



JOB DESCRIPTION

JOB TITLE:	Information Governance Assistant
PAY BAND:	Band 3
DEPARTMENT/DIVISION:	Corporate Affairs/ Information Governance
BASED AT:	TBD
REPORTS TO:	Information Governance Officer
PROFESSIONALLY RESPONSIBLE TO:	Director Corporate Affairs
LAST UPDATED:	May 2018

JOB PURPOSE:

The role of the Information Governance Assistant is to support the Information Governance Officer in the Information Governance work programme, to ensure compliance with the Data Protection Act 2018, Freedom of Information Act 2000 (and Environmental Regulations), the requirements of the Data Security and Protection (DSP) Toolkit and other relevant standards, guidance and legislation.

The post holder will provide administrative support to the Information Governance Manager(s) in the delivery of training and awareness events.

The post holder will support the Information Governance Officer with Information Governance audits, incident investigations and privacy impact assessments to ensure all relevant documentation is available for review.

The post holder will contact all relevant FOI leads for information requested under the Freedom of Information Act 2000 (and Environmental Regulations) and collate a Trust wide response for review by the Information Governance Officer(s) and Manager(s).

The post holder will collate evidence in support of the annual submission of the DSP Toolkit and any audit thereof. He/she will provide the Information Governance Officer with all necessary information for the preparation of reports to the Information Governance Group and any other group as may be required.

KEY WORKING RELATIONSHIPS:

Internal: All staff

External: Patients, members of the public, other NHS/government organisations

MAIN DUTIES & RESPONSIBILITIES:



The post-holder will have a strong understanding of Information Governance standards including confidentiality, data protection, information security and records management and will:

IG

- Assist the Information Governance Officer with responding to Information Governance queries from staff members, members of the public and third parties and respond to the query or identify an appropriate lead to do so.
- Support the Information Governance Officer in Information Governance incident investigations, including collating information for inclusion in investigation reports.
- Provide administrative support to staff in relation to the completion of privacy impact assessments (PIAs) and data mapping.
- Assist the Information Governance Officer in the timely completion and submission of the Trust's Data Security and Protection (DSP) Toolkit, including responsibility for collating evidence and uploading the evidence to the relevant folder or system, meeting with relevant staff to assist them with interpreting standards and collating evidence, assisting with undertaking a process of internal audit against the DSP Toolkit standards and compile a report for the Information Governance group meetings.
- Provide administrative support to the Information Governance Officer with responding to third party subject access requests (SAR) and general queries on SARs.
- Provide administrative support in the implementation of good practice and Information Governance requirements for the Trust's information systems (Information Asset Register, Data/Information flow mapping database, Corporate Records Management databases).
- Support the clinical and corporate divisions in the use of the data mapping tool, be actively involved in the data mapping exercise, report results of the exercise and carry out follow-up reviews to mitigate any identified risks.



- Support the Information Governance Officer in the production of reports, such as training compliance reports or incident reports for meetings or in response to management requests.
- Provide support to the Information Governance Officer in relation to any other IG projects as required.
- Continuously develop skills in training and expand knowledge of Information Governance topics
- To contribute to the delivery of IG audit work programmes, working with key operational colleagues to ensure that accurate audit results are achieved.

FOI

- Comply with the FOI policy and associated procedure for handling any requests under the Freedom of Information (FOI) Act, thereby ensuring that they are dealt with in a timely and confidential manner.
- Co-ordinate responses to requests for information under the FOI Act and liaise with managers as appropriate.
- Receive, acknowledge, respond to, record and collate the information required to answer the information request within the boundaries of the FOI Act.
- Maintain an accurate and up to date register of requests including details of any disclosures, refusals, fees, advice and guidance, produce regular reports and monitor and track the progress of requests.
- Provide advice and assistance to staff in order to discharge the Trust's responsibilities enforceable by the Information Commissioner.
- Review and maintain the Trust's FOI Publication Scheme under supervision of the Associate Foundation Secretary.

Clerical Duties



- Compile and maintain filing system for Third Party Subject Access Requests (SAR); Caldicott issue log (e.g. police); Non-Disclosure Agreement (NDAs)/Confidentiality Agreements, Data Processing/Sharing Agreements.
- Arrange, co-ordinate and attend meetings of specific committees/groups (e.g. ISAG, IGG and other groups as may be required): including booking meeting rooms, producing and circulating agendas and reports, taking and producing minutes for the meeting and monitoring or undertaking any follow up actions.
- Assist in the preparation of reports and presentations, using Word, Excel, Powerpoint and other relevant software.
- Manage and update the diary of the Deputy Foundation Secretary, Senior Manager Information Governance and Information Governance/Security Manager(s) .
- Ensure all work completed complies with the Data Protection Act, Caldicott principles and other relevant legislation.
- Provide general admin support to the Information Governance/Corporate Affairs department including letter typing, photocopying, filing and faxing.

