)
 - Varicella (chicken pox)
 - Pertussis (whooping cough)
 - Hepatitis B

NOTE that subsequent evidence must be provided of future vaccination in respect of pertussis (whooping cough) as recommended in *The Australian Immunisation Handbook*.

- Travel may be a requirement.
- Applications will remain current for 12 months and may be considered for other vacancies which may include an alternative employment basis (temporary, full time, part time).

ORGANISATIONAL CHART

