



POSITION DESCRIPTION

STARTTS is committed to Equal Employment Opportunity (EEO) and anti-discrimination policies.

POSITION NUMBER: #1089-2

Date reviewed/created: January 2024

POSITION TITLE: Health Information Compliance Officer

TEAM: Health Information Services

LOCATION: Carramar

AGREEMENT: "NSW (Non-Declared) Affiliated Health Organisations' Health Employees Agreement 2019".

CLASSIFICATION: Health Services Manager – Level 1

A generous salary packaging scheme is also offered.

VACCINATION REQUIREMENT: Category B.

PERIOD OF APPRAISAL: Performance will be assessed within 3 months of commencement and a 6 month probationary/qualifying period will also apply.

Background to STARTTS

STARTTS is a state-wide service funded by the NSW Department of Health and Commonwealth Department of Health to provide high quality assessment, treatment and rehabilitation services to people living in NSW who have experienced organised violence or trauma associated with the refugee experience. STARTTS is an Affiliated Health Organisation (AHO), a Not-for-Profit Organisation whose services are deemed to be part of the NSW public health system.

STARTTS' service provision philosophy is predicated on a bio-psycho-social framework that incorporates a large range of clinical and psycho-social interventions informed by the latest advances in neuroscience and evidence based practice in relevant fields. As such, STARTTS provides a broad range of services including assessment; counselling for all age groups; psychiatric assessment and interventions; family therapy; group interventions; body-focused interventions such as massage, physiotherapy, acupuncture and pain management groups; support groups; programs for children and youth; and various strategies to increase the capacity of support networks and refugee communities to sustain their members.

The focus of the STARTTS' approach is on building capacity and empowering people and communities to take control over their own lives, using a strengths-based approach and building on individual, family, community and cultural strengths.

Background to the Program Area of the Position

The Health Information Services team is primarily responsible for ensuring compliance with Commonwealth and State legislative requirements and NSW Health policies concerning the release of client information, client privacy and client record management. The Health Information Services team also provides expertise in extracting, analysing and presenting client data trends to facilitate evidence-based decision-making concerning complex issues encompassing strategic direction, legislative requirements and health information needs, often with essential planning and financial implications.

ORGANISATIONAL RELATIONSHIPS:

1. Responsible to: Health Information Services Manager
 2. Responsible for: NIL
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ESSENTIAL REQUIREMENTS:

1. Tertiary qualifications in Health Information Management or other health-related disciplines or extensive experience working within a health service environment.
2. Previous extensive experience using client information systems, preferably PAS and EMR systems.
3. Demonstrated experience with handling health information and maintaining client confidentiality.
4. Proven ability to ensure compliance by reviewing literature, legislation, policies and procedures.
5. Demonstrated experience utilising advanced Excel formulas and pivot tables for data reporting.
6. Ability to meet high stakeholder expectations and adhere to tight deadlines.
7. Effective oral, written & interpersonal communication skills and proficiency in the use of Microsoft Office.
8. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.

DESIRABLE REQUIREMENTS:

1. Experience with using dashboard-style reporting software, such as Power BI.
2. Current unrestricted NSW Class C driver's licence and be able to travel as required to fulfil the role's responsibilities.

*This position is not considered child-related employment and will require a National Police Check.

VACCINATION REQUIREMENTS

***This role is a Category B role.** Category B workers must have two doses of an approved COVID-19 vaccine.

If successful you must provide evidence of vaccination. (The annual Influenza vaccination as well as vaccination for other transmissible diseases are strongly encouraged but not mandatory).

Should you not be able to comply with vaccination requirements before your commencement date, the offer of employment may be withdrawn.

If you have a medical reason for why you cannot be vaccinated, a medical contraindication evidence will be required.

BRIEF DESCRIPTION OF ROLE

This role is responsible for providing essential support to ensure that the documentation of health information at STARTTS meets the relevant Commonwealth and State legislative requirements, NSW Health Policies, FASSTT data requirements, and local STARTTS policies and procedures.

Additionally, the role involves conducting routine documentation audits and presenting the findings to the staff, Team Leaders and Coordinators.

PRIMARY OBJECTIVES:

1. Ensure compliance with relevant National and State health information legislation and policies in the STARTTS environment.
2. Assist the Health Information Services Manager and STARTTS with continual improvement exercises for the Health Information Services program.
3. Review available health data and identify areas for improvement for the Health Information Services Manager and relevant Team Leaders and Coordinators.
4. Provide valuable feedback to the Health Information Systems Officer regarding areas where additional training for PAS and EMR is required.
5. Improve the staff's comprehension and acknowledgement of health information standards.
6. Act as the Health Information Systems Officer during expected and unexpected absences.

