SINGLE CORPORATE SERVICES
Governance and Risk
Information Governance

Job title:	Information Governance Officer	***To be completed by HR*** *Job Reference Number*
Reporting to:	Information Governance Manager	
Accountable to:	Director of Corporate Governance	
Pay Band:	5	

As part of the Single Corporate Service, the role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As the single corporate service will be delivered across both organisations, individuals may be required to undertake business travel between sites. The frequency and arrangements will be discussed on an individual basis and the staff mobility local agreement will apply.

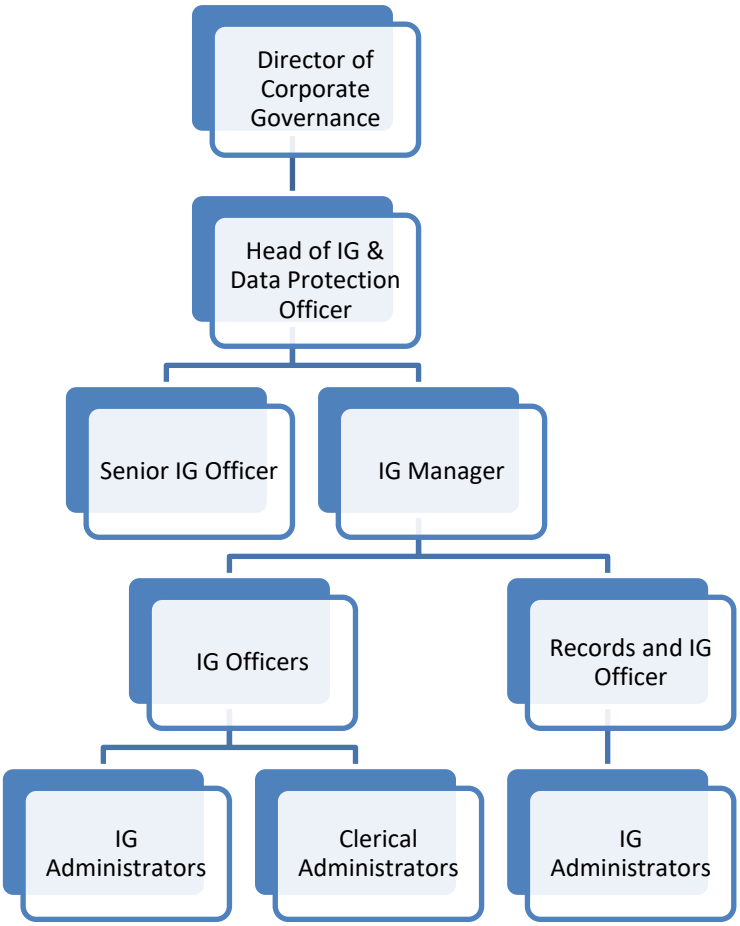
For our leaders managing staff across multi-site locations, they will need to be visible and provide in person leadership. The arrangements and frequency will be agreed locally.

Job purpose
To ensure both Trusts meet their legal and regulatory obligations associated with information governance and data protection management and to ensure that there are robust arrangements in place to continue to be well led organisations. This includes assurance and escalation as necessary.

Job summary

1. To ensure that all data protection and freedom of information request for information are processed, in line with legal timeframes and as per the Groups policies, and procedures.
2. To assist on the requirements of the Data Protection and Security Toolkit for the organisation ensuring all assertions are completed for submission.
3. To be an integral part of the Information Governance Team ensuring high standards of Information Governance are implemented and maintained across the Group.

Organisational Chart



Specific Core Functions

1. Provide direct leadership and line management of the IG administrators, and wider clerical team.
2. To support the delivery of all functions associated with information governance (IG) and data protection, relating to UK General Data Protection Regulations (GDPR), Data Protection Act 2018 (DPA 2018) Access to Health Records Act 1990 (AHRA), Freedom of Information Act 2000 (FOIA) Environmental Information Regulations (EIR) and all associated Information Governance work streams including the annual Data Security Protection Toolkit.
3. Communicate verbally and in writing with staff at all levels to a high standard, both internal and external to promote best practice and partnership working in the areas of Information Governance.
4. Respond to internal and external enquiries, e.g. patients, their representatives and members of the public, external agencies according to departmental procedures, escalating to the most appropriate available person as required.
5. Provide assistance throughout the organisation and wider healthcare community for all associated Information Governance processes as necessary including all responsibilities linked to the Data Security and Protection Toolkit requirements.
6. Provide specialist expertise to Trust colleagues regarding information governance related incidents, providing reports, recommendations and feedback as required.
7. Work with multi-disciplinary teams and liaise with external multi-disciplinary agencies