Physical Effort

- The post requires the regular use of VDU equipment throughout the day, inputting data, compiling statistics, creating reports and documents.

Mental Effort

- Required to concentrate for frequent periods of time where work pattern is predictable, with the ability to deal with unforeseen interruption.

Emotional Effort

- The possibility of exposure to sensitive information in relation to patient/staff issues is rare.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

GENERAL INFORMATION:



TRUST VISION AND VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; To **Deliver the Best in Care**. Our values apply to every member of staff. They are to treat all with **respect**, to take personal and team **responsibility**, to look to improve the way we do things (**innovation**) and to act with **honesty** in all we do.

TRUST POLICIES AND PROCEDURES

The post-holder will be required to comply with all policies and procedures issued by and on behalf of University Hospitals Birmingham. In addition if the post-holder is required to work at other organisations premises they must adhere to the specific policies relating to the premises in which they work.

CLINICAL GOVERNANCE & RISK ASSESSMENT

The post-holder must be aware of and ensure compliance with the Trust's Clinical Governance systems and Risk Management systems.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of computerised information could result in a prosecution for an offence or action for civil damages under the Data Protection Act.

DATA PROTECTION

If required to do so, the post-holder will obtain, process and/or use information held on a computer in a fair and lawful way; and hold data only for the specified registered purposes and to use or disclose the data only to authorised persons or organisations.

EQUAL OPPORTUNITIES AND DIVERSITY*

University Hospitals Birmingham is striving towards being an equal opportunities employer. No job applicant or member of staff will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

University Hospitals Birmingham the post-holder will have personal responsibility to ensure they do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

HEALTH AND SAFETY

The post-holder must make him/herself aware of the responsibilities placed on them by the Health and Safety at Work Act [1974] to ensure that the agreed safety procedures are carried out to maintain a safe environment for other members of staff and visitors.



The post-holder will have at all times a duty to conduct themselves and to undertake their work, in a safe manner, so not to endanger themselves and others around them. Clearly, the degree of such responsibilities carried out by a particular individual will depend on the nature and extent of his/her work. Should any individual feel concerned over the safety aspects of his/her work, it should be brought to the attention of his/her manager/supervisor and/or Trade Union Safety Representative.

The post-holder must adhere to the health and safety rules and procedures of the Trust. He/she has a legal duty to use safety devices and equipment provided.

All staff will receive a general introduction to health and safety at work as part of their induction. They will also be given advice on fire, security and lifting procedures.

FLU PANDEMIC OR MAJOR INCIDENT

In the event of a flu pandemic or major incident, the post holder may be asked to undertake other duties not necessarily commensurate to the banding of this role. This could include duties in any part of the hospital. Prior to undertaking any duties, the member of staff will have full training and induction. No member of staff will be asked to undertake duties for which they are not competent or where they feel unsafe in their environment or could put patients or themselves at risk.

NO SMOKING POLICY

The Trust has a no smoking policy. Staff are only permitted to smoke in designated smoking shelters. Members of staff must not smoke inside any of the Trust's premises nor in any vehicle used on Trust Business. Members of staff must adhere to the Trust's Uniform Policy and therefore any uniforms must be covered whilst smoking.

PUBLIC SERVICE USER AND CARER INVOLVEMENT

Under Section 11 of the Health and Social Care Act we have a duty to involve patients and the public at all levels within the organisation. The post-holder will be required to recognise and value the benefits of listening and responding to patients and recognise that the patient's experience is the catalyst for doing things differently to improve the way we deliver services.

UNTOWARD INCIDENTS

The post-holder must take responsibility for incident and near miss reporting and must ensure they adhere to all departmental policies and procedures.

SAFEGUARDING

The Trust is committed to safeguarding and promoting the welfare of the adults, young people and children who use the services. All staff have a responsibility to report any identified concerns of abuse or exploitation through the appropriate route in line with the respective policies and procedures.

REVIEW OF THE ROLE

This job description will be subject to review and amendment, in consultation with the post holder, to meet the changing needs of the service and the organisation.

This role profile is designed to identify principal responsibilities. The post holder is required to be flexible in developing the role in accordance with changes within the Trust's management agenda and priorities. Although this is a list of the key responsibilities of the



post it is expected that the post holder and manager will develop and define the detail of the work to be undertaken.

The Trust is committed to equal opportunities, providing opportunities for flexible working and is a no smoking organisation.

Name of Post Holder:

Signature of Post Holder: **Date:**

Name of Manager:

Post Title of Manager:

Signature of Manager:..... **Date:**

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