PRIMARY DUTIES:

1. Documentation Audits

- 1.1. Conduct weekly audits of individual and group records to ensure proper documentation at STARTTS.
- 1.2. Issue achievement certificates for records that meet the STARTTS benchmark.
- 1.3. Identify areas of non-compliance and suggest improvements to the relevant staff, Team Leaders, and Coordinators.
- 1.4. Weekly summary reports of audit results should be completed and distributed to relevant Coordinators and Senior Management.
- 1.5. Prepare quarterly summary reports of audit results and present key findings at Staff Meetings.
- 1.6. Gather employee feedback to identify reasons for non-compliance and develop strategies to address them.
- 1.7. Participate in the review and updating of documentation audit procedures.

2. STARTTS Benchmark Monitoring

- 2.1. Extract monthly data on key STARTTS parameters to submit a monthly report to STARTTS Coordinators.
- 2.2. Ensure monthly review of the STARTTS waiting list to identify any missed anomalies by the Intake Team and other Team Leaders.
- 2.3. Fortnightly checks should ensure initial client contact is documented within one week of allocation.
- 2.4. Participate actively in Health Information projects that automate benchmark monitoring to enhance users' ability to self-monitor their conduct.
- 2.5. Ensure that any compliance issues are followed up on, in order to support the production of funding reports for STARTTS.
- 2.6. Perform any other benchmark monitoring activities the Health Information Services Manager assigns.

3. Policy Development

- 3.1. Collaborate with the Health Information Services team to establish and maintain proper policies and procedures for health information usage at STARTTS.
- 3.2. Liaise with the Internal Policy and Accreditation Coordinator and Internal Policy Officers to ensure active communication regarding developing health information compliance policies and procedures.

4. Client Information Systems

- 4.1. Collaborate with the Health Information Services team and other stakeholders to improve data capture, reporting, and visualisation.

- 4.2. Ensure consistent deployment and support processes of health information systems, monitor internal team processes, and actively participate in projects related to implementing new systems.
- 4.3. Provide training to STARTTS staff on the use and application of health information systems.
- 4.4. Help troubleshoot and answer user inquiries submitted to Health Information Services team.
- 4.5. Actively participate in the STARTTS PAS & CAREHR SuperUser Committee.

5. Team Support

- 5.1. When either the Health Information Services Manager or the Health Information Systems Officer is on leave, assume the role of Health Information Systems Officer (higher grade duties will apply).
- 5.2. Generate the minutes of the Team Meeting as per the HIS Meeting Minutes Roster.

6. Personnel

- 6.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 6.2. Participate actively in the STARTTS Performance Management program and contribute to the development of an annual work plan that aligns with the organisation's Strategic Plan.
- 6.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 6.4. Participate in STARTTS staff meetings and other relevant meetings.
- 6.5. Work to ensure professional and co-operative working relationships within own team and with other departments across STARTTS.
- 6.6. Participate in identifying quality improvement initiatives/strategies.
- 6.7. Attend and participate in all training opportunities identified for the role.
- 6.8. Liaise with and seek senior advice as required.

7. As a STARTTS employee you are expected to:

- Have commitment to Human Rights, EEO, WHS and Safe Work Practices.
- Carry out the role and responsibilities in a manner that is consistent with delegations, policies, procedures and operations systems of STARTTS and in line with STARTTS Code of Conduct.
- Maintain confidentiality and exercise discretion in relation to all STARTTS matters.
- Actively seek to improve skills and knowledge that will benefit the organisation.
- Project a professional image at all times and in all situations.
- Undertake any other duties that may be required within the area of work.

Equal Employment Opportunity and Staff Relationships:

- STARTTS is an Equal Employment Opportunity (EEO) employer and encompasses its philosophy and practice.
 - STARTTS rejects racism and sexism in all its forms and is committed to the elimination of racial and gender discrimination including direct and indirect racism and sexism, racial vilification, and harassment.
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STARTTS Workplace Policies

You must observe and comply with the provisions set out in any and all written policy, practice or procedure of STARTTS. A breach of STARTTS' policies, practices and procedures may result in disciplinary action up to and including termination of your employment.

Work Health & Safety Responsibilities:

- Comply with STARTTS WHS policies and procedures.
- Work with due care and consideration to safeguard your own health and safety and the health and safety of others, and to report to your Supervisor any potential hazards, mishaps, incidents or injuries that may occur or become aware of during the course of work.

Risk Management Responsibilities: All staff have a responsibility to identify any risks (i.e., the chance of something happening that will have an impact on the objectives of the organisation) in the course of their work and to inform their supervisor, as per the *STARTTS Risk Management Policy and Program*.

Smoke-free Workplace

STARTTS is completely smoke-free. This means that smoking is not allowed in any STARTTS' buildings, vehicles or grounds, there are no designated smoking areas. As an employee you are required to comply with the 'Non-smoking' Policy.

I have read the **Health Information Compliance Officer** Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with STARTTS' policies and procedures and can be required to work in any location under the jurisdiction of STARTTS.

I also agree to strictly observe STARTTS' policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Employee Name: _____
Please print

Employee
Signature: _____ **Date:** _____

CHIEF EXECUTIVE OFFICER: Jorge Aroche

Signature: _____ **Date:** _____

The review for this Position Description is due: January 2026