

POSITION DESCRIPTION (DRAFT)

Records Management & Archival Services Compliance Supervisor

Our CORE Values
Collaboration Openness Respect Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Classification	Health Manager Level 1
State Award	Health Managers (State) Award
Category	Administration & Health Records Health Records and Information
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE

The Records Management & Archival Services Compliance Supervisor is responsible for overseeing the management of the Archival Services Team and its daily operations, decant projects and work quality. The position will co-ordinate team activities and ensure objectives are achieved in relation to the ongoing management of the District's archived (physical) corporate and healthcare records and do so in accordance with the NSW State Records Act, 1998. The position will assist with the development of policies and procedures in relation to records management, participate in key auditing initiatives and provide sound advice to management and staff in relation to the District's obligations in regards to records management compliance. In addition, this position will report compliance issues to the Manager Corporate Records & Archival Services, maintain the work health & safety plan and maintenance register for the site and ensure the Intranet site is kept up to date in regards to information relating to the Archival Services.

This position has four (4) direct reports – Records Officers.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course (2 doses) of a Therapeutic Goods Administration (TGA) approved or recognised COVID-19 vaccine (except for the Janssen COVID-19 vaccine which is approved by the TGA as a single dose primary course). New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an Australian Immunisation Register (AIR) Immunisation History Statement certifying the worker cannot have any approved COVID-19 vaccines available in NSW. A NSW Health agency may require further information about the medical contraindication (including but not limited to an Immunisation Medical Exemption form – IM011 form).

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

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At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/or health conditions.

KEY ACCOUNTABILITIES

- Effectively manage the Archival Services Team to ensure that all sections within the service are achieving appropriate goals and objectives, efficiencies and optimal results. This involves providing feedback to staff in relation to performance and ensuring relevant training is kept up to date.
- Ensure that an environment conducive to efficient work practices and high moral is maintained.
- Ensure all records managed by the Archival Services Team are managed in accordance with the *State Records Act 1998*, Local Health District and Ministry of Health policies and procedures relating to the creation, handling, protection and disposal of records.
- Participate in quality activities associated with the ongoing compliance of good recordkeeping practices, including the updating of BCSs (classifications), auditing and other related matters.
- Provide sound advice to management and staff in relation to the retention, storage and disposal of records.
- Provide guidance to staff in relation to the use of technology and systems such as eMR, iPM, Kofax, CM/TRIM, Microsoft Office.
- Support management in the introduction and performance of regular assessments of the District's compliance with records & information management, liaising with other stakeholders in completing and submitting the Records Management Assessment Tool (RMAT) to the State Records Authority NSW (State Records NSW) and Museums of History NSW.
- Conduct assessments in consultation with the Archival Services Team and relevant stakeholders in relation to the decanting of physical records from ISLHD Healthcare Facilities and Sites and prepare project plan for submission to the Manager Corporate Records & Archival Services. Plan shall include solutions, timeframes, resources and any likely budget requirements.
- Provide accurate and concise reports, documents and correspondence, including the preparation of complex correspondence for senior officers, in accordance with ISLHD policies and procedures.
- Provide a high level of administrative and clerical support services, managing work priorities and workflow within allocated resources to ensure delivery of efficient and effective client/patient focused services.
- Oversee the working condition, maintenance and use of record scanners and Kofax system, liaising with other ISLHD scanning sites as required. Ensure any other equipment used by the Archival Services Team (eg. WAVs) are in good working order escalating any issues with potential solutions to the Manager.
- Coordinate and maintain Work Health and Safety Plan and Timetable.
- Maintain the information provided on ISLHD's Intranet site relating to the Archival Services to ensure it is current, relevant and accessible to staff.

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- Participate in the development, maintenance and review of department systems, policies and procedures, and evaluate new methods to continuously improve service efficiency.
- Liaise and maintain effective relationships with all levels of staff to provide high quality advice, guidance and support on a broad range of functions relating to the department. This includes strengthening partnerships and customer engagement through site visits and presenting at or attending relevant meetings.
- Act as an appropriate and effective role model and promote a culture and supporting practices that reflect the organisational values through demonstrated behaviours and interactions with patients/clients/ employees.
- Maintain responsibility for personal and professional development by participating in training/education activities, and performance reviews/appraisals in order to continuously improve the level of service provided to patients/clients.
- Work independently under limited direction and within constraints set by senior Management.
- Use a creative approach to problem solving and conflict resolution.
- Escalate more complex issues outside the scope of their position description.

