

JOB DESCRIPTION

JOB TITLE:	Information Governance Officer
PAY BAND:	Band 5
DEPARTMENT/DIVISION:	Corporate Affairs
BASED AT:	TBD
REPORTS TO:	Senior Manager Information Governance
PROFESSIONALLY RESPONSIBLE TO:	Deputy Foundation Secretary
LAST UPDATED:	30 April 2018

JOB PURPOSE:

The role of the Information Governance Officer is to support the Information Governance Manager(s) 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 be responsible for working with key leads to ensure relevant evidence is collated to support the Data Security and Protection (DSP) Toolkit submission and will contribute to the development of effective work programmes for staff in order to ensure that high standards for Information Governance compliance are implemented and maintained across the Trust.

The post holder will contribute to the development and delivery of Information Governance training programmes to staff at all levels across the organisation and assist the Information Governance Manager(s) in the effective management of Information Governance incidents, using the Datix risk management software.

The post holder will draft responses to information requests under the Freedom of Information Act 2000 (and Environmental Regulations) based on the information collated by the Information Governance Assistant.

KEY WORKING RELATIONSHIPS:

Internal: All staff

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

MAIN DUTIES & RESPONSIBILITIES:

- To assist in the development and the delivery of specific Information Governance training programmes for all staff across the Trust.
- To work closely with key staff in order to raise awareness of the Information Governance agenda and to make recommendations for change in working practices that will enable the Trust to be compliant with the national standards.
- To attend meetings of the Information Governance Group and other forums as required.
- To work closely with senior managers to identify areas of risk and gaps in compliance with information governance standards.
- To develop and maintain the Trust's Information Governance sections on the Shared Drive, Intranet and public website.
- To maintain a database of attendees to all staff IG training and awareness sessions which are not led by the Learning & Development Team (e.g. Data Protection & Caldicott Awareness sessions, Information Asset Owner training sessions).
- To advise and assist where appropriate in the development of documentation, to include, protocols, procedural manuals, posters and leaflets, and other promotional and training materials.
- To work with, and assist the Information Governance Manager(s) and Senior Manager Information Governance in the collation of evidence for all statutory reports, including the DSP Toolkit and CQC submissions.
- To ensure an effective process for gathering responses to incoming Freedom of Information Act (Environmental Act) requests, escalate exemptions to the Information Governance Manager(s) as and when necessary.
- To maintain the Trust's FOI publication scheme.
- To line manage the band 3 IG Assistant.
- To assist the Information Governance/Security Manager(s) in the management of recorded IG incidents using the Datix risk management system and follow-up recommendations/action as and when required.
-

- To support the Information Governance/Security Manager(s) by contributing to the on-going development and implementation of the Information Governance Strategy and Policy and supporting guidance to promote best practice as defined by the DSP Toolkit.
- To contribute to the completion of Data Processing/Sharing Agreements with Third Party organisations.
- To follow-up outstanding actions/recommendations emanating from Privacy Impact Assessments and ensuring appropriate reporting to the Information Governance Group.
- To deputise for the Information Governance Manager(s) where appropriate.
- To support Information Asset Owners, Information Asset Administrators and Trust wide IG leads to ensure compliance with all relevant DSP toolkit standards.
- To assist the Information Governance Manager(s) with responding to third party subject access requests (SAR) and general queries on SARs.
- To support the Information Governance Manager(s) in the conduct of internal and external Information Governance audits, ensuring that any recommended action plans are implemented in a timely manner.
- To support the Information Governance/Security Manager(s) with the conduct of Third Party due diligence, ensuring that all relevant responses are collated in a timely manner and forwarded to the Senior Manager Information Governance as and when required.

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 patients 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:**

Person Specification

Post: Information Governance Officer	Division: Corporate
Location/Department: Corporate Affairs	Date: May 2018

All candidates will be considered on their ability to meet the requirements of this person specification.

	Criteria Please state if essential (E) or desirable (D). (Only essential criteria will be considered when undertaking the job evaluation process)	How Identified Application form (A)/Interview (I)/Presentation (P)
General Education and Qualifications	English Language and Maths pass GCSE (E) Degree or equivalent experience (E)	A A/I A/I A/I
Experience	Experience of applying information governance principles in practice (D) Experience of working in a health and social care environment (D) Experience of report writing (E) Experience of organising own workload (E) Experience of dealing with complex queries/requests (E)	A/I A/I A/I A/I A/I

Skills/Abilities	<p>Excellent verbal and written communication skills (E)</p> <p>Ability to convey complex information to a variety of staff groups (E)</p> <p>Able to maintain good working relationships with all levels of staff (E)</p> <p>MS Office skill to intermediate/advanced level (E)</p> <p>Excellent organisational skills (E)</p> <p>Ability to work on own initiative (E)</p> <p>Ability to prioritise own workload (E)</p> <p>Ability to work as part of a team (E)</p> <p>Ability to work under pressure (E)</p> <p>Ability to work to deadlines (E)</p> <p>Ability to analyse information and formulate reports clearly and accurately (E)</p>	<p>A/I/P</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
Knowledge Depth and extent of knowledge E.g. Technical, Financial	<p>Demonstrable experience in and knowledge of the principles of information governance (D)</p> <p>Working knowledge of the requirements of the Data Protection Act, Caldicott, duty of confidentiality (E)</p> <p>Working knowledge of the information governance toolkit (E)</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>
Personal Attributes e.g. Reliable, Punctual	<p>Ability to work with and engage with staff at all levels (E)</p> <p>Ability to think clearly under pressure, analyse complex situations, reach decisions and take appropriate action (E)</p> <p>Able to demonstrate high levels of integrity, confidentiality and reliability (E)</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p>

	Proactive and innovative approach (E)	A/I
	Self motivated (E)	A/I
Other Factors e.g. ability to work shifts, ability to drive, etc	Occasional need to travel to attend external meetings as required	A/I