

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: RISK COMPLIANCE AND CONSUMER RECORDS WORKER

<b>Name:</b>		PO Box 1121 Bendigo Central Victoria 3552
<b>Position number:</b>		
<b>Award/Agreement:</b>	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2011 - 2015	<b>Central Site:</b> Ph: (03) 5448 1600 Fax: (03) 5441 4200
<b>Classification:</b>	Administrative Officer Grade 2 - HS2	<b>Eaglehawk Site:</b> Ph: (03) 5434 4300 Fax: (03) 5434 4355
<b>Site:</b>	Central however the position may work from any Bendigo based BCHS site as negotiated	<b>Kangaroo Flat:</b> Ph: (03) 5430 0500 Fax: (03) 5430 0544
<b>Hours per fortnight:</b>	60.8 hours per fortnight	<b>Elmore Primary Health:</b> Ph: (03) 5432 6001 Fax: (03) 5432 6101
<b>Tenure:</b>	Ongoing	
<b>Position description developed:</b>	May 2018	
<b>Responsible to:</b>	Team Manager - Finance and Compliance	

## 1. Position Role

The role of the position is:

- Reporting to the Team Manager - Finance and Compliance assist administratively in the identification, mitigation and management of risk and compliance across the organisation.
- Maintain systems to ensure effective risk identification, management, reporting, compliance and review.
- Provide support and work collaboratively with BCHS Managers/Directors/Executive and Health and Safety committee in the areas of risk and incident management and compliance in order that responsible staff can fulfil their risk and compliance obligations and maintain a safe and healthy work environment.
- Assist in identifying and report emerging risks through the ongoing review and monitoring of legislative policy and procedure change, BCHS system reporting and managers/teams environmental scanning.
- Assist in BCHS accreditation processes with regard to policy, procedure and compliance matters, including audits as required.

## 2. Position Responsibilities

The responsibilities of the position are:

- Maintain BCHS risk, legislative compliance, policy and procedure and incident management systems.
- Assist BCHS Managers/Directors/Executive in the development and regular review of organisational policies and procedures.

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- Maintain regular operational reporting to management and committees in relation to any outstanding or pending legislative compliance, policy and procedure, incident related issues, changes or scheduled reviews.
- Coordinate routine scheduled and ad-hoc reviews in conjunction with BCHS management and provide reporting for Senior Management and the Board as required.
- Administration of BCHS consumer information request processes to ensure compliance with legislative and policy requirements including,
  - Developing an understanding of various Consumer Record Obligations, including
    - Health Records Act
    - Freedom of Information
    - Coroner's requests
    - Warrants and Subpoenas
  - Review and confirm validity of consumer record requests
  - Ensure internal review of all requested consumer records prior to external communication in conjunction with BCHS management and practitioners
  - Timely provision of consumer health records to valid requestors
  - Appropriate billing and invoicing for record collation, review and distribution
- Coordination of BCHS Staff Health and Safety committee meetings.
- Provide reporting and input to BCHS Health and Safety committee as required.

### 3. The Role of the Team

The Finance and Compliance team provides high quality financial management and managerial support services to BCHS staff and external customers and suppliers with an emphasis on ongoing improvements to efficiency, effectiveness and compliance. Team responsibilities include, financial transactions, internal support to queries from staff, end of month financial reconciliations, risk management and administration support to managerial staff, compliance review, auditing and reporting, including regulatory and financial reporting.

### 4. Key Selection Criteria

#### 4.1 Essential

1. Demonstrated experience in working risk, compliance or consumer record or privacy matters.
2. A broad knowledge of risk and compliance principles and/or occupational health and safety matters and/or consumer privacy.
3. Excellent interpersonal skills and communication skills.
4. Personal commitment to promoting equality, diversity and human rights in all aspects of service delivery.
5. The ability to confidentially maintain accurate records in accordance with BCHS procedures.
6. A current Working with Children Check.

#### 4.2 Desirable

1. A qualification in risk or compliance management or related discipline.
2. The ability to build and develop positive relationships with both internal and external clients.
3. Intermediate to high level skills in Microsoft Office programs.
4. Current driver's licence.

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### **5. Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your Manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

### **6. Staff Review and Development (SRD)**

*Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.*

#### **6.1 Self-Management:**

*Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth*

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.

#### **6.2 Communication and Team Work:**

*High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with clients*

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

#### **6.3 Administration and Documentation:**

*Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.*

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

#### **6.4 Learning:**

*Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.*

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

#### **6.5 Position Performance:**

*Demonstrate achievement of negotiated performance indicators specific to your position.*

- Assist BCHS in developing a strong culture of risk management and compliance.
- Demonstrate positive outcomes for BCHS Managers and other staff through your interaction.

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- Monitor and report BCHS risk and compliance requirements to assist the organisation to meet its obligations in an effective manner.

### 6.6 Diversity and Culture:

BCHS treats all people with respect; values diverse perspectives; participates in diversity training opportunities and provides a supportive work environment.

### 6.7 Child Safety

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **ALL** children reach their individual potential.

## 7. Other Essential Requirements

### Staff will:

- Complete a satisfactory Police Check before employment is confirmed, the Police Check will be initiated by BCHS at the expense of the staff member.
- Sign the pre-existing Injury/Disease Declaration.
- Present a copy of your original professional qualifications document or registration (if required).
- Receive and comply with the BCHS Code of Conduct.
- Comply with BCHS Privacy Policy and Procedures.

### BCHS believes that *"Quality is everyone's business, safety is my responsibility"*

Co-operate with and contribute to BCHS Health and Safety procedures and participate in appropriate safety information and education activities as required.

## 8. Other Information

- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.
- BCHS has a commitment to environmental sustainability.

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Approved: Kim Sykes  
Chief Executive Officer

Date: ...../...../.....

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Agreed: Risk Compliance and Consumer Records Worker

Date: ...../...../.....