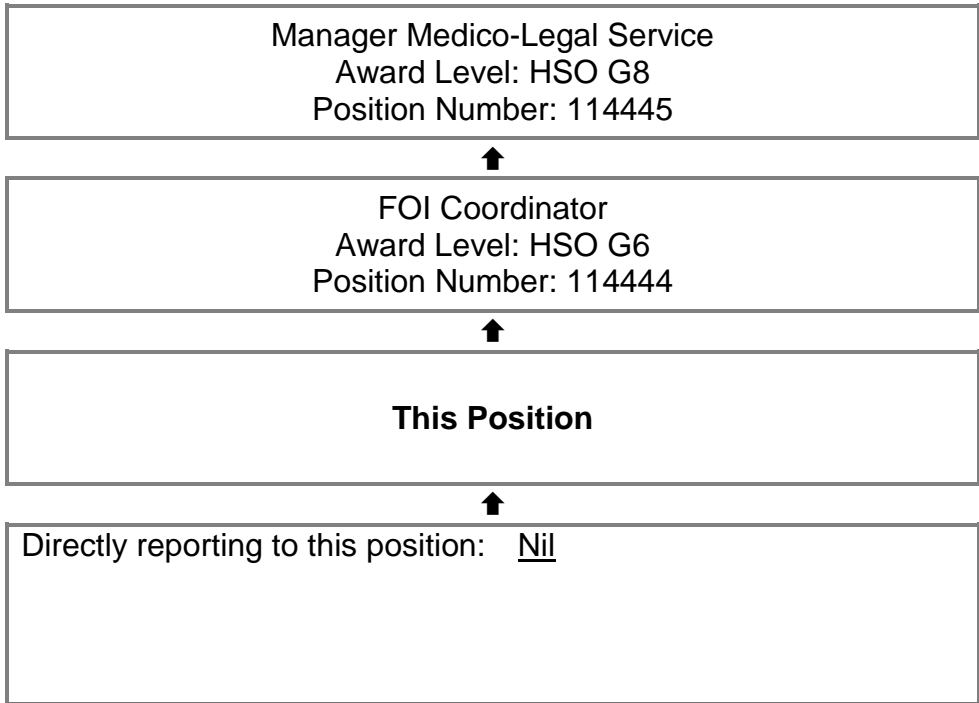




**HSS REGISTERED**

**Freedom of Information Officer**  
**Health Salaried Officers Agreement: HSO Level G3**  
**Position Number: 000295**  
**Medico-Legal Service**  
**Fiona Stanley Fremantle Hospitals Group / South Metropolitan Health Service**

### Reporting Relationships

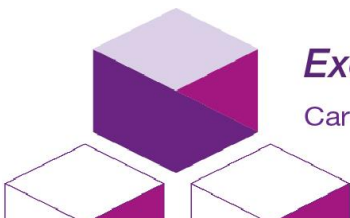


Also reporting to this supervisor:

- FOI Officer, G3, 1.0 FTE
- FOI Clerk, G2, 0.4 FTE

### Key Responsibilities

Coordinate the administration processes for freedom of information and release of information requests to ensure efficient and effective management and compliance with legislative requirements. Primarily based at Fiona Stanley Hospital, this role will also provide backfill / leave relief to the FH FOI Office as required.



*Excellent health care, every time*

Care ■ Integrity ■ Respect ■ Excellence ■ Teamwork

## Brief Summary of Duties (in order of importance)

### 1. Administration and Clerical duties

- 1.1 Assist with the case management of freedom of information (FOI) and release of information (ROI) requests, ensuring all hospital records and relevant documents are located and made available to relevant external agencies and individual applicants.
- 1.2 Review FOI, ROI and legislative requests to identify information requirements.
- 1.3 Undertake a comprehensive search to locate all medical records including radiological and medical imaging, pathology reports, microfiche and any other relevant documents from specialised clinical databases and internal sources.
- 1.4 Ensure that all details relating to FOI and ROI requests are entered on the FOITrack database.
- 1.5 Scan the medical records and save to allocated electronic folders.
- 1.6 Ensure all requests, correspondence and other documentation is filed electronically and kept up to date so that management and reporting requirements are met.
- 1.7 Prioritise incoming correspondence and undertake appropriate follow-up action.
- 1.8 Respond to telephone and email enquiries.
- 1.9 Utilise patient administration systems to determine demographic details, attendance history, current status if applicable and other information as required.
- 1.10 Liaise with external agencies to clarify the scope of their requests.
- 1.11 Utilise well-developed communication skills to manage requests for information received in person or over the phone.
- 1.12 Utilise word processing, spreadsheet and database tools in the preparation of reports and correspondence.
- 1.13 Ensure all confidentiality requirements are met.

### 2. SMHS Governance, Safety and Quality Requirements

- 2.1 Participates in the maintenance of a safe work environment.
- 2.2 Participates in an annual performance development review.
- 2.3 Supports the delivery of safe patient care and the consumers' experience including participation in continuous quality improvement activities in accordance with the requirements of the National Safety and Quality Health Service Standards and other recognised health standards.
- 2.4 Completes mandatory training (including safety and quality training) as relevant to role.
- 2.5 Performs duties in accordance with Government, WA Health, South Metropolitan Health Service and Departmental / Program specific policies and procedures.
- 2.6 Abides by the WA Health Code of Conduct, Occupational Safety and Health legislation, the Disability Services Act and the Equal Opportunity Act.

### 3. Undertakes other duties as directed.

## Work Related Requirements

### Essential Selection Criteria

1. Well-developed administrative and organisational skills, including the ability to use initiative, co-ordinate activities and solve problems.
2. Demonstrated experience with health information practices and procedures.
3. Demonstrated ability to deal with sensitive issues and to maintain strict confidentiality.
4. Highly developed interpersonal skills including the ability to liaise with all levels of staff members, internal and external stakeholders and members of the public.
5. Highly developed oral and written communication skills.
6. Demonstrated ability to use various software applications and patient administration systems.

### Desirable Selection Criteria

1. Knowledge of FOI legislation and processes.
2. Previous clerical experience in a healthcare environment.
3. Current knowledge and commitment to Equal Opportunity in all aspects of employment and service delivery.

### Appointment Prerequisites

Appointment is subject to:

- Provision of the minimum identity proofing requirements.
- Successful Criminal Record Screening Clearance.
- Successful Pre-Employment Integrity Check.
- Successful Pre-Employment Health Assessment.

## Certification

**The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.**

Cathy Shaw	Signature	or	HE03352	Date
<b>Manager / Supervisor Name</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>
Mark Cawthorne	Signature	or	HE126179	Date
<b>Dept. / Division Head Name</b>	<b>Signature</b>	<b>or</b>	<b>HE Number</b>	<b>Date</b>

**As Occupant of the position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.**

Occupant Name	Signature	or	HE Number	Date
Effective Date				

**HSS Registration Details (to be completed by HSS)**

<b>Created on</b>	November 2018	<b>Last Updated on</b>	31 December 2018
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