Position Description

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| Title: | Privacy and Information Integrity Lead |
| Position Number: | 20811 |
| Agreement Coverage: | Award Free |
| Classification Level: | N/A |
| Team: | Office of the CEO |
| Reports To: | Executive Manager, Information and Digital |
| Primary Location: | Adelaide |

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| Primary Objective |

The Privacy and Information Integrity Lead is responsible for coordinating the operationalisation of the Information Security Management System (ISMS) along with managing a range of information management and recordkeeping processes across the organisation. The role will lead the handling of privacy and information request enquiries, the implementation of RASAs Complaint Handling Framework, and ensure organisation-wide compliance with privacy, records management, and complaints systems. The position carries the responsibility of the organisations Privacy Officer and is the key position responsible for coordinating corporate and executive-level complaints received from external agencies.

The position is responsible for coordinating RASAs handling of information requests, ensuring appropriate response and record management. The position will provide advice on requests for access to and correction of personal information and foster a culture of privacy awareness at RASA, ensuring all employees understand their responsibilities regarding personal Information. In addition to these responsibilities, the role will incorporate ISMS duties to ensure the organisation’s information assets are protected in accordance with industry standards.

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| Position Responsibilities |

* Manage the implementation of RASAs Privacy policies and Complaint Handling Framework.
* Coordinate RASAs handling of information requests in line with relevant legislative requirements.
* Act as the primary point of contact for the Office of the Australian Information Commissioner (OAIC) regarding privacy-related matters.
* Establish and enforce ISMS policies, ensuring alignment with best practices and organisational processes.
* Develop, coordinate and deliver training programs to educate staff members on information security and privacy principles, records management as well as complaint handling best practices
* Collaborate with relevant teams to conduct privacy impact assessments for new projects, initiatives, or changes in organisational practices to identify potential privacy risks.
* Oversee the collection, storage, use, and disclosure of personal information within the organisation.
* Develop and implement incident response plans to address security breaches, working closely with Information & Digital.
* Ensure that all data handling practices, including storage, transmission and disposal, comply with legal, ethical and with consent requirements.
* Coordinate investigations into security incidents, collaborating with internal departments and relevant support partners to address and resolve security issues.
* Keep up to date with developments in privacy legislation, regulations, and industry best practices and provide guidance and recommendations to senior management on potential impacts or changes required within the organisation.
* Regularly assess and monitor the organisation's compliance with information security guidelines, privacy laws, regulations, and internal policies. Conduct audits and internal reviews to identify potential vulnerabilities or non-compliance areas.
* Receive, document, and manage high-level and corporate complaints from stakeholders, or other relevant agencies and ensure these complaints are handled in a timely, professional, and sensitive manner, maintaining confidentiality throughout the process.
* Coordinate thorough investigations into high-level and corporate complaints, collaborating with internal departments and relevant stakeholders to address complaints and propose appropriate solutions or remedies.
* Serve as the main point of contact for high-level and corporate complainants, providing regular updates on the status of the complaints.
* Ensure compliance with internal policies, procedures, and regulatory requirements during the privacy information request and complaint management processes. Maintain accurate and detailed records of complaints and requests, investigations, actions taken, and outcomes.
* Identify trends, patterns, or recurring issues based on information request and complaint data and provide recommendations for process improvements. Collaborate with relevant teams to implement changes that enhance service delivery, prevent future complaints, and improve overall stakeholder satisfaction.
* Prepare regular reports on information security trends, information request and complaint trends, key metrics, and the effectiveness of internal security processes. Provide insights and recommendations to the CEO and Board.
* Work closely with RASA’s IT Security consultants and IT team to ensure the implementation of technical controls and measures to protect the organisations information assets.

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| Qualifications and Experience |

Essential

* A tertiary qualification (AQF Level 7) in Law, Information Management, Business Management or related field and/or significant demonstrated experience and acquired knowledge that would otherwise be achieved through formal education.
* Experience in the development and implementation of compliance monitoring systems.
* Experience in business administration and project management.

Desirable

* Professional certifications in privacy, such as Certified Information Privacy Professional (CIPP) or Certified Information Privacy Manager (CIPM).
* Experience in complaint handling, preferably within a health or community service-oriented environment.
* Experience working in a privacy related role.
* Experience in the not for profit and community services sector.
* Experience working with Aboriginal and Torres Strait Islander people.

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| Skills, Knowledge and Abilities |

* Knowledge and understanding of the Privacy Act and related privacy regulations.
* Strong analytical and problem-solving skills, with the ability to assess and manage privacy and complaint risks effectively.
* Ability to develop and deliver staff training programs on privacy, data protection, record management and complaint handling.
* Familiarity with privacy impact assessment methodologies and procedures.
* Ability to proactively monitor compliance with privacy, records management and complaints systems across the organisation.
* Excellent interpersonal and communication skills, with the ability to maintain professionalism in challenging situations.
* Knowledge of relevant laws, regulations, and industry standards related to privacy, information requests, records management and complaint management.
* Ability to work collaboratively with cross-functional teams, demonstrating diplomacy and strong relationship-building skills.
* High ethical standards, maintaining confidentiality and impartiality throughout the privacy request and complaint handling processes.
* Proven ability to manage projects, problem solve, meet deadlines, and demonstrate successful project outcomes.
* Proven ability to write content suitable for policies, reports, and internal publication for a range of audiences and purposes.
* Ability to think creatively and work effectively in a high-pressure environment.
* Proficiency with MS Office.

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| Requirements |

* Current valid driver's license.
* A satisfactory DHS Working with Children check.
* A satisfactory National Criminal History Check.
* Flexibility to work evening shift, extra hours/days to cover leave and other contingencies.
* Ability to adapt and perform duties as required by changing program needs.

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| Work Health and Safety |

* Demonstrate safe work practices for personal health and safety and the health and safety of others in line with Work, Health and Safety requirements.
* Comply with any reasonable instruction that is given by RASA and co-operate with any reasonable policy or procedure of RASA relating to health or safety in the workplace.

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| Direct Reports |

* N/A

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| How We Work |

We work within the framework of RASA’s values which are Diversity, Respect, Belonging and Learning.

Curiosity and creativity
We are open to enquiry and discovery; we are committed to learning individually, as a team, as an organisation and as a community. We use obstacles to drive innovation.

Do our bit well

We are realistic, practical, simple but not simplistic. We recognise that it is clients who change their lives; we, at best, inspire, enable and support change. We build partnerships with other services, and we recognise our limits.

Walk together in harmony

We listen respectfully to different perspectives, and we are open to influence. The spirit of walking in harmony is about generosity, humility and respect for the differences we each bring to our partnerships. We acknowledge what we have learned from Uncle Lewis Yerloburka O’Brien and other Aboriginal and Torres Strait Islander people and seek to continue learning about the cultural responsibility from Aboriginal and Torres Strait Islander peoples.

Using restorative practice, we work **with** each other – using high support and high challenge to sustain team culture and grow our work.

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| Acknowledgement |

I have read, understood and accept the position as documented in this position description.

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| Employee Name:  |  |
| Signature:  |  |
| Date:  |  |