

Position/Role Description
Privacy Officer

<u>Direct Reports of:</u>	District President	
<u>Peers With:</u>	Chief Facility Manager Quality Assurance and Quality Improvement Coordinator	District Manager Personnel Officer Safety Officer Public Information Officer
<u>Director Reports</u>	None	
<u>Locations:</u>	District Headquarters Remote	Pleasant Prairie Station
<u>Resources Provided for District business:</u>	Laptop Computer Photocopier/printer access Training and education	Badge Business cards
<u>Memberships:</u>	Firefighters Association of Missouri (FFAM) Missouri Emergency Medical Services Association (MEMSA)	
<u>Compensation and Allowances:</u>	Paid \$25.00 per hour	Mileage reimbursement
<u>Assignment:</u>	Part-time	On—Call Business hours
<u>Maximum Staffing Level:</u>	1 Position	

Primary Responsibility:

Lead, direct, manage, develop, implement, maintain, and review the District's adherence to confidentiality and privacy policies and practices, including investigation of complaints and reports of unauthorized disclosure of personal information (PI), personally identifiable information (PII), and protected health information (PHI) in compliance with federal and state laws and the District's information confidential and privacy policies and practices.

Ensures District goals are met and works towards fulfilling the District's vision.

Consults with the Chief, District Manager, and Board of Directors in terms of policy and planning, but works independently to ensure protection of PI, PII, and PHI.

Administrative Duties:

- Prepares reports and documentation on complaints, investigations, and other activities
- Prepares and delivers presentations and reports to the District's Board of Directors
- Prepares annual budget requests to then Budget Officer
- Controls spending within budget

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Important Responsibilities:

- Complies with and enforces applicable state statutes and federal laws and regulations, e.g., confidentiality and privacy
- Helps draft and recommend policies and goals and content for the District's Strategic Master Plan
- Provides development guidance and assists in the identification, implementation, and maintenance of the District's confidentiality and privacy policies and practices in coordination with the District's management and administration and District's attorney
- Performs initial and periodic confidentiality and privacy risk assessments and conducts related ongoing compliance monitoring activities in coordination with the District's other compliance and operational assessment functions, e.g., quality assurance and quality improvement
- Works to ensure the District has and maintains appropriate privacy and confidentiality consent, authorization forms, and information notices and materials reflecting current District and legal practices and requirements
- Works with the Personnel Officer and Training Officer to ensure each member of the Board of Directors and all personnel receive education regarding District policies and practices regarding confidentiality and privacy
- Participates in the development, implementation, and any ongoing compliance monitoring of all contractor and supplier agreements, to ensure all confidentiality and privacy concerns, requirements, and responsibilities are addressed, e.g., third-party billing company
- Establishes mechanisms to track access to and retention of PI, PII, and PHI, within the purview of the District and as required by law and to allow qualified individuals to review or receive a report on such activity
- Oversees recipient rights to inspect, amend, and restrict access to PI, PII, and PHI when appropriate
- Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all complaints concerning the District's confidentiality and privacy policies and practices and reports of unauthorized disclosure of PI, PII, and PHI
- Ensures compliance with confidentiality and privacy policies and practices and consistent application of disciplinary action for failure to comply with confidentiality and privacy policies for all individuals with the District
- Initiates, facilitates, and promotes activities to foster confidentiality and privacy awareness within the District
- Serves as the confidentiality and privacy liaison for administrators and users of the District's human resources and incident management systems
- Reviews all system-related information security plans throughout the District's network to ensure alignment between security, confidentiality, and privacy practices, and acts as a liaison to the Information Security Officer
- Works with all District personnel involved with any aspect of release of PI, PII, and PHI, to ensure full coordination and cooperation under the District's policies and practices and legal requirements

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- Serves as information privacy consultant to the District.
- Cooperates with the Office of Civil Rights and other legal entities in any compliance reviews or investigations
- Works with the District's attorney and other related parties to represent the District's information privacy interests with external parties (state or local government bodies) who undertake to adopt or amend privacy legislation, regulation, or standard.
- Initiates continuous improvement of confidentiality and privacy practices, improved outcomes by sponsoring quality assurance and quality control activities reducing costs and cycle time and streamlining work processes
- Provides processes to assure seamless quality customer service
- Attends conferences and seminars to keep abreast of developments in applicable federal and state privacy laws and accreditation standards, and monitors advancements in information privacy technologies to ensure District adaptation and compliance

Desired Knowledge:

- Principles, practices, methods, and equipment employed in modern emergency services
- District ordinances, policies, standard operating procedures or guidelines and state statutes and regulations pertaining to emergency services and public administration
- Emergency medical services (EMS)
- Information privacy technologies

Required Knowledge:

- Laws and regulations pertaining to federal and state confidentiality and privacy laws and accreditation standards
- Organizational leadership principles and practices
- Principles and practices of management systems and processes
- Best practices of accessing, collecting, securing, disclosing, using, and retaining PI, PII, and PHI

Required Abilities:

- Follows direction from the District President
- Uses good judgment in maintain confidentiality and privacy of PI, PII, and PHI consistent with carrying out the District's mission, policies, procedures, achieving goals, and fulfilling the District's vision
- Establishes relationships and works well with District employees
- Gathers information by communicating with others and obtaining data
- Prepare reports, presentations, and documentation as necessary with clearly organized thoughts using proper English sentence construction, punctuation, and grammar
- Comprehends and makes inferences from written material in the English language
- Provides organizational leadership
- Performs leadership and managerial responsibilities
- Assesses overall administrative effectiveness in carrying out the District's mission, achieving goals, and fulfilling the District's vision

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- Review or check the work of others for conformance to procedures, standards, policies, regulations, and/or statutes
- Defines training and educational needs of District personnel regarding confidentiality and privacy of PI, PII, and PHI
- Communicates with District personnel, the public, and recipients of District services in face-to-face, one-on-one, group, or over the telephone types of settings, including provides feedback to District personnel
- Observes, monitors, and compares data to determine compliance with the District's policies and administrative procedures
- Basic computer skills such as emailing, word processing, spreadsheets, data bases, and presentations

Desired Licensure or Certification:

- Emergency Medical Technician Basic
- Registered Health Information Technician (RHIT) or Registered Health Information Administrator (RHIA) certification

Required Licensure:

- None

Training and Experience:

Combination of experience and education that meet the training and experience may be substituted for the following:

- Degree or advanced training
- Successful completion of courses in emergency services and health administration
- EMS field experience, preferably as Supervisor

Confidentiality:

Regularly works with data, processes, or confidential information where disclosure is a serious breach of trust and potential violation of law.

Working Conditions:

Office environment

Required Mental and Visual Demands:

- Intense and exacting mental and visual attention, involving the performance of complex work
- Continuous attention to detail

Physical Requirements:

Communicates effectively via telephone or TTY/TDD

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Additional Requirements:

- Ability to respond to the District within 90 minutes when available for duty
- Managing projects, tasks, follow-ups, etc.
- An individual in this position may use personal or District vehicles on District business; therefore, if an individual uses personal or District vehicles, the individual must be physically capable of operating the vehicle safely, possess a valid driver's license, and have an acceptable driving record
- Use of a personal vehicle for District business will be prohibited if the employee does not have personal insurance coverage

Note: This Job Description will be reviewed from time to time and adjusted, if necessary.

Parts of this document were created using information from the American Health Information Management Association