

## Information Governance Facilitator

<b>Division</b>	<b>Central Functions</b>
<b>Job Title</b>	<b>Information Governance Facilitator</b>
<b>Band</b>	<b>5</b>
<b>Location</b>	<b>Quality, Safety and Compliance Department</b>
<b>Hours of Duty</b>	<b>37.5 hours per week</b>
<b>Managerially accountable to</b>	<b>Information Governance Manager</b>
<b>Professionally accountable to</b>	<b>Deputy Head of Quality, Safety &amp; Compliance/ DPO</b>
<b>Key Relationships</b>	Divisional Management Teams, Directorate Management Teams, Quality, Safety and Compliance Department, clinical and non-clinical staff

### ROLE SUMMARY

The key purpose of this post is to implement information governance standards and legislation, and raise awareness by:

- providing support to the IG Manager in the implementation and promotion of the Trust's IG agenda and policies;
- assisting in the completion of the annual Data Security & Protection (DSP) toolkit;
- taking responsibility for overseeing compliance with the Freedom of Information (FOI) Act within the Trust;
- completing an annual data flows report and maintaining an up to date data flows register for all Trust departments, acting on any areas of concern;
- provide advice and assistance in the audit and completion of information sharing agreements and data privacy impact assessments across the Trust, and maintain a suitable register;
- facilitating DSP training across the Trust and updating statistics for compliance rates;
- assisting in managing IG risks;
- providing advice regarding data processing and general IG queries, and liaising with Trust staff as necessary to promote IG best practice and legal requirements;
- assisting in providing statistical information for key performance indicators for the Trust's IG steering group.
- attending and contributing to the IG Steering Group and other Trust and regional meetings as necessary.
- Taking responsibility for overseeing compliance with corporate records
- Assisting in the annual audit programme and liaising with clinical teams where areas for improvement have been identified
- Co-ordinate and support the IG Manager with specialist projects

### Communication & Relationships Skills

- Possess excellent communication skills (written, verbal, and presentation).
- To communicate and liaise with all staff groups at all levels within the Trust to provide advice on all aspects of IG, and to escalate issues to the IG manager as necessary.
- To liaise with external contacts regarding IG as required.
- To attend and contribute to the Trust's IG steering group, and other Trust or regional meetings as necessary.
- To liaise with all staff groups to ensure evidence submitted for the requirements of the DSP toolkit is relevant and is provided in a timely manner.
- The post holder will be responsible for delivering annual DSP training to staff of all levels to ensure national training requirements are satisfied and maintained. The post holder must have a confident and innovative presentation style. IG pages on the intranet and Trust internet pages must also be kept up to date and relevant.
- The post holder will support the management and coordination of the Trust's IG steering group, in conjunction with the IG Manager and DPO.
- To support in monitoring, developing, and reviewing corporate strategies, policies and systems to ensure appropriate compliance with relevant national legislation and NHS guidance, and ensuring that associated risk is successfully managed.
- Communicating complex, possibly contentious IG management/IG performance updates and issues to senior managers.
- To maintain effective working relationships with Trust staff, patients and the public.
- To oversee FOI requests during periods of absence, to ensure service delivery.
- To deputise for the IG manager at relevant local/regional IG meetings as necessary.
- Assist in monitoring the Trust's incident reporting system, taking action as required with the guidance of the IG manager.
- To liaise with Trust departments and governance and quality managers as necessary to investigate possible IG breaches, and report to the IG manager to discuss possible action plans.

## **Analytical and Judgemental Skills**

- To support the Information Governance Manager with the analysis and interpretation of national and local information governance initiatives and manage the implementation of these initiatives.
- To analyse a wide range of business critical information, requiring comparison to a range of options.

- To produce detailed reports to identify gaps in current compliance and develop action plans to address these.
- To provide information and reports to colleagues, Divisional Meetings, Directorate Meetings and Trust meetings as required. Manage the asset register to ensure it meets compliance with latest guidance.
- To work with the Information Governance Manager to identify priorities and risks suitable for inclusion in the annual audit programme.

## **Planning & Organisational Skills**

- Plan and co-ordinate meetings to ensure appropriate review and completion of documentation for all assets.
- Plan and co-ordinate meetings to ensure appropriate review and completion of documentation for corporate records.
- Plan workshops and deliver training on DSP training as required.
- To organise and prioritise own workload, ensuring timely completion of tasks.
- To manage the DSP evidence document management library to include uploading and validation of evidence in readiness for DSP toolkit submission.
- To lead and implement on IG projects, as required, ensuring these are implemented within agreed timeframes.
- To support the IG Officer in the timely and satisfactory processing of FOI requests (with the supervision and support of the IG manager).
- Assist the IG manager in the coordination and implementation of the DSP improvement plan.
- Responsible for organising and maintain relevant databases (eg, DSP toolkit, training compliance, Asset Register, etc).

