

Position Description

HealthOne Privacy Advisor

Reports to

Chief Executive Officer - HealthOne

Business Area

HealthOne (General Partner) Limited Privacy Office

Position Purpose:

Ensure helpdesk support is provided to consumers on issues of privacy, confidentiality, and access to health records.

Provide expert privacy advice, guidance and training to the health care professionals using HealthOne LP Products & Services.

Providing expert privacy advice and guidance to the HealthOne CEO (HealthOne Privacy Officer) including for any consultations or proposed upcoming regulatory changes.

Maintain support material in line with changing privacy legislation and regulations.

Oversee the weekly privacy access audits completed by the Privacy Compliance Administrator. Then investigate and manage the resolution of the logged access indicators resulting from the audit process.

Dimensions

Direct reports: Privacy and Compliance Administrator

Budget responsibility: nil

Key Relationships

Internal:

HealthOne CEO

HealthOne Board

HealthOne and ERMS Programme Managers

External:

HealthOne Product Managers

HealthOne and ERMS Development Teams

HealthOne Senior Project Manager

ERMS Programme Manager

Pegasus Privacy Officer

Privacy counterparts across the health system

All Health Provider organisations using HealthOne and ERMS.

Key Responsibilities

Oversee the completion of the HealthOne privacy audits and monitor policies and process. Analyse results and take appropriate actions.

- Ensure the completion of the weekly privacy audit reports and follow-up activity.
- Ensure the existing privacy audit processes are maintained for accuracy and updates made where required.
- Actively monitor the product data use in alignment with the HealthOne Privacy Framework and purpose(s) of use.
- Ensure the HealthOne proximity audits are proactively administered and district exception reports provided to district counterparts for review.
- Ensure the 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.
- Communicate Privacy breaches and breaches of policy in a timely fashion to the HealthOne CEO and addressed appropriately.
- Provide regular Privacy governance and risk reporting.
- Ensure compliance with the requirements of the Privacy Act and Health Information Privacy Code.
- Review consultation and communicate proposed regulatory changes within the Privacy Frameworks
- Work with the Product Manager to ensure that the HealthOne automated privacy audit processes are reviewed and updated where necessary.

Provide expert privacy advice and guidance to health care professionals using HealthOne and HealthOne delivery team.

- Oversee the answering of incoming calls and emails related to privacy from consumers.
- Support and educate health care providers about HealthOne privacy and audit policy and process.
- Ensure Healthcare professionals using HealthOne are well supported with privacy support material and any queries they have.
- Update or create privacy training material and program available.
- Provide preliminary advice and guidance to organisations ahead of coming on board to ensure they meet our high privacy compliance requirements.

Handling of patient's privacy requests for HealthOne.

- Ensure patients are provided with professional support for their privacy queries, and / or audit log information on access to health information relating to them.
- Develop or maintain appropriate documentation 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.

- Respond promptly to requests by the HealthOne CEO, Product Manager and other HealthOne team members.

Continuous Improvement

- Ensure all work, processes and systems are continually assessed and developed from a continuous improvement perspective.
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Health and Safety

- 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

- Relevant qualification and/or experience eg CIPT
 - 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.
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Experience:

Essential

- A minimum of 5 - 6 years in a similar advisory 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.
 - Experience with compiling BPAs & PIAs.
 - The ability to design, develop and implement sound processes/systems/procedures/guidelines based on current best practices
 - Excellent communication skills, both written and oral.
 - Comfortable presenting to a wide range of stakeholders including Directors, clinicians and colleagues
 - Experienced in leading investigations into privacy breaches
 - Line management experience while not essential would be an advantage
 - Health technology experience while not essential would be an advantage
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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
 - Stakeholder management skills to liaise with CEO, external lawyers or Board of Directors when necessary
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