



## POSITION DESCRIPTION

**POSITION TITLE:** Privacy & Access Officer

**DEPARTMENT:** Support Services

**CLASSIFICATION:** Management

**APPROVED BY:** Regional Lead- Corporate Services and Chief Financial Officers

**UNION:** Non-Union

**DATE APPROVED:** October 31, 2024

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Director – Support Services

**POSITIONS SUPERVISED:** None

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### POSITION PURPOSE

Reporting to the Director – Support Services, the Privacy and Access Officer assumes responsibility and accountability of the operational aspects of Privacy & Access throughout Southern Health-Santé Sud including planning, organization, education, and process improvement. This regional position focuses on providing leadership and expertise as it relates to privacy, confidentiality, security of and access to personal, corporate and personal health information. The Privacy and Access Officer is responsible for continuing professional education credits to meet national certification requirements.

The incumbent exercises the appropriate level of initiative and independent judgment in determining work priorities, work methods to be employed and action to be taken on unusual matters. The position functions in a manner that is consistent with the mission, vision and values; and the policies of Southern Health-Santé Sud.

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### ESSENTIAL FUNCTIONS AND BASIC DUTIES

Duties and functions include but are not limited to the following:

- Ensures clean and effective lines of communication are in place.
- Facilitates meetings and regular communication and encourages participation from all team members.
- Represents the region and Privacy & Access on regional and provincial teams and working groups.
- Develops and leads strategic plans and implements solutions that meet the program and organizational objectives as it relates to Privacy & Access including provincial and Southern Health-Santé Sud directive.

- Leads in the development, implementation and monitoring of goals and objectives related to privacy and access.
- In collaboration with the Director - Support Services, ensures that Accreditation Standards are met or exceeded.
- Identifies learning opportunities as they relate to privacy and access and makes recommendations for process improvement.
- Identifies, applies, and monitors appropriate indicators for privacy and access.
- Works collaboratively with directors, leads and managers to identify program challenges and opportunities related to privacy and access.
- Takes a leadership role in Privacy & Access projects and participates in other related regional projects as required.
- Recommends to the Director - Support Services the justification for new, revised or expanded services based on best practices and evidence-based decision making.
- Leads in the development and implementation of a staff development program for Privacy & Access across the continuum.
- Identifies the security, privacy, and access learning needs and goals for Southern Health-Santé Sud and coordinates the development and delivery of education and training programs.
- Evaluates orientation and ongoing education programs to facilitate legislative compliance.
- Maintains professional growth and development through seminars, conferences, and professional affiliations.
- Provides support in reviewing, revising, and implementing adequate staffing models to support the needs of the Privacy and Access program.
- Provides mentorship and guidance to regional Privacy Officers and sustains an environment conducive to effective working relationships.
- Encourages and recognizes staff regarding pursuing roles/committee involvement/professional development and accomplishments as it relates privacy, security and access functions.
- Develops and facilitates implementation of policies and procedures related to and in compliance with relevant privacy legislation.
- Ensures policies and procedures are reviewed regularly and monitored for effectiveness.
- Participates in labour relation matters as required.
- Investigates and reports alleged security and privacy breaches in compliance with relevant legislation. This includes working collaboratively with affected programs and/or labour relations to identify if a breach actually occurred and to recommend corrective actions to mitigate the risk of future breaches (i.e. policy changes, training programs, or improved security measures).
- Provides leadership and establishes standards for protecting the privacy, confidentiality, security, integrity of and access to personal, corporate and personal health information that align with privacy legislation and regional, provincial and national best practices.
- Designs, implements and delivers processes to audit the organization's technical, administrative and physical security safeguards to ensure compliance with privacy legislation.
- Implement and sustain processes that ensure records produced in an electronic health information system within Southern Health-Santé Sud are reviewed on a regular basis to detect security breaches as outlined in the regulations of PHIA.
- As the access and privacy coordinator, will review applications for access to records under Part 2 of *The Freedom of Information and Protection of Privacy* (FIPPA) and administer the access to information and protection of privacy requirements under FIPPA.