KEY CHALLENGES

- Effectively interpret and apply the State Records Act and associated General Disposal Authorities (GDA's) to complex recordkeeping issues in relation to all corporate and healthcare records, and including systems/databases, managed by the District.
- Maintaining current knowledge of regulations and recordkeeping requirements, including the retention and disposal of sensitive records pursuant to government stipulations, as well as the determination of access directions for public access to certain government records.
- Managing decanting projects, competing priorities, high volumes of work and working in challenging environments (temperature and cleanliness) within resource and budget constraints and whilst adhering to work health and safety requirements.
- Keeping abreast with the changes to Privacy Laws and other relevant Legislation, policies and procedures.

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KEY RELATIONSHIPS

WHO	WHY
Manager Corporate Records & Archival Services	Direct reporting line. Provide and receive feedback and approval for activities associated with the ongoing management of corporate and healthcare records and systems.
Archival Services (Records Facility) Business Unit / Team	Supervise and work collaboratively with team members to achieve desired business outcomes, timely actioning of tasks within the Unit and resolve records management issues. Provide feedback in relation to performance.
Internal and External Clients	Establish rapport and credibility in order to ensure effective delivery of records management and archival services.

SELECTION CRITERIA

1. High level of managerial, interpersonal and negotiation skills and experience, with effective written and verbal communication.
2. Experience and skills in assessing and undertaking both small and large records decant projects.
3. Excellent working knowledge of the organisation's statutory compliance obligations in relation to records management and ability to implement these requirements (eg. State Records 1998, application of General Disposal Authorities, Privacy considerations, etc).
4. Well established and effective skills in the use of technology and systems, including Content Manager/TRIM, eMR, iPM, Kofax and Microsoft Office packages including Word, Outlook & Excel.
5. Demonstrated capacity to assist with the development and implementation of relevant policies, procedures, standards and practices.
6. Demonstrated ability to maintain meticulous attention to detail and meet predetermined targets and deadlines.
7. Ability to work independently with minimal supervision but also demonstrate capacity for effective teamwork, being flexible and adapting work practices to suit circumstances.
8. Demonstrated commitment to providing a quality service and quality improvement initiatives to the workplace practices and procedures, with the ability to bring a creative approach to problem solving.

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JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Sitting Remaining in a seated position to perform tasks				X		
	Standing Remaining standing without moving about to perform tasks		X				
	Walking Floor type: even/uneven/slippy, indoors/outdoors, slopes			X			
	Running Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist Forward bending from the waist to perform tasks		X				
	Trunk Twisting Turning from the waist while sitting or standing to perform tasks			X			
	Kneeling Remaining in a kneeling posture to perform tasks	X					
	Squatting/ Crouching Adopting a squatting or crouching posture to perform tasks	X					
	Leg/ Foot Movement Use of leg and or foot to operate machinery	X					
	Climbing (stairs/ladders) Ascend/ descend stairs, ladders, steps, scaffolding			X			
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		X			
		Moderate lifting & carrying – 10 – 15kg					X
		Heavy lifting & carrying – 16kg and above					X
*	Reaching Arms fully extended forward or raised above shoulder			X			

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	Pushing/ Pulling/ Restraining Using force to hold/restrain or move objects toward or away from body			X			
*	Head/ Neck Postures Holding head in a position other than neutral (facing forward)			X			
*	Hand & Arm Movements Repetitive movements of hands & arms					X	
*	Grasping/ Fine Manipulation Gripping, holding, clasping with fingers or hands					X	
	Work at Heights Using ladders, footstools, scaffolding, or other objects to perform work		X				
	Driving Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
*	Sight Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
*	Hearing Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell Use of smell is an integral part of work performance eg working with chemicals						X
	Taste Use of taste is an integral part of work performance eg food preparation						X
*	Touch Use of touch is an integral part of work performance				X		

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	Distressed people eg. emergency or grief situations		X				
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness		X				
	Unpredictable people eg. dementia, mental illness, head injuries		X				
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	X					
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues	X					
	Noise Environmental/background noise necessitates people to raise their voice to be heard	X					
	Inadequate lighting Risk of trips, falls or eyestrain	X					

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	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight							X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C							X
	Confined spaces Areas where only one egress (escape route) exists							X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X						
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X						
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks							X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases							X