

Position Description

HealthOne Privacy Compliance Administrator

Reports to
CEO - HealthOne

Business Area
HealthOne (General Partner) Limited Privacy Office

Position Purpose:

Provide helpdesk support to consumers on issues of privacy, confidentiality, and access to health records.
Provide privacy guidance and training to new and existing health care professionals using HealthOne.
Providing privacy support to the HealthOne CEO (HealthOne Privacy Officer).
Maintain support material in line with changing privacy legislation and regulations.
Administer the weekly privacy access audits, investigate, and manage the resolution of the logged access indicators resulting from the audit process.

Dimensions
Direct reports: nil
Budget responsibility: nil

Key Relationships

HealthOne CEO
HealthOne Board
Programme Manager – Implementation
Programme Manager – Technology
All Health provider organisations using HealthOne

HealthOne Product Manager
HealthOne Development Team
HealthOne Senior Project Manager
Pegasus Privacy Officer
HealthOne Privacy Advisor

Key Responsibilities

Administer and maintain the HealthOne privacy audits and monitor policies and process. Analyse results and take appropriate actions.

- Execute the weekly privacy audit reports and follow-up activity.
 - Maintain oversight and manage distribution of HealthOne audit reports being executed by health provider organisations across the system.
 - Privacy Audit Exception outcomes are clearly documented by each district, reported on and able to be easily referred back to when required – especially in the event of a serious breach, incident, independent review or media enquiry.
 - Privacy breaches and breaches of policy are communicated in line with the established Privacy Breach Protocol.
 - Provide regular Privacy governance and risk reporting.
 - Ensure compliance with the requirements of the Privacy Act and Health Information Privacy Code.
 - Work with the Product Manager to ensure that the HealthOne automated privacy audit processes are reviewed and updated where necessary.
 - Ensure the existing privacy audit processes are maintained for accuracy and updates made where required.
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	<ul style="list-style-type: none"> Actively monitor the product data use in alignment with the HealthOne Privacy Framework and purpose(s) of use.
Provide privacy support to health care professionals using HealthOne and HealthOne delivery team.	<ul style="list-style-type: none"> Answer incoming calls and emails related to privacy from consumers. Support and educate health care providers about HealthOne privacy and audit policy and process. New and existing Health care professionals using HealthOne are well supported with privacy support material and any queries they have. Privacy training and support material kept up to date and aligned with HealthOne Privacy Framework and legislation changes.
Handling of patient's privacy requests for HealthOne.	<ul style="list-style-type: none"> Patients provided with support for their privacy queries, and / or audit log information on access to health information relating to them. Appropriate documentation is maintained in order to respond to patient queries in a clear, consistent and timely manner and in accordance with the Privacy Act.
Carry out other tasks as directed.	<ul style="list-style-type: none"> Respond promptly to requests by the HealthOne CEO and HealthOne Privacy Advisor
Continuous Improvement	<ul style="list-style-type: none"> Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
Health and Safety	<ul style="list-style-type: none"> Comply with responsibilities under the Health and Safety at Work Act 2015.

The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the company change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time with your manager subject to provision of appropriate training.

Qualifications and Technical Skills:

Essential

- Familiar with sensitivity and confidentiality required in front line patient contact roles.
- An understanding of the Privacy Act 2020 and Health Information Privacy Code 2020 and its amendments, and the ability to apply legislation where necessary.
- An ability to keep up with privacy legislation and regulatory changes.
- Proficient user of MS Office and advanced computer literacy skills.

Experience:

Essential

- A minimum of 2 years in a similar administrative or compliance position.
- Proven customer service, phone manner and sensitivity to stressed consumers.
- Understanding and awareness of the importance of privacy in the health environment.
- Experience in creating and maintaining well-structured documentation.
- The ability to apply sound processes/systems/procedures/guidelines based on current best practices
- Excellent communication skills, both written and verbal.

Personal Attributes:

- Strong customer service orientation, excellent patient support and service manner.
- Attention to detail, and inquisitive nature.
- Proactive approach to problem identification and great investigative skills.
- A naturally inquisitive nature and strong attention to detail
- Collaborative and team-oriented.
- Effective time management skills.
- A commitment to continued personal development

Treaty of Waitangi HealthOne is committed to the principles of the Treaty of Waitangi.