



# Role Description

<b>Job Ad Reference</b>	H24CHQ576168	<b>Classification</b>	AO3
<b>Role title</b>	Health Information Access Support Officer	<b>Salary</b>	\$2,864.10 - \$3,185.10 per fortnight
<b>Status</b>	Temp Full Time – 6 months possibility of extension	<b>Closing date</b>	Wednesday 17 July 2024
<b>Unit/Branch</b>	Health Information Services		
<b>Division/ Hospital and Health Service</b>	Children's Health Queensland Hospital and Health Service	<b>Contact Name</b>	Renee Oswin
<b>Location</b>	South Brisbane	<b>Contact Number</b>	07 3068 4842

## 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 3,900 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 Health Information Access Support Officer provides a high level, efficient, confidential and professional administrative support to the Health Information Access Unit.

## Your Role and Responsibilities

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

- Assume general administrative responsibilities as required to contribute to the daily operations of the Health Information Access Unit.
- Administer release of patient information in accordance with relevant hospital procedures and Queensland Health requirements including interpreting and communicating patient information contained within the medical record and other hospital information systems to authorised external enquirers.
- Verify identity of enquirer and release confidential patient information in accordance with hospital procedure and statutory requirements.
- Liaise with all clients/patients regarding provision of information and all necessary requirements for request compliance.
- Work effectively and efficiently as a team member in a changing, high pressured environment with minimal supervision.
- Access information from systems including: HBCIS, PMI, ieMR, Viewer, Auslab, Powerchart, access databases, spreadsheets and word processing systems.
- Prioritise workload effectively and perform duties responsibly in the absence of supervision.
- Plan, prioritise and manage own time to produce results within designated timeframes.
- Provide assistance to the Manager Health Information Access and RTI/IP Decision Maker when required.
- Other duties as delegated by line manager.

## Position Reports To

The Health Information Access Support Officer reports to:

- Manager Health Information Access

## Staffing and Budgetary Responsibilities

- Nil

## Qualifications/Professional Registration/Other Requirements

- Nil

## How will you be assessed?

You will be assessed on your ability to demonstrate the following key attributes. Within the context of the **'Your Role and Responsibilities'** described above, the ideal applicant will be someone who can demonstrate the following:

- Demonstrated ability to provide a high level of administrative support.
- Demonstrated organisation and time management skills and an ability to act innovatively and resourcefully to meet deadlines whilst working efficiently and effectively without direct supervision and within a team environment.
- High level of interpersonal and communication skills by using tact, diplomacy and discretion.
- Ability to maintain strict confidentiality.
- Ability to understand and interpret relevant policy, procedure, legislation and statutory requirements.
- Proficient computer and keyboard skills with knowledge of word processing, database and spread sheet applications.

## Your Application

Please provide the following information for the Selection Panel to assess your suitability:

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