8. Oversee and coordinate the management of all Subject Access requests (SAR) across both Trusts, including HR related SAR, escalating to the IG Manager where appropriate.
9. Oversee and coordinate the management of all Freedom of Information (FOI) across both Trusts, escalating to the IG Manager where appropriate.
10. Ensure that accurate records are maintained at all times.
11. Support with ensuring that all databases used within the team are accurate and up to date, and resultantly that required performance information /statistics are readily available.
12. To assist in the investigation of breaches in Trust Policy and legislation and liaise with Human Resources and provide evidence and statements.
13. Coordination of records management to ensure that patient records held in the Trust archive are appropriately logged, accessed and stored securely. And that they are deleted in accordance with the Trust retention policy, following liaison with service leads Isle of Wight only).
14. Support development and delivery of training in regards to information governance.
15. Support with incident management, including review and grading.
16. Support with preparation of reports compilation
17. Support and participate in-house training/induction and development of guidance tools for staff regarding risk management systems.
18. This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
19. This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder

Key Responsibilities

Communication and Working Relationships
The post holder will be providing and receiving routine information orally, in writing or electronically to inform work colleagues, patients, clients, carers, the public or other external contacts. The communication will include;

a) Providing and receiving routine information which requires tact or persuasive skills or where there are barriers to understanding
b) providing and receiving complex or sensitive information,
c) providing advice, instruction, or training to groups, where the subject matter is straightforward.

Analytical and Judgement
Judgements involving a range of facts or situations, which require analysis or comparison of a range of options.

Planning and organising
Planning and organisation of a number of complex activities or programmes, which require the formulation and adjustment of plans.

Physical Skills
The post requires developed physical skills to fulfil duties where there is a specific requirement for speed or accuracy. This level of skill may be required for advanced or high-speed driving; advanced keyboard use; advanced sensory skills or manipulation of objects or people with narrow margins for

error, or the post requires highly developed physical skills, where accuracy is important, but there is no specific requirement for speed. This level of skill may be required for manipulation of fine tools or materials.

Patient Client Care
Provides general non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.

Policy and Service Development
The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.

Financial Management
The post holder will be an authorised signatory for small cash/financial payments.

Management/Leadership
The post holder is responsible for day-to-day supervision and co-ordination of staff within the Information Governance team. They will deal with work allocation and daily responsibility for the monitoring or supervision of one or more groups of staff.

Information Resources
The post holder is responsible for the operation of one or more information systems at department / service level where this is the major job responsibility.

Research and development
Undertakes surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Freedom to Act
Expected results are defined but the post holder decides how they are best achieved and is guided by principles and broad occupational policies or regulations. Guidance may be provided by peers or external reference points.

Physical effort
A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort
There is a frequent requirement for concentration where the work pattern is predictable with few competing demands for attention, or there is an occasional requirement for concentration where the work pattern is unpredictable.

Emotional Effort
Exposure to distressing or emotional circumstances is rare, or occasional indirect exposure to distressing or emotional circumstances.

Working conditions
Occasional exposure to unpleasant working conditions, or occasional requirement to use road transportation in emergency situations, or frequent requirement to use road transportation, or frequent requirement to work outdoors, or requirement to use Visual Display Unit equipment more or less continuously on most days. **Person Specification**

Criteria	Essential	Desirable	*How criteria will be assessed*
Qualifications	Degree level (or equivalent) or proven equivalent experience of working in Information Governance or similar area.	Accredited Courses associated with Information Governance, Freedom of Information Act, Subject Access	**Application and Interview**
Experience	Evidence of significant experience in system administration Advanced skills for keyboard use for producing reports, spreadsheets and correspondence. Excellent verbal, telephone and written communication skills. Ability to use own initiative and deal with competing priorities. Works autonomously but can seek advice when necessary/manages a discrete area of work.	Expertise within specialism, underpinned by practical experience. Management of team and line management responsibilities.	**Application and Interview**
Knowledge	Detailed knowledge of UK GDPR the Data Protection Act and Freedom of Information Act. Significant experience of information handling and analysis gained in a work environment.	Have a good understanding of the requirements of the Caldicott recommendations for handling data with the NHS	**Application and Interview**

Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion

- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

- Understand duty to adhere to policies and protocols applicable to infection prevention and control.
- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves.
- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.

- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.