## **Physical Skills**

- Key board skills
- Advanced use of IT skills, manipulating data.
- Working knowledge of Sharepoint administration
- Manipulation and analysis of data, utilising business intelligence/performance management software systems and Excel
- Ability to sit at a desk/screen for long periods of time.
- Ability to participate as a member of the IG team, visiting a number of clinical and non clinical areas across both sites, to meet requirements of the DSP toolkit and latest legislation.

## **Responsibility for Patient/ Client Care**

- To ensure a high level of service at all times to internal and external colleagues, to clients, patients and the general public.
- To assist patients and staff in accessing personal/health information as appropriate.
- To assist the public in accessing corporate information, ensuring that up to date and appropriate material is available.
- Support the IG manager in ensuring the Privacy Notice is up to date and meets the needs of patients and staff.

## **Responsibility for Financial and Physical Resources**

- Order stock and stationery.

## **Responsibility for Human Resources**

- To maintain good working relationships and work as an effective team member.
- To ensure own work is of a high standard.
- To participate in annual appraisals.
- Provide DSP training as required.
- Support and advise staff in the investigation of adverse incidents, ensuring completion within the agreed timeframes and actions implemented.

## **Responsibility for Policy/ Service Development**

- To develop policies and procedures ensuring they are compliant with Trust procedural documents and meets legislative, national and local guidance. Liaise with clinical teams to ensure these are implemented across the Trust
- To ensure maximum learning is gained from IG, and measures are taken to improve data, security and protection for patients and staff.
- To conform with Trust and Divisional policies in respect of confidentiality, health and safety, and data protection.
- To actively work towards achieving standards set by the Department and to be proactive in identifying areas for improvement.
- To challenge in a positive manner current working practices and promote a culture of continuous improvement.
- To adapt to change within your own and the Department's environment.

## **Responsibility for Information Resources**

- To participate in the collection, validation, analysis and presentation of IG information for IG steering group and the IG toolkit.
- Create, develop and maintain information systems in relation to allocated projects.

- Complete an annual data flow audit for all Trust departments, acting on any highlighted risks to ensure necessary changes to practice are made or completing subsequent risk assessments that may be needed.
- Promote the necessity for information sharing agreements and data privacy impact assessments, and advise and support staff in their completion. Maintain a register of such documents and manage their timely review.
- Support the DSP toolkit requirements regarding corporate records by carrying out regular records audits and promoting best practice regarding data processing and record lifecycles.
- As requested, produce statistical information relating to IG to support the requirements of the Trust .
- Ensure information is processed in accordance with IG procedures.
- Support the annual review of all IG documentation.
- Produce regular IG newsletters/information posters with assistance from the IG manager.

## **Responsibility for Research and Development**

- To undertake relevant IG audits, surveys, and patient/staff questionnaires, as required

## **Freedom to Act**

- To work autonomously within appropriate occupational guidelines/protocols and procedures.
- Work is managed rather than supervised
- Works to own initiative to support the implementation of the DSP Framework.

## **Physical Effort**

- Undertake light physical effort such as sitting, standing and walking.
- Needs to concentrate when inputting data and producing reports.
- High level of DSE use
- Requirement to move presentation equipment

## **Mental Effort**

- Manage conflicting priorities
- Concentration required for checking documents.
- Concentration required for writing in depth complex reports which require prolonged concentration.
- Concentration required for analysis of information and production of statistics. Use of multiple databases in which to source information.

- Frequent interruption through the demands of meetings, Department needs, providing advice in situations that can be classed as potentially urgent.
- To escalate possible external or internal contentious/distressing requests (for information) from patients (including complaints), the public (including MPs and the media) or staff.

## **Working Conditions**

- Working in a variety of areas across the hospital site.
- Spends significant time at VDU.

## **Personal Development**

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence.
- To participate in personal objective setting and review, including the creation of a personal development plan.

## **Standards of Behaviour**

**We have four core values and promises we advocate as an organisation.**

### **To work together**

To work as a team helping achieve our goals and support others to make positive changes.  
To be appreciative acknowledge and thank people for their efforts and contributions.  
To be Inclusive open and honest, welcome people's views and opinions and involve people in decisions that affect them.

