

POSITION DESCRIPTION

Medico Legal Supervisor



POSITION TITLE	Medico-legal Supervisor
STAFFLINK POSITION NO.	505568
COST CENTRE	260129: J1 RNS Health Information Services GEN
CLASSIFICATION	Administrative Officer Level 5
AWARD	Administrative Officer Level 5
REGISTRATION/LICENCE REQUIREMENTS	Not Applicable
VACCINATION CATEGORY	Category B
PRE-EMPLOYMENT SCREENING CHECKS	National Criminal Record Check
RESPONSIBLE TO	Deputy Manager, HIS
RESPONSIBLE FOR	7.00 FTE
PRIMARY PURPOSE OF THE ROLE	<p>The Medico-Legal Supervisor is primarily responsible for the day-to-day operational management of the Medico-Legal Team at Health Information Service, Royal North Shore Hospital.</p> <p>Release of health information is the principal objective of the Medico-Legal Team and includes releasing information for ongoing patient care, patient/third party requests, subpoenas, law enforcement, child protection, deceased patient processing and coronial investigations.</p> <p>The Medico-Legal Supervisor will be required to manage and operate in an environment whereby differences exist between procedural, legislative and local processes and negotiation and reconciliation is required for optimum outcomes.</p> <p>The Medico-Legal Supervisor also holds an important role as a member of a wider management and supervisory team in Health Information Services.</p>
KEY ACCOUNTABILITIES <i>(Maximum of 8)</i>	Management of all staff related matters such as recruitment, allocation of work, leave management, workload management, performance issue, complaints, team meetings, and rostering.
	Implementation and monitoring of compliance with legislation, and NSW Health and NSLHD policies and procedures.
	Recording, calculation and reporting of workload statistics and Key Performance Indicators
	Training, orientation and up skilling of medico legal staff
	Conduct regular audits of medico legal requests to ensure timeliness and quality of procedures.
	Maintaining strict confidentiality in relation to all patient, staff, workplace, LHD and NSW Health matters.
	Escalation point for medico legal team members about processing requests and in response to complaints from customers or those with complex requirements.

	Using resources efficiently, minimising cost and wastage, and ensuring waste products are disposed of in line with NSW Health and LHD waste management guidelines.	
KEY CHALLENGES <i>(Maximum of 3)</i>	Maintaining excellent customer service standards.	
	Ensuring work is completed in accordance with legislation, policies and procedures and deadlines.	
	Managing competing priorities.	
KEY INTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	Medico Legal Clerks	Supervising them and their work
	HIS staff	Working alongside these staff on a daily in all aspects of HIS operations
	HIS Managers	Reporting to the Management team and escalate issues.
KEY EXTERNAL RELATIONSHIPS <i>(Maximum of 3)</i>	WHO	WHY
	NSW Police	Frequency of requests for Expert Certificates
	Courts	Subpoena requests
	Funeral Directors	Collection of deceased persons
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.	
	Ability to anticipate and effectively respond to a dynamic work environment including the ability to lead a team to meet strict deadlines under pressure, whilst maintaining attention to detail	
	Demonstrated management and leadership experience or ability to manage and lead in a health information environment	
	Demonstrated ability to appropriately communicate with different audiences, both verbally and in writing	
	Knowledge, understanding and commitment to requirements relevant to management and release of health information and ability to apply the same	
	Demonstrated ability to effectively manage time and remain organised	
	Demonstrated ability to take responsibility and use initiative	
	Demonstrated ability to analyse and interpret written and numerical data and information	

JOB DEMANDS CHECKLIST	
<p>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.</p> <p>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.</p> <p> 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 of the time when performing the job Repetitive: activity involved repetitive movements Not Applicable: activity is not required to perform the job </p>	
Physical Demands	Frequency
Sitting - remaining in a seated position to perform tasks	Constant
Standing - remaining standing without moving about to perform tasks	Occasional
Walking - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Running - Floor type: even / uneven / slippery, indoors / outdoors, slopes	Not applicable
Bend/Lean Forward from Waist - Forward bending from the waist to perform tasks	Occasional
Trunk Twisting - Turning from the waist while sitting or standing to perform tasks	Infrequent
Kneeling - remaining in a kneeling posture to perform tasks	Infrequent
Squatting / Crouching - Adopting a squatting or crouching posture to perform tasks	Occasional
Leg / Foot Movement - Use of leg and / or foot to operate machinery	Not applicable
Climbing (stairs/ladders) - Ascend / descend stairs, ladders, steps	Occasional
Lifting / Carrying - Light lifting & carrying: 0 - 9 kg	Constant
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	Occasional
Pushing / Pulling / Restraining - Using force to hold / restrain or move objects toward or away from the body	Occasional
Head / Neck Postures - Holding head in a position other than neutral (facing forward)	Infrequent
Hand & Arm Movements - Repetitive movements of hands and arms	Frequent
Grasping / Fine Manipulation - Gripping, holding, clasping with fingers or hands	Constant
Work At Heights - Using ladders, footstools, scaffolding, or other objects to perform work	Occasional
Driving - Operating any motor powered vehicle	Not applicable

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	Not applicable
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	Constant
Psychosocial Demands	Frequency
Distressed People - e.g. Emergency or grief situations	Occasional
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	Not applicable
Exposure to Distressing Situations - e.g. Child abuse, viewing dead / mutilated bodies	Infrequent
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	Not applicable
Noise - Environmental / background noise necessitates people raise their voice to be heard	Occasional
Inadequate Lighting - Risk of trips, falls or eyestrain	Infrequent
Sunlight - Risk of sunburn exists from spending more than 10 minutes per day in sunlight	Not applicable
Extreme Temperatures - Environmental temperatures are less than 15C or more than 35C	Not applicable
Confined Spaces - areas where only one egress (escape route) exists	Infrequent
Slippery or Uneven Surfaces - Greasy or wet floor surfaces, ramps, uneven ground	Occasional
Inadequate Housekeeping - Obstructions to walkways and work areas cause trips and falls	Infrequent
Working At Heights - Ladders / stepladders / scaffolding are required to perform tasks	Infrequent
Biological Hazards - e.g. exposure to body fluids, bacteria, infectious diseases	Not applicable