



JOB DESCRIPTION

JOB TITLE:	Information Governance Officer
PAY BAND:	Band 5
DEPARTMENT/DIVISION:	Corporate Risk and Compliance
BASED AT:	Queen Elizabeth Hospital
REPORTS TO:	Senior Manager Information Governance
PROFESSIONALLY RESPONSIBLE TO:	Associate Director Corporate Affairs
LAST UPDATED:	November 2018

JOB PURPOSE:

The role of the Information Governance Officer is to support the Senior Manager Information Governance in the Information Governance work programme, to ensure compliance with the requirements of the Information Governance Toolkit and other national standards, guidance and legislation.

The post holder will be the first point of contact for providing advice and support to all staff on information governance issues. The post holder will work with all staff groups to raise awareness of Information Governance throughout the organisation, by coordinating training and awareness events and ensuring that all staff are aware of their responsibilities and adhere/comply with the relevant policies.

The post holder will assist with the development of and delivery of the Trusts Information Governance agenda. This involves the on going review and development of the Trust's Information Governance policy, ensuring that any action plans, policies and procedures are fully implemented.

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:

- Be the first point of contact for all IG queries from staff members, members of the public and third parties and respond to the query or identify an appropriate lead to do so.



- Produce guidance for staff in relation to IG subject matter areas and communicate this guidance to staff members.
- Actively engage with and support the divisions and corporate areas in the planning, implementation and use of a data mapping tool and to be actively involved in the data mapping exercise and reporting of results of the exercise, including reviewing completed reports to identify high risk areas and work with divisions to mitigate these risks.
- Assist and advise staff on the completion of privacy impact assessments.
- Coordinate and support information governance incident investigations where required, including assisting staff with investigations and producing investigation reports.
- Coordinate and attend the Information Governance Group (IGG) meetings including booking meeting rooms, producing and circulating agendas and reports and taking and producing minutes for the meeting and undertaking any follow up actions.
- Organise or attend other meetings, either internal or external, on behalf of the department as required and to produce reports, such as training compliance reports or incident reports for meetings or in response to management requests.
- Assist with responding to subject access requests.
- Deal with queries or requests from external parties, including members of the public, patients, police, solicitors, insurance companies, other NHS staff members and other third parties such as social services and drafting responses to such requests where required.
- Review and maintain information governance policies and procedures and guidance documents.
- Produce and deliver IG training packages to all levels of staff through Trust induction, junior doctor induction, Trust wide mandatory training sessions, and department specific training sessions. Ensure that the training programme materials are regularly reviewed to ensure they remain up to date with latest guidance. Organise training events and provide admin support for training events delivered by the post holder and other members of the department.
- Assist with completion of the IG toolkit submission, 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.
- Produce, analyse and monitor each of the action plans developed by Information Governance leads against each standard of the Information Governance Toolkit to provide advice and guidance and regular reports to the Senior Manager Information Governance and Information Governance Groups.
- Identify any gaps in meeting the requirements of the Information Governance Toolkit and ensure that potential weaknesses identified by the Toolkit are incorporated into an action/development Plan and addressed at the earliest opportunity.



- Assist with undertaking a process of internal audit against the Information Governance Toolkit standards and provide a report to the Information Governance group meetings.
- Provide Caldicott support for the Trust in relation to confidentiality and advice on the Caldicott principles and all aspects of confidentiality
- Advise staff on information sharing and arrange information sharing protocols with third parties.
- Review and maintain the Trusts Information Governance policy and ensure that all other related policies and procedures are in place.
- Advise and work with staff of all levels to identify new working practices where required and to support the change programme to implement these.
- Ensure that the information Governance section on the Trust website is kept up-to-date.
- Develop processes to ensure service users are provided with information on their rights under the Data Protection Act 1998.
- Make use of all appropriate technologies to disseminate information relating to Information Governance.
- Provide support to the Senior Manager Information Governance in relation to any other IG projects as required.
- Continuously develop skills in training and expand knowledge of Information Governance topics, including monitoring the development of legislation and NHS guidance in relation to Information Governance, advising on compliance, producing Trust specific policies and guidance as required and monitoring new initiatives.

Financial and Physical Resources

- To have a personal duty of care in relation to equipment and resources used within the function.

Human Resources

- Participate in self development to improve performance and undertake development activities that are identified.
- Support the induction of new members of staff on systems and procedures within the department.

Information Resources

- Responsible for ensuring that internal databases and are maintained and updated regularly to enable ongoing update and review.
- Responsible for the entry and storage of data compiled by others.

Freedom to Act

- Able to work on own initiative to prioritise workload and meet deadlines.

Physical Effort

- Required to use a computer and office equipment on a daily basis.



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.

Other

- The post requires the regular use of VDU equipment throughout the day, inputting data, compiling statistics, creating reports and documents.
- To take part in regular performance appraisals.
- To undertake any training required in order to maintain competency including mandatory training i.e. Fire and Manual Handling.

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:**