

POSITION DESCRIPTION

Position Title:	Records Governance Officer
Business Unit/Department:	Data Governance & Compliance
Division:	Health Information & Performance
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 5
Reports To:	Manager – Data Governance & Compliance
Direct Reports:	Nil
Date Prepared/Updated:	8 October 2025

Position Purpose

This role will develop and improve the organisation's records management practices across the entire information lifecycle from creation and classification through to secure storage, access and disposal. The role will make certain that records governance and management is aligned with Western Health's strategies and integrated with the Data Governance Framework.

As a records governance specialist, this role will develop and improve records related corporate policies, procedures, and guidelines (PPGs), provide subject matter expert (SME) advice, support, and training to business areas, administrate the organisation's electronic document and records management system (EDRMS), etc.

To be successful in this role, you will have a thorough understanding of legislation that impacts records management and will actively identify and manage emerging issues and opportunities, to ensure that relevant legislative obligations including privacy and Freedom of Information matters are met, and Public Record Office Victoria (PROV) standards are complied with. You will establish effective processes and practices, ensure the required SME support is provided, and administrate the EDRMS expertly.

Business Unit Overview

The Data Governance and Compliance Department sits within the Health Information and Performance Division and plays a critical role in ensuring that Western Health's information assets are managed responsibly, securely, and in compliance with legislative and regulatory obligations. The Records Governance Officer contributes to the organisation's data governance maturity by ensuring records are accurate, accessible, and auditable.

The Health Information and Performance Division sits within the Strategy, Partnerships and Corporate Governance Directorate. The Division has close ties to the Digital Health and Digital Technology Services Divisions and is primarily responsible for the management, governance and utilisation of the organisations data and information assets. It ensures that information, analysis and insights required to support the organisation in its provision of best care to patients is delivered efficiently and effectively using contemporary tools and processes, and that the operational processes required for proficient corporate and medical

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records management, clinical coding, data governance and activity-based funding are optimised. In addition, the Division is responsible for ensuring that health service data reported to the Department of Health complies with all applicable requirements and business rules.

The Division has 104 FTE and an operating budget of \$14M. It has staff located at Footscray, Sunshine, Williamstown and Bacchus Marsh Hospitals, Melton Health and Community Services and the Mid-West Area Mental Health Service. The departments within Division that are independently managed are:

- Performance Reporting and Analytics
- Business Intelligence
- Clinical Coding Services
- Record Services
- Data Governance and Compliance
- Mental Health - Health Information Services

Key Responsibilities

Reporting to the Manager – Data Governance and Compliance, this role will:

- Monitor and oversee the organisation's records management practices to ensure they meet business operation requirements, and comply with applicable legislation and regulations such as PROV standards, Privacy and Data Protection Act 2014 (Vic), and Freedom of Information Act.
- Work closely with stakeholders across the organisation to identify and inventory records that are critical to the organisation's operations.
- Establish and improve management framework and operating processes to manage both physical and digital records properly. Identify, assess and mitigate records related issues and risks, including those related to privacy breaches, loss, damage, and unauthorised access.
- Develop, review, and update records related PPGs.
- Provide SME advice, support, and solutions to various business areas to manage records effectively and efficiently, including developing and implementing digitalisation plans for paper-based records.
- Administrate and maintain the corporate EDRMS.
- Travel across various sites to manage physical records.
- Co-ordinate and manage offsite records storage.
- Develop and deliver learning resources and programs to all staff on records management.
- Support the implementation and improvement of the organisation's Data Governance Framework, operating model, and initiatives.
- Prepare for and respond to internal or external audits relating to records management and PROV compliance.
- Stay update to date with industry trends in records management, as well as relevant legislative and regulatory developments.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

Internal:

- Director, Health Information and Performance
- Manager, Data Governance and Compliance
- Manager, Record Services
- Director, Best Care Governance Systems
- Director, Best Care Operations
- Digital Technology Services
- Legal Services
- Microsoft 365 Administrators

External:

- Other Health Services and related organisations
- Public Records Office Victoria

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Selection Criteria
Essential: • 3+ years of experience in records governance and management, or a related field • Thorough understanding of PROV regulations, guidelines, and standards, and knowledge of health sector related legal and regulatory requirements • Experience with PPGs development and/or maintenance • Experience with EDRMS and Microsoft SharePoint • Experience developing or maintaining records management frameworks or compliance programs • Experience providing training and capability uplift in records management • Excellent communication and stakeholder engagement skills • Excellent time management skills to effectively manage workload, prioritise tasks, and meet deadlines • A keen interest in records governance and management, and a passion for learning new knowledge and skills Desirable: • Records governance and management experience in the healthcare environment • Certification of training in information governance or digital record keeping (e.g. RIMPA certification, PROV training)
Additional Requirements
All employees are required to: • Obtain a police/criminal history check prior to employment • Obtain a Working with Children Check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health • Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health • Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health • Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A and 6A Family Violence Protection Act 2008, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2023 • Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines
General Information
• Redeployment to other services or sites within Western Health may be required • Employment terms and conditions are provided according to relevant award/agreement • Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace

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- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name: _____

Employee's Signature: _____ Date: _____

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