

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

POSITION NUMBER: 1131-1

Date reviewed/created: June 2025

POSITION TITLE: Health Information Release and Support Officer

TEAM: Health Information Services

LOCATION: Carramar

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

CLASSIFICATION: Administration Officer Level 4.

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 Non-Government 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 orientated support and 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 as well as NSW Health policies in relation to 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 in light of complex issues encompassing strategic direction, legislative requirements and health information needs, often with important planning and financial implications.

The Health Information Services team is currently in the process of implementing new client information systems and transitioning from a paper based to an electronic client record environment to meet the ongoing requirements of STARTTS.

ORGANISATIONAL RELATIONSHIPS:

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

ESSENTIAL REQUIREMENTS:

1. Previous experience either working within a Medical Records Department or with related record keeping systems.
2. Excellent oral, written and interpersonal communication skills and customer service skills.
3. Demonstrated ability to organise, prioritise and complete tasks within deadlines.
4. Demonstrated attention to detail.
5. Proven understanding of confidentiality and information privacy.
6. Experience in using computerised record information systems and Microsoft Office programs.
7. Ability to work independently and as part of a multidisciplinary team within a multicultural environment.
8. Knowledge of Work Health and Safety (WHS) principles.

Desirable Requirements:

1. Current NSW Driver's Licence, Provisional licence acceptable (P1 & P2) and ability to undertake reasonable travel to complete duties of the role.

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

VACCINATION REQUIREMENTS

***This role is a Category B role.** While it is strongly recommended that **Category B** workers be vaccinated for COVID-19, influenza, and other transmissible diseases, it is not mandatory to have these vaccinations.

Should you be unable to comply with the vaccination recommendations before your commencement date, it will not affect your offer of employment.

BRIEF DESCRIPTION OF ROLE

The Health Information Release and Support Officer is responsible for providing administrative support regarding client information management related matters. This position will report to the Health Information Services Manager and will work closely with the other members of the Health Information Services team.

PRIMARY OBJECTIVES:

1. Ensure that the most effective and efficient Health Information System is available to STARTTS under direction of the Health Information Services Manager.
 2. To participate proactively and support the Health Information Services Manager in the ongoing development of organisational data and information systems.
 3. Liaise with and support torture and trauma services interstate and overseas on client data and documentation issues relevant to the maintenance of accurate and useful data sets under the direction of the Health Information Services Manager.
 4. Support the Health Information Services team in ensuring that STARTTS complies with relevant state and commonwealth legislation and NSW Health Department Circulars, especially regarding Health Information matters.
 5. Assist the Health Information Services team in achieving accreditation with FASSTT and other relevant bodies.
 6. Provide administrative support for program evaluation and research activities.
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PRIMARY DUTIES:

1. Medical Records

- 1.1. Undertake regular and thorough medical records audits, at direction and under supervision of Health Information Services Manager, across all counselling services to ensure optimum client record quality.
- 1.2. Manage retrieval, storage and return of paper-based client records under direction of Health Information Services Manager.
- 1.3. Complete regular archiving of paper-based client records to secondary storage.
- 1.4. Troubleshoot and attempt to locate missing client records.
- 1.5. Perform quality activities and collect workload statistics.
- 1.6. Contribute to sustainable strategies to manage the storage of existing medical records throughout STARTTS.
- 1.7. Support and collaborate in site relocation procedures pertaining to the redevelopment of STARTTS offices to ensure an efficient and smooth transition of client records.
- 1.8. Provide administrative support for program evaluation and research activities related to client records.

2. Release of Information

- 2.1. Ensure compliance with legislative requirements in relation to release of health information, client privacy and health record management.
- 2.2. Coordinate medico-legal/release of information requests relating to client records, ensuring compliance with legislative requirements.
- 2.3. Ensuring access to health information whilst acknowledging privacy considerations.
- 2.4. Ensure strict confidentiality is maintained in relation to all client, staff, workplace and STARTTS matters.

3. Client Information and Data Systems

- 3.1. Complete data validation exercises as directed and supervised by the Health Information Services Manager.
- 3.2. Adapt to ongoing changes and upgrades to the patient administration system and electronic medical record.
- 3.3. Complete various activities to prepare the service for ongoing changes and upgrades to the patient administration system and electronic medical record.

4. Administration

- 4.1. Undertake reasonable travel in accordance with the duties of this position.
- 4.2. Maintain client confidentiality and exercise discretion in relation to health information matters.
- 4.3. Perform any other duties as directed by the organisation within the scope of the classification.
- 4.4. Perform all other reasonable duties as directed by the Health Information Services Manager.

5. Personnel

- 5.1. Contribute to the STARTTS strategic planning process and report on relevant Strategic Plan Key Performance Indicators (KPIs).
- 5.2. 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.
- 5.3. Be an active participant in team meetings to maximise contribution to the work of the team.
- 5.4. Participate in STARTTS staff meetings and other relevant meetings.

- 5.5. Work to ensure professional and cooperative working relationships within own team and with other departments across STARTTS.
- 5.6. Participate in identifying quality improvement initiatives/strategies.
- 5.7. Attend and participate in all training opportunities identified for the role.
- 5.8. Liaise with and seek senior advice as required.

6. 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.

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.

Induction and Orientation:

- Participate in an Induction and Orientation program with STARTTS.
- Obtain access to Trello and Organimi, which are tools STARTTS utilises for planning, coordination, and project management.
- Provide a clear, passport-style photograph for your profiles on each platform to maintain a visible and identifiable contact within the organisation.

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 Release and Support 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: June 2027