### **To have compassion**

To be supportive by being empathetic and reassuring and supporting people when they need it  
To be respectful and treat people fairly, with respect and dignity, protect their privacy and help them feel comfortable  
To be friendly by being welcoming and approachable. Making eye contact, saying hello and introducing yourself

### **To ensure safety**

We communicate well and explain clearly, share relevant and timely information and keep people updated  
We are organised and plan ahead, manage time and be prompt in what we do  
We speak up and contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

### **To continuously improve**

By listening and welcoming people's views and ideas, invite people to ask questions and share their opinions and respond to what we hear

By learning and sharing best practice, celebrating good performance and supporting others to use their skills, learn and grow

By taking responsibility and a positive attitude, to act and encourage people to take the initiative and make improvements

## Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

## Confidentiality

- To ensure that confidentiality is maintained at all times and that data belonging to the Trust is protected and recorded accurately.

## Equality and Diversity

- To promote equality and diversity in your working life ensuring that all the staff you work with feel valued and treated in a fair and equitable manner

## Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

- **Trust Dress Code**
  - Trust approved uniform/dress code must be adhered to
  - When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
  - No personal bags to be worn during clinical duties
- **Hand Hygiene**
  - Decontaminate your hands as the per 'The five moments of hand hygiene'
- **Own Practice**
  - Lead by example
  - Encourage and praise good practice
  - Be prepared to accept advice about your own practice
- **Decontamination**
  - Ensure that equipment you have been using or about to use has been decontaminated effectively
  - Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works
- **Trust Policies**

Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

## ***Safeguarding Children, Young People and Adults with care and support needs***

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines . All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

## **Sustainability**



Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future*' with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

*SWITCH to a Sustainable UHNM* is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact [switch@uhnm.nhs.uk](mailto:switch@uhnm.nhs.uk)

Signed Employee \_\_\_\_\_ Print \_\_\_\_\_ Date \_\_\_\_\_



Signed Manager \_\_\_\_\_

Print \_\_\_\_\_

NHS Trust

Date \_\_\_\_\_

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**Person Specification**

Requirements	Essential	Desirable
<b>Education and qualifications</b>	Degree or equivalent level of educational attainment, or ability to demonstrate relevant experience.	
<b>Experience</b>	<p>Experience in asset management to include information sharing agreements, data privacy impact assessments and contract reviews.</p> <p>Experience of using and managing systems such as DATIX, SharePoint and Excel to ensure information is in a usable format.</p> <p>Experience of analysing data and presenting in a user friendly format</p> <p>Involvement with inspections, accreditations and external reviews</p> <p>Involvement with investigations and action planning</p> <p>Experience in the management, sharing and monitoring of large amounts of data and information.</p> <p>Experience in planning and leading meetings/ contributing to the meeting agenda</p> <p>Experience of communicating with staff at all levels.</p> <p>Experience of delivering projects and reports within set timescales.</p> <p>Experience in the delivery of training to staff at all levels</p> <p>Experience of providing staff of all levels with best practice on IG related matters.</p>	<p>Experience of communicating with the Information Commissioner's Office and other relevant external third parties (council, government, police, system providers, etc).</p> <p>Experience of working in the NHS, or a public sector environment.</p>

Requirements	Essential	Desirable
	<p>Experience of processing FOI/ SAR requests and dealing with any arising queries efficiently and appropriately.</p>	
<p><b>Skills, ability and knowledge</b></p>	<p>Knowledge of data protection legislation</p> <p>Knowledge of the IG agenda including the DSP toolkit and the requirements placed upon NHS bodies.</p> <p>Good understanding of the wider information governance agenda.</p> <p>Excellent verbal, written, and presentation skills.</p> <p>Good working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel; with the ability to manipulate data and produce in a graphical format.</p> <p>Presentation skills</p> <p>IT/ database knowledge</p> <p>Provision of training in various formats</p> <p>Ability to lead and co-ordinate meetings</p>	<p>Ability to identify/manage information risks, and negotiate solutions.</p>

Requirements	Essential	Desirable
	<p>Report writing to all levels of the organisation</p> <p>Good understanding of wider governance agenda</p> <p>Use of effective project &amp; change management methods.</p> <p>Good oral, written and presentation skills.</p> <p>Good observational skills</p> <p>Analytical problem solving skills.</p> <p>Ability to manage own work and prioritise in order to meet deadlines.</p> <p>Ability to recognise and resolve problems, referring where appropriate.</p> <p>Undertaken some form of evaluation; such as audit</p>	
<p><b>Personal Qualities</b></p>	<p>The ability to secure the co-operation of colleagues at all levels.</p> <p>The ability to support colleagues at all levels regarding the implementation of information governance.</p> <p>The ability to positively challenge colleagues and provide advice and guidance as necessary.</p> <p>Organised, articulate, methodical, and proactive. Positive approach.</p> <p>Able to work under pressure and with possible frequent interruption.</p> <p>Able to provide a high level of confidentiality due to the nature of the role and the potential sensitive information handled.</p>	<p>Full driving licence preferable.</p>

Requirements	Essential	Desirable

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