- Develops and conducts privacy/security impact assessment and compliance tools in collaboration with business owners and Digital Shared Services as the case may be.
  - Provides support for medico-legal issues related to personal health information within the boundaries of applicable legislation.
  - Provides support for matters requiring the interpretation and application of FIPPA and *The Personal Health Information Act* (PHIA).
  - Initiates periodic audits to ensure users of electronic health systems are provided the appropriate permissions and user access is disabled when no longer required.
  - Initiates Information Manager Agreements (IMA) and Data Sharing Agreements (DSA) as applicable to ensure appropriate privacy and security of personal and personal health information.
  - Contributes to making the organization safe for patients, residents, clients and staff, and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.
  - Pursuant to the Regional Health Authority Act, Southern Health-Santé Sud is designated bilingual (English/French). Accordingly, all employees accept responsibility to support clients in their official language of choice.
  - Performs other duties as assigned.
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RESPONSIBILITIES AND ACCOUNTABILITIES ARE ASSIGNED IN BROAD ORGANIZATIONAL OBJECTIVES. THE POSITION IS SUBJECT TO REVIEW OF GENERAL EFFECTIVENESS AND ATTAINMENT OF OBJECTIVES THROUGH PERFORMANCE MEASUREMENTS.

#### **PERFORMANCE MEASUREMENTS**

1. Consistently meets FIPPA response timelines
  2. Ensures that strategic plans are in place for Privacy and Access
  3. Leads education for Privacy and Access
  4. Ensures compliance with Privacy and Access legislation and regional policies
  5. Policy, procedure and guideline development and review
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#### **QUALIFICATIONS**

##### **EDUCATION/CERTIFICATION:**

- Certificate or degree from a recognized Health Information Management (HIM) Professional program or equivalent
- Certified with the Canadian Health Information Management Association (CHIMA)
- Certified Information Privacy Professional of Canada (CIPP/C) is an asset

##### **REQUIRED KNOWLEDGE:**

- Knowledge of computer applications integral to health information management
- Knowledge of the internal structure, programs, services, and external partnerships and understands how their position fits within the Southern Health-Santé Sud organizational structure
- Presentation skills and demonstrated ability to develop and conduct orientation, training, and presentations in the area of privacy to staff at all levels

- Knowledge and proficiency in Microsoft Office (Outlook, Excel, Word, MS Teams, and PowerPoint) and experience in health information technologies, systems, and trends
- Relevant experience in health care project management
- Comprehensive knowledge of privacy legislation in Manitoba including The Personal Health Information Act, Freedom of Information and Protection of Privacy Act, Mental Health Act and other related legislation
- Comprehensive knowledge of privacy, security, and access principles and processes
- Knowledge and experience in health information management

**EXPERIENCE REQUIRED:**

- Minimum of five (5) years progressive leadership/managerial experience in a Health Information Services, Privacy and Access environment
- Relevant experience in health care project management

**SKILLS/COMPETENCIES/CONDITIONS OF EMPLOYMENT:**

- Excellent analytical and problem-solving skills with sound judgment and the ability to handle matters of a confidential, political and/or sensitive nature
- Demonstrated ability to understand and articulate clear and logical ideas and express them, both verbally and in writing, displaying a commitment to accuracy and detail within the multiple components of privacy & access
- Demonstrated ability to understand and is sensitive to the needs of a diverse population and adjust interactions appropriately
- Demonstrated public relations skills with internal and external clients
- Demonstrated excellent communication skills and ability to effectively interact with internal and external clients in a mutually respectfully manner
- Demonstrated ability, flexibility, and willingness to change behaviour and opinion in accordance with best practices and across different environments and cultures
- Demonstrated ability to understand and adhere to the organization's values and standards of ethical behaviour
- Demonstrated ability to achieve operational objectives in a results oriented environment
- Demonstrated ability of effective leadership skills
- Provide leadership, direction and monitoring of quality improvement initiatives for privacy and access
- Given the cultural diversity of our region, the ability to respect and promote a culturally diverse population is required
- Proficiency of both official languages is essential for target and designated bilingual positions
- Demonstrated ability to respect and promote confidentiality, privacy and security, this including paper, electronic formats and other mediums
- Demonstrated ability to meet the physical and mental demands of the job
- Good work and attendance record
- Completes and maintains a satisfactory Criminal Record Check, Vulnerable Sector Search, Adult Abuse Registry Check and Child Abuse Registry Check, as appropriate
- Requires a valid Class 5 driver's license, an all purpose insured vehicle and liability insurance of at least \$1,000,000.00

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**WORK CONDITIONS:**

- No hazardous or significantly unpleasant conditions
  - May work occasionally evenings and weekends as necessary
  - Will be required to travel to other regional facilities as the position duties may require
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**SALARY SCALE:**

As per Non-Union Management salary scale.

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*Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.*

*All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*