

Job Description

Division:	Central Functions
Job Title:	Information Governance Officer (Corporate Records)
Band:	4
Location:	IM&T Department, RSUH
Hours of Duty:	37.5 hours per week (Monday – Friday)
Managerially accountable to:	DSP Manager
Professionally accountable to:	Head of DSP/ DPO
Key Relationships:	DSP Team, IM&T Team, Divisional Management Teams and Directorate Management Teams, clinical and non-clinical staff

Role Summary

- To support the Data, Security and Protection (DSP) Manager in the co-ordination and delivery of DSP across the Trust. This post will primarily focus on, but is not limited to compliance with the Freedom of Information (FOI) Act, Environmental Information Regulations (EIR) and Personal Data Requests (PDRs).
- To provide advice and assistance to those wishing to make requests and also to staff providing information to respond to requests. The post holder will ensure requests are acknowledged, recorded, collated, and completed, prior to review by the DSP Manager, in order to meet legal deadlines.
- To support the DSP Manager in the co-ordination of the corporate records programme; ensuring completion of the corporate records assessment documentation and management of the audit database. To monitor and seek assurance that actions have been implemented.
- To be a point of contact for DSP, providing support and advice, where appropriate.
- To support the DSP team with the management of advisory/ audit visits. To include the administration, co-ordination and collation of required information.
- To produce reports to support the DSP Manager in the delivery of the DSP agenda, to identify areas for improvement.
- Produce material to communicate messages across the Trust, via flyers, newsletters and other appropriate media, in relation to FOI, EIR, PDRs and corporate records.
- To support the DSP team with the management of adverse incidents/ complaints ensuring timely completion of investigations and implementation of actions.
- Ensure all documentation, in relation to the post holders portfolio is up to date.
- Support the DSP Team with the administration, co-ordination and undertaking of assessments.
- To ensure the DSP website, reflects latest guidance/ information in relation to Information Security portfolio

Key Areas/Tasks

To have a good working knowledge of the Freedom of Information (FOI) Act, Environmental Information Regulations (EIR) and Personal Data Requests (PDRs); ensuring knowledge is in line with latest guidance.

To have a good working knowledge of Data, Security & Protection and corporate records management; ensuring knowledge is in line with latest guidance.

To be responsible for coordinating the FOI/ EIR and PDR function effectively to provide a high quality and responsive service; ensuring requests received by the Trust are acknowledged, recorded, collated, and completed prior to review by the DSP Manager, in order to meet legal deadlines.

Liaise with staff of all levels in order to gather relevant information, as well as with external third parties as necessary to ensure FOI/ EIR and PDR responses are timely, accurate, and relevant. Establish and build on good relationships with staff, around the Trust.

Consult with the DSP manager over complex requests, including use of exemptions, and any complaints resulting from an FOI request. Understand the appropriate implementation of FOI exemptions. Ensure requests are recorded, using the provided format, and this reporting tool is to be used to maintain statistics regarding requests and responses. Create a monthly report for the Executive DSP Group.

Provide staff and service users with advice concerning FOI/ EIR and PDR requests, and understand the Trust's responsibilities.

Liaise with the Trust communications department as necessary to assist in updating the Trust's publication scheme and reflects changes locally or nationally.

Support the DSP Manager with corporate records programme. This will involve the coordination of the audit timetable, liaising with corporate records champions to ensure completion of the assessment. Maintain a register of these assessments, supporting the DSP Manager in the completion of the reports and assessment ratings. Liaise with the corporate records champions to ensure recommendations are actioned and escalate areas of concern to the DSP Manager. Provide advice to staff to support them in meeting their responsibilities for the management of corporate records.

Maintain personal and professional development to meet the changing demands of the post and participate in appropriate training activities.

To ensure that all duties are carried out to the highest standard, in accordance with current quality initiatives within the work area.

To communicate and liaise with all staff groups at all levels across the Trust to provide DSP advice and to escalate issues to the DSP Team as necessary.

To ensure communication channels are used appropriately to facilitate the flow of information between relevant parties.

To be a point of contact within the DSP Team.

To liaise with all staff groups to ensure evidence submitted meets the requirements for external DSP accreditations, inspections and reviews.

To liaise with policy/ procedure leads to ensure that DSP documentation is reviewed and approved appropriately.

To maintain effective working relationships with Trust staff, patients and the public.

To support the DSP team with the management of advisory/ audit visits. To include the administration, co-ordination and collation of required information.

To plan and organise a number of activities and continually reprioritise to meet changing deadlines and in response to unforeseen problems or events.

Continually assess the latest procedures with a view to advising departmental leads on updates and improvements to working practices.

To support the DSP Manager with the management of adverse incidents ensuring timely completion of investigations and implementation of actions.

To manage and co-ordinate corporate records documentation, ensuring all documentation is up to date.

This post requires advanced keyboard skills, as both speed and accuracy are important

To comment on proposed changes to the local procedures and working practices to take advantage of opportunities for improvement.

Responsible for adherence and implementation of developed FOI/ SAR and Corporate Records policy and procedures.

To use a range of IT applications to create reports.

Maintain databases (such as Datix), ensure it is populated and kept up to date with DSP activity.

Implement systems that support timely collation and analysis of information.

To assist with maintaining confidential reports/records.

To produce reports which identify key trends and issues for discussion at key DSP meetings.

To support the DSP team with the management of advisory/ audit visits. To include the administration, co-ordination and collation of required information.

Able to act independently & show initiative, but within guidelines, within a changing and demanding environment.

To take account of national and local policies and guidelines in the execution of a project.

Be proactive in developing and updating administrative procedures to ensure the smooth running of the department.

To support the DSP Team in the co-ordination of evidence in preparation for visits/ inspections, working with clinical teams to ensure evidence is submitted in a timely manner.

To ensure the DSP website reflects up to date information, in relation to post holder's portfolio.

Produce material to communicate messages across the Trust, via flyers, newsletters and other appropriate media.

To support the collation and reporting of DSP data gathered as part of a spot check/ audit or advisory visits.

To produce reports to support the DSP Manager in the delivery of the DSP agenda, to identify areas for improvement.

To support the collation and analysis of data relating to key quality outcome measures ahead of spot check/ audit or advisory visits.

To organise and prioritise own workload in conjunction with guidance from the DSP Manager.

To manage the corporate records audit database; monitor and seek assurance that actions have been implemented.

To support the DSP team with the management of adverse incidents ensuring timely completion of investigations and implementation of actions.

Support the DSP Team with the administration, co-ordination and undertaking of assessments.

The post requires IT skills, including experience in using Microsoft Excel.

To manipulate and analyse data, utilising business intelligence/performance management software systems and Excel

The post holder will be required to sit at a desk/screen for long periods of time.

To participate as a member of the DSP review team, visiting a number of areas across both sites.

To provide a high level of service at all times to the general public, patients and colleagues by providing administrative support to the DSP Team to facilitate the delivery of a robust DSP management system.

To work within departmental procedures, where work is checked on a regular basis.

To develop local procedures to support management of the DSP portfolio

To work autonomously within own work area.

Undertake light physical effort such as sitting, standing and walking.

Concentration required when inputting data and producing reports.

Concentration required for checking documents.

Concentration required for writing in reports which require prolonged concentration.

Concentration required for analysis of information and production of statistics. Use of multiple databases required, in which to source information.

Escalate possible contentious/distressing disclosures from patients, the public or staff.

The post holder may be required to work in a variety of areas across the hospital sites.

Regularly required to concentrate for investigating and analysing complex information, data and policies whilst managing conflicting priorities requiring immediate response.

Ability to work under pressure and meet deadlines.

The ability to remain confident and calm under pressure, in order to propose solutions to complex or controversial problems.

There is a requirement to use VDU equipment for most of the working day.

Personal/Professional 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 and the Trust's appraisal process.

Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.



Together

- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion

- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it

- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe

- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving

- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, 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

Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring that they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Bill, General Data Protection Regulations (GDPR) and the NHS Code of Confidentiality

GDPR replaces the EU Data Protection Directive of 1995 and supersedes the law of member states that were developed in compliance with the Data Protection Directive 95/45/EC. Its purpose is to protect the "right and freedom" of natural persons (i.e. living individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent.

Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to confidential patient information but is far wider in its scope, e.g. it also covers personal records.

While GDPR applies to both patient and employee information, the Confidentiality Code of Practice (COP) applies only to patient information. The COP incorporates the requirements of GDPR and other relevant legislations together with the recommendations of the Caldicott report and medical ethics considerations, in some cases extending statutory requirements and provides detailed specific guidance.

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@uhns.nhs.uk

Signed Employee

Print:

Date:

Signed Manager

Print

Date

DSP Officer

Person Specification

Requirements	Essential	Desirable
Education and qualifications	<p>HNC/HND, NVQ 4, or equivalent knowledge and experience</p> <p>GCSE/equivalent at Grade C or above in Mathematics and English/equivalent level of educational attainment or ability to demonstrate relevant experience</p>	<p>Completion of FOI course</p>
Experience	<p>Knowledge of the Freedom of Information (FOI) Act 2000/ EIR Act and PDR requirements</p> <p>Experience of working in the NHS, or a public sector environment</p> <p>Experience of communicating with staff at all levels</p> <p>Experience of processing FOI/ EIR and PDR requests from the request being received through to completion.</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 in managing small projects</p> <p>Experience of analysing data and presenting in a user friendly format</p> <p>Involvement with inspections, accreditations and external reviews</p> <p>Experience in the field of DSP</p> <p>Involvement with audit and action planning</p> <p>Experience in the management, sharing and monitoring of large amounts of data and information.</p>	<p>Knowledge of the wider DSP framework</p>

<p>Skills and ability</p>	<p>Good written and verbal communication</p> <p>Good computer skills with good knowledge of Microsoft Office, including Word, Excel and Outlook; with the ability to manipulate data and produce in a graphical format.</p> <p>Ability to manage own work and prioritise in order to meet deadlines.</p> <p>IT/ database knowledge</p> <p>Produce quality/intelligence reports</p> <p>Ability to recognise and resolve problems, referring where appropriate.</p>	<p>Report writing skills</p>
<p>Personal qualities</p>	<p>The ability to secure the cooperation of colleagues at all levels</p> <p>Well organised, articulate, methodical, positive</p> <p>Able to work under pressure with frequent interruption</p> <p>Able to provide a high level of confidentiality</p> <p>Positive and flexible approach to work</p>	<p>Full driving licence preferable</p>