

POSITION DESCRIPTION **TEMPLATE**

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| POSITION TITLE | PARVAN Information Exchange Central Contact Point |
| STAFFLINK POSITION NO. | TBC |
| COST CENTRE | 252354 |
| CLASSIFICATION | HM2 |
| AWARD | HEALTH MANAGERS (STATE) AWARD 2023 |
| REGISTRATION/LICENCE REQUIREMENTS | Nil |
| VACCINATION CATEGORY | Category B |
| PRE-EMPLOYMENT SCREENING CHECKS | National Criminal Record Check |
| RESPONSIBLE TO | PARVAN Strategy and Domestic Violence Manager |
| RESPONSIBLE FOR | Nil |
| PRIMARY PURPOSE OF THE ROLE | Local Health Districts (LHD) are legislated to provide information to the Department of Communities and Justice (DCJ) that relates to the safety, welfare and wellbeing of children and young people. PARVAN is the central contact point for requests from DCJ and all prescribed bodies. The Information Exchange Central Contact Point sits in PARVAN and is responsible for the exchange of information process between LHD facilities and the Department of Communities and Justice (DCJ) |
| KEY ACCOUNTABILITIES <i>(Maximum of 8)</i> | Register and disseminate Chapter 16A (C16A), Section 248 (S248) and Section 17 (S17) requests by broadcasting to local health information service (HIS) officers who request responses from local clinicians and coordinate responses. |
| | Negotiate and liaise with DCJ caseworkers/managers around appropriate timeframes and requests |
| | Exercise initiative in the application of work practices and procedures to achieve unit/department key outcomes |
| | Process and monitor the High Risk Birth Alert (HRBA) requests from DCJ across LHD facilities. |
| | Maintain Microsoft application and hospital patient administration systems |
| | Develop and maintain effective relationships with key internal and external partners and referring agencies. |
| | Respond to requests from other agencies for information on Health involvement in cases, to facilitate communication between health workers and other agencies, and to provide advice on relevant health services. The position provides advice to these agencies about available health services and referral pathways for children, young people and families within the LHD. |
| | In coordination with Child Wellbeing Coordinator and/or PARVAN Educators provide education and training to staff on child protection and domestic violence services relating to documentation and information |

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| | exchange, promote accurate and concise medical record documentation and maintain up to date education resources. | |
| | Adhere strictly to the principles of confidentiality and at all times treat with the strictest of confidence information relating to clients/patients and information relating to the employment conditions of staff. Support the multidisciplinary team in the management of health records in the context of responding to requests for health information, filing and/or archiving. | |
| | Contribute to the development and improvement of systems, processes and procedures for exchange of information (16A) including capacity building for NSLHD to ensure effective and appropriate responses to the needs of vulnerable children and young people in collaboration with the PARVAN leadership team. | |
| KEY CHALLENGES <i>(Maximum of 3)</i> | Meeting strict legal and key performance indicator deadlines while managing competing priorities | |
| | Working independently with minimal supervision. | |
| | Regular exposure to traumatic material relating to violence, abuse, neglect and managing the potential for vicarious trauma. | |
| KEY INTERNAL RELATIONSHIPS <i>(Maximum of 2)</i> | WHO | WHY |
| | Staff within and external to the PARVAN Directorate within NSLHD | To ensure effective integration, referral pathways and collaborative care is established and maintained. |
| | Department of Communities and Justice | To receive seamless, high quality, integrated and coordinated response to 16A information exchange requests. |

| KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 2)</i> | WHO | WHY |
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| | External key stakeholders | Develop a good knowledge of and relationship with key organisations and staff to provide support or accurate redirection of enquiries as required. |
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| SELECTION CRITERIA <i>(Minimum of 3 maximum of 8)</i> | Consistently demonstrates behaviours that reinforce the CORE Values of our organisation; Collaboration, Openness, Respect and Empowerment. Demonstrates these behaviours with all stakeholders; colleagues, direct reports, as well as our patients and consumers, and those that care for them. | |
| | Tertiary Qualifications in a health-related field and/or demonstrated experience working in a clinical or health care setting, preferable knowledge of child protection systems. | |
| | Working knowledge of NSW Child Protection Legislation, NSW Health Privacy Legislation, and other relevant legislation and policy directives. | |
| | Demonstrated capacity to self-manage and perform within a multi-disciplinary team and ability to be flexible in duties | |
| | Demonstrated experience in the use of computerised systems such as Microsoft Office applications and hospital patient administration systems, and proven administration and data entry skills. | |
| | Demonstrated excellent interpersonal and communication skills, including demonstrated ability to maintain the confidentiality and privacy of clients and functions within the service and ability to negotiate and liaise with stakeholders in a timely manner. | |
| | Experience providing education and staff training including development and evaluation. | |
| | Demonstrated capacity to assist with the development and implementation of relevant policies, procedures, practices, systems and training with regards to Information sharing and Child protection Policy. | |

JOB DEMANDS CHECKLIST

The purpose of this checklist is to manage the risk associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

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| Infrequent: | intermittent activity exists for a short time on a very infrequent basis |
| Occasional: | activity exists up to 1/3 of the time when performing the job |
| Frequent: | activity exists between 1/3 and 2/3 of the time when performing the job |
| Constant: | activity exists for more than 2/3 or the time when performing the job |
| Repetitive: | activity involved repetitive movements |
| Not Applicable: | activity is not required to perform the job |

| Physical Demands | Frequency |
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| Sitting - remaining in a seated position to perform tasks | Constant |
| Standing - remaining standing without moving about to perform tasks | Frequent |
| Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Frequent |
| Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes | Not applicable |
| Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks | Constant |
| Trunk Twisting - Turning from the waist while sitting or standing to perform tasks | Occasional |
| Kneeling - remaining in a kneeling posture to perform tasks | Occasional |
| Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks | Occasional |
| Leg / Foot Movement - Use of leg and / or foot to operate machinery | Infrequent |
| Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps | Frequent |
| Lifting / Carrying - Light lifting & carrying: 0 - 9 kg | Frequent |
| Lifting / Carrying - Moderate lifting & carrying: 10 - 15 kg | Infrequent |
| Lifting / Carrying - Heavy lifting & carrying: 16kg & above | Not applicable |
| Reaching - Arms fully extended forward or raised above shoulder | Infrequent |
| Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body | Infrequent |
| Head / Neck Postures - Holding head in a position other than neutral (facing forward) | Constant |
| Hand & Arm Movements - Repetitive movements of hands and arms | Constant |

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| Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands | Frequent |
| Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work | Not applicable |
| Driving - Operating any motor powered vehicle | Occasional |
| Sensory Demands | Frequency |
| Sight - Use of sight is an integral part of work performance e.g. Viewing of X-Rays, computer screens | Constant |
| Hearing - Use of hearing is an integral part of work performance e.g. Telephone enquiries | Constant |
| Smell - Use of smell is an integral part of work performance e.g. Working with chemicals | Infrequent |
| Taste - Use of taste is an integral part of work performance e.g. Food preparation | Not applicable |
| Touch - Use of touch is an integral part of work performance | Occasional |
| Psychosocial Demands | Frequency |
| Distressed People - e.g. Emergency or grief situations | Repetitive |
| Aggressive & Uncooperative People - e.g. drug / alcohol, dementia, mental illness | Occasional |
| Unpredictable People – eg dementia, mental illness, head injuries | Occasional |
| Restraining - involvement in physical containment of patients / clients | Infrequent |
| Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies | Repetitive |
| Environmental Demands | Frequency |
| Dust - Exposure to atmospheric dust | Occasional |
| Gases - Working with explosive or flammable gases requiring precautionary measures | Not applicable |
| Fumes - Exposure to noxious or toxic fumes | Not applicable |
| Liquids - Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE | Not applicable |
| Hazardous substances - e.g. Dry chemicals, glues | Infrequent |
| Noise - Environmental / background noise necessitates people raise their voice to be heard | Frequent |
| Inadequate Lighting - Risk of trips, falls or eyestrain | Infrequent |
| Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight | Infrequent |
| Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C | Infrequent |
| Confined Spaces - areas where only one egress (escape route) exists | Infrequent |
| Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground | Infrequent |
| Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls | Infrequent |
| Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks | Not applicable |

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| Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases |
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| Infrequent |
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