



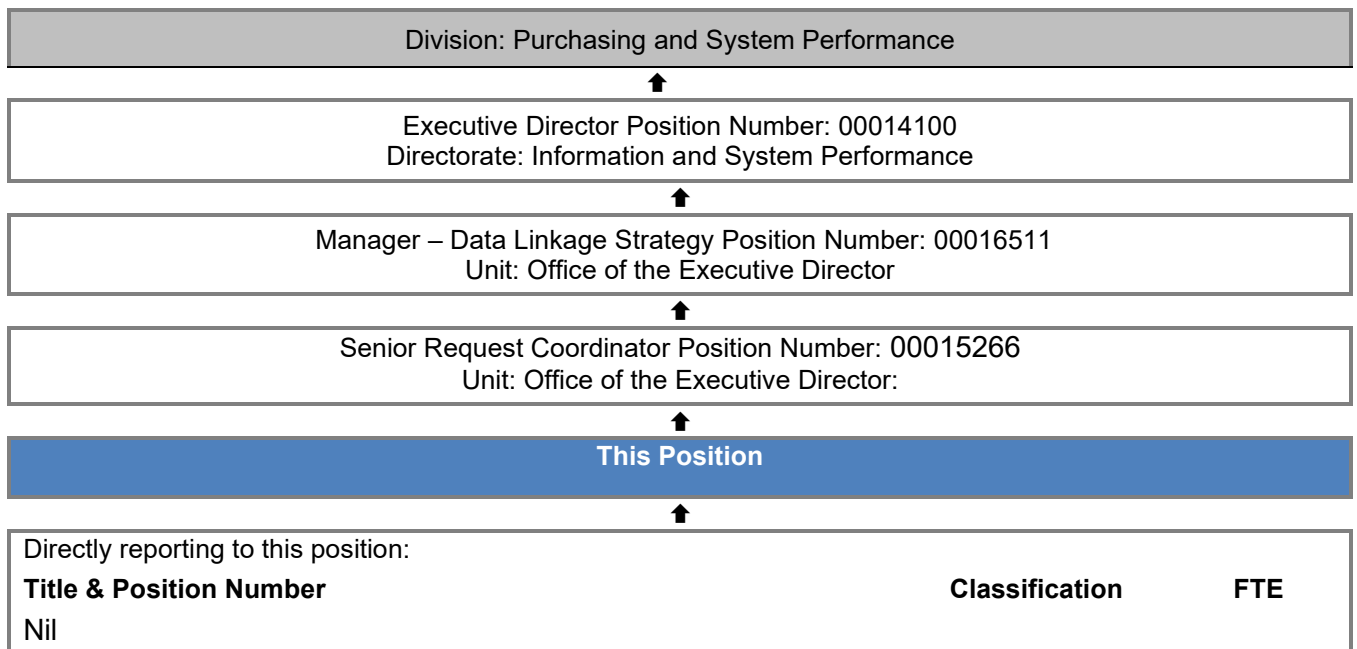
POSITION DESCRIPTION

Position Number	00015337
Position Title	Request Coordinator
Classification	PSO Level 5
Division	Purchasing and System Performance
Directorate	Information and System Performance
Unit	Data and Information Systems
Position Status	Permanent
Award	Public Sector CSA Agreement
Site Location	East Perth

ORGANISATIONAL ENVIRONMENT

Our Vision	A WA health system that delivers safe, high quality and sustainable services that support and improve the health of all West Australians.
Our Mission	To lead and steward the WA health system.
Our Values	Purposeful, Caring, Collaborative, Open, Outcome-focused

REPORTING RELATIONSHIPS



KEY RESPONSIBILITIES

The Request Coordinator provides a customer focused service providing timely facilitation of incoming requests for data. This position liaises across the Directorate in respect to requests for data access, and data and information standards. Contributes to the identification, implementation, maintenance and improvement of client service policies and procedures.

BRIEF SUMMARY OF DUTIES

This section outlines the results and outcomes required of an individual in this position.

Employees are required to undertake all duties and responsibilities in accordance with Department of Health WA Code of Conduct, Policies/Procedures and relevant legislation.

Role-Specific Responsibilities

Coordinates and liaises across the Directorate in respect to requests for data provision and access, KPI based report development, and data and information standards.

Receives, reviews, logs and coordinates responses to requests for access to data, analysis and reports, coordinating checks for compliance with policies, procedures and data governance requirements.

Liaises with Data Managers and Data Custodians for final release of information for approved purposes in a timely manner.

Provides transparent explanations for data and report access requests that are declined.

Assists with the coordination of self-service data access, including coordinating and ensuring compliance with policies pertaining to the access to health information and its dissemination in consultation with Data Custodians.

Maintains knowledge of functions within the Directorate and provides advice and assistance to customers and stakeholders in relation to all aspects of requests for data as required.

Assists with the implementation and maintenance of policies and procedures relating to customer service, making recommendations to the Senior Request Coordinator where process improvement opportunities are identified.

Analysis, Management and Reporting

Assists in monitoring progress of data extraction, quality assurance and delivery for multiple requests simultaneously.

Coordinates and monitors requests for data and data access received by the Directorate and reports progress towards reaching key customer service performance indicators and any related risks and issues.

Liaison, Representation and Stakeholder Development

Contributes to effective consultation processes with stakeholders across the WA health system to facilitate requests for data access, reporting and analysis.

Liaises with clients to ensure that data requests comply with privacy and data governance requirements.

Corporate Responsibilities

Supports an environment of customer focus, excellence in delivery, high performance, and accountability within a team environment that values and recognises the contribution of all members.

Complies with corporate policies and procedures and models expected behaviours aligned with both departmental and broader public sector Codes of Conduct and legislative requirements.

Undertakes other duties as required.

WORK RELATED REQUIREMENTS

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

Essential Selection Criteria
<ol style="list-style-type: none"> 1. Demonstrated experience in coordinating multiple request applications simultaneously with planning and organisational skills and the ability to achieve outcomes. 2. Demonstrated understanding of information management, privacy, and data governance concepts. 3. Ability to work in a team environment and promote an effective collaborative working environment. 4. Effective interpersonal, communication and negotiation skills to influence people and to establish and maintain positive working relationships to achieve outcomes. 5. Good conceptual, analytical and problem solving ability within a complex and evolving technology and business environment.

Desirable Selection Criteria
<ol style="list-style-type: none"> 1. Demonstrated experience working in information management, data requests, or business workflow analysis. 2. Demonstrated ability in Microsoft Office Suite, including Excel formulae, and experience in relevant project software tools such as Microsoft Project, Visio or Diagrams.net.

Appointment Factors	<ul style="list-style-type: none"> – Successful 100 point Identification Check. – Successful Criminal Record Screening Clearance. – Successful Pre-Employment Integrity check.
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CERTIFICATION

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

Manager/Supervisor	Director/Division Head
NAME:	NAME:
SIGNATURE:	SIGNATURE:
DATE:	DATE: