



Job Description: Privacy Officer

ATTENTION: All practice managers, healthcare providers, clinic managers of private healthcare practices. This Document Management Tip has been created especially for you.

Do you need a Privacy Officer for your healthcare practice?

If your business involves the collection, use, and disclosure of your clients' personal information, a privacy officer is necessary in order to meet legislated requirements.

The Privacy Officer is responsible to oversee all activities related to the implementation of, and adherence to, the organization's privacy and to ensure operational procedures are in compliance with relevant privacy laws. The Privacy Officer manages expectations of organizations and employees about how information is collected, used, and disclosed and access to identifying information.

The Privacy Officer will assist your healthcare team to ensure the privacy, confidentiality and security of your patient's personal health information.

This Document Management Tip will help you:

- Develop a job description to hire a new privacy officer or
- Guide you to mentor existing staff to assume new responsibilities.

What to do next:

- Discuss with your team and revise to best meet your unique requirements

Need more?

- Keep up to date with our free newsletters, articles, webinars, and videos. We mentor new clinic managers and privacy officers.

Using this Document Management Tip gives you:

- A tool that you can use right away to improve your human resources practices
- Recruit and mentor privacy officer in your healthcare practice

This job description template is part of the Hiring Employees Resource Package ©, part of the Document Management Tips series.

Job Description: Privacy Officer

INSTRUCTIONS: *This template contains wording suggestions. It is for you to modify and develop your own document. It is divided into sections. When you click on each section it will highlight in light blue. Add your clinic letterhead in the header. Update the document name in the footer. Save the document.*

Reviewed:

Approved by:

Notes to consider:

Depending on the size of your organization, the Privacy Officer might be an assigned role to an existing position or a separate position for one (or more) individual(s). You may also have Co-Privacy Officers or Assistant Privacy Officers.

Privacy Officers may also provide access to information, release of information, or health records management services.

Under Alberta's Health Information Act the physician is the custodian and may also be the Privacy Officer. The physician may also designate a Responsible Affiliate for the purposes of HIA and given the title of Privacy Officer.

Full and Part Time Position

Privacy Officer is responsible to oversee all activities related to the implementation of, and adherence to, the organization's privacy and to ensure operational procedures are in compliance with relevant privacy laws.

Minimum Education

Preference is given to candidates with PACC Professional Certification, Health Information Management Certification or IAPP or similar associations; completion of related post-secondary or continuing education courses.

Previous Experience in a senior clerical or executive secretarial position related to office administration, records management, computer security, or risk management is usually required.

Duties

Privacy Officer is responsible to oversee all activities related to the implementation of, and adherence to, the organization's privacy and to ensure operational procedures are in compliance with relevant privacy laws. The Privacy Officer manages expectations of organizations and employees about how information is collected, used, and disclosed and access to identifying information.

The Privacy Officer communicates with all levels of the organization to facilitate the

development of privacy policies and procedures that address the organization's collection, use, disclosure, security, retention and disposal of personal information, including:

- ensuring compliance with privacy legislation,
- information sharing,
- confidentiality, and other contract review, privacy impact assessments and audits,
- investigating, mitigating and remediating breaches of patient confidentiality,
- preparing and providing privacy education and training to all employees, including volunteers, contractors, and other appropriate third parties and
- responding to requests for information under freedom of information legislation.

Additional activities may include:

- Promoting activities that foster information privacy awareness within the organization
- Reviewing the organization's network security plans to ensure alignment between security and privacy practices
- Conducting initial and ongoing privacy compliance assessments for any department using personal information, and for the operations of contractors where there are privacy concerns
- Working with legal Counsel and key department to ensure the organization's consent forms and privacy notices are compliant with privacy laws
- Working with personnel who are involved in the disclosure of personal information to ensure the organization's policies and procedures comply with privacy laws
- Working with human resources, administration, and legal counsel to ensure there is a consistent application of sanctions for failure to comply with privacy policies for all employees; including volunteers, contractors, and other appropriate third parties
- Establishing and administering a process for receiving, investigating, and taking action on all complainants concerning the organization's privacy policies and procedure
- Working with legal counsel, and related parties to represent the organization's interests when privacy legislation or standards are being proposed or amended
- Remaining current on applicable privacy laws and monitors advancements in privacy enhancing technology

Working Conditions

The Privacy Officer will work in the clinic and may also have other assigned administration offices.

Dress Code

Patients and their families have reasonable expectations that their care givers present themselves in a professional manner both in demeanor and appearance. Office staff are expected to wear uniforms or business casual street clothes and closed toe non-slip footwear. Hair should be clean and neatly groomed.

Personal Characteristics

Privacy Officers need the following characteristics:

- Ability to maintain patient confidentiality

- Able to prioritize work and cope with frequent interruptions.
- Excellent oral and written communication skills
- Good organizational and time management skills
- Ability to maintain accuracy while multi-tasking or working under pressure
- Ability to deal effectively with the difficult behaviours sometimes exhibited by people in distress
- Ability to work independently or as part of a team.
- Proficient spoken and written English
- Punctual, meticulous and reliable
- Courteous manners with the public

They should enjoy dealing with people, operating equipment such as computers and photocopiers, and compiling and organizing information.

Educational Requirements

Preference is given to candidates with PACC Professional Certification, Health Information Management Certification or IAPP or similar associations; completion of related post-secondary or continuing education courses. On-the-job training may be provided.

Type at least 40 words a minute with a maximum of three errors, and have an interest in privacy, confidentiality and security and has taken / is willing to take post-secondary and continuing education in related education in-person and/or on-line.

Proficient English language oral and written
Familiar medical terminology

Continuing education programs may be offered on an as needed basis. Participation with Privacy and Access Council of Canada (PACC), IAPP or related associations is encouraged.

Salary Range: Add wage per hour or commensurate with experience and proficiency

Probationary Period: Add length of probationary period e.g. 3 months

Progression to supervisory positions is possible with experience.

Benefits may apply after successful probationary period

Employees must provide a criminal records check (at their own expense) prior to employment

The Privacy Officer reports to the custodian(s) and physicians and may work with the Clinic Manager, Information Technology employees and related contract vendors.

Core Competencies

- Communication
- Critical Thinking
- Decision Making
- Organizational and Environmental Awareness
- Freedom to information legislation
- Problem Solving

For more Document Management Tips that you can use right away visit our website
<http://informationmanagers.ca/digital-resources>.

Document Management Tip: Job Description Privacy Officer Template © October 2015
INFORMATION MANAGERS LTD., <http://Informationmanagers.ca>