

Information Governance Officer

Job Description & Person Specification –

A summary of the role responsibilities and person specification

Why Our Trust?

Terms and conditions

Post – Information Governance Officer

Division – Trust Services

Department – Corporate Governance

Band – 5

Salary - £24,907 - £30,615

Location – Trust Headquarters

Hours of work – 37.5

Contract length – Permanent

Annual leave – Up to 33 days dependant on NHS Service

Pension - The NHS Pension Scheme is a defined benefit scheme. Further details and outline of benefits can be found at: www.nhsbsa.nhs.uk/pensions

What you'll love about working here

We are outstanding! The CQC rated the organisation as Outstanding for services being caring and well-led. The Trust was the first in the country to go from Requires Improvement to Outstanding in 2017, and is now the first to do this and then retain this rating. The Trust is currently one of only seven in the country to have been rated Outstanding twice, and one of only three general acute Trusts to achieve this.

A digital exemplar- Being appointed as a Global Digital Exemplar means we can realise this vision by implementing digital technologies that will help us to transform the way we work and how we relate to our colleagues, patients and partner organizations.

Sustainable healthcare - We have joined the international movement to declare a climate emergency, recognising the impact climate change is having on the world. Climate change is labelled as the greatest threat to health in the 21st century, with a range of conditions related to heat, cold, extreme weather and air pollution predicted to rise. To lead the way in healthcare the Trust has set ambitious goals to become carbon neutral by 2030.

Access to further opportunities with the Trust

Apprenticeships are a great way to learn and earn on the job. UH Bristol and Weston provides a range of apprenticeships to support a huge number of career opportunities in clinical and non-clinical support services with apprenticeships starting at level 2 through to level 7.

As an organisation we encourage further development of all employees to progress upward within their chosen field.

About us

Our mission is to improve the health of the people we serve by delivering exceptional care, teaching and research every day.

Diversity & Inclusion

A core principle of the Trust is to ensure that patients and staff are treated with dignity and respect. Promoting equality, diversity and human rights and challenging any form of inequality, discrimination, harassment or abuse are central to the Trust's Values.

'Committed to inclusion in everything we do' is the ambition set out in the Trust's Workforce Diversity & Inclusion Strategy.

The Trust will not tolerate discrimination, harassment or bullying under any circumstances and particularly because of a characteristic protected by the Equality Act 2010.

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The role of the Information Governance Officer is to support the Head of Risk Management & Information Governance and the Information Governance Manager in the development of the Trust's Information Governance Framework, ensuring that any action plans, policies and procedures are fully implemented. The nature of the role demands that highly complex and contentious, statutory and regulatory requirements are implemented across the Trust and understood by all staff members.

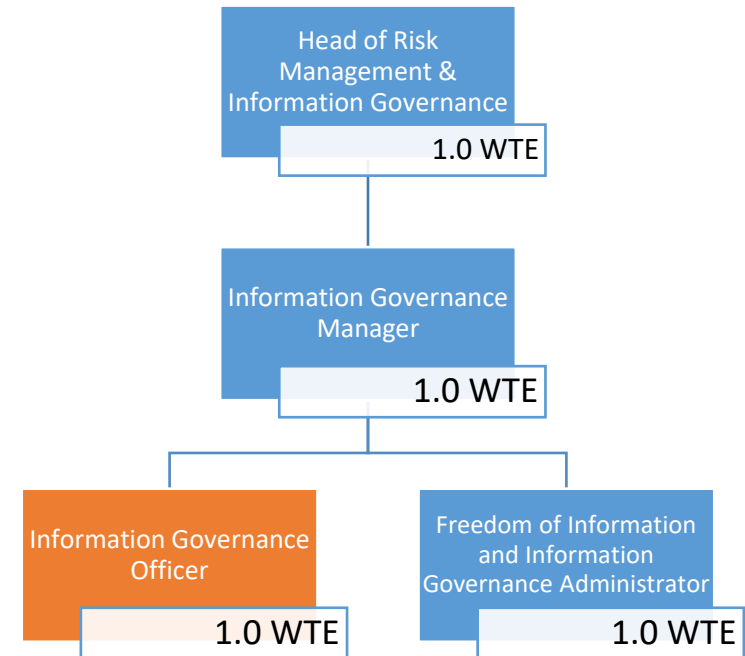
The post holder will be responsible for carrying out work to ensure that the Trust complies with all relevant legislation in relation to information governance, including the European General Data Protection Regulation, Data Protection Act 2018, Access to Health Records Act 1990, Freedom of Information Act 2000, Environmental Information Regulation, common law duty of confidentiality, Caldicott recommendations, National Information Security Directive, Record Management Codes of Practice and all other guidance and best practice published by the Department of Health and Social Care, NHS Digital or the Information Commissioner's Office.

Main Duties and Responsibilities

Planning and organisation

- Manage a pro-active and integrated approach to Information Governance (IG) for the organisation, implementing the Trust's IG framework to ensure the Trust meets its statutory and regulatory obligations, working closely with the Information Asset Owners, Information Asset Administrators, the Senior Information Risk Officer and the Caldicott Guardian
- Report serious data breaches to the Information Commissioner's Office and NHS Digital via the Data Security & Protection Toolkit and work with divisional leads to ensure that appropriate investigations are undertaken on behalf of the organisation
- Monitor the Trust's Information Asset Register, collating up-to-date information from Information Asset Owners and Administrators regarding completion of asset descriptions and system risk assessments
- Plan and organise own work to meet targets and priorities.
- Ensure Data Protection Impact Assessments are completed in line with statutory requirements.
- Log and respond to Information Rights Requests received by the Trust.
- Draft data processing/sharing agreements between the Trust and other organisations.

Organisational Structure



Key Relationships

Senior Information Risk Owner
Caldicott Guardian
Corporate Leads
Divisional Governance Leads
Departmental Managers
Digital Services
External Information Governance Leads

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Service Improvement

- Develop and monitor action plans to achieve continuous improvement in the Trust's performance against the requirements of the annual Data Security & Protection Toolkit assessment.

Communication

- Communicate effectively at all levels and produce concise user-friendly documentation.
- Work with the Trust Communications Team to raise awareness and promote best practice to all staff for the management of all aspects of IG in all operations of the Trust
- Produce regular reports on IG for the Information Governance Group, Information Risk Management Group and Risk Management Group
- Explain complex IG issues to managers and provide advice and guidance on their resolution
- Represent the Trust at Information Governance Forums, and other local or national meetings as required

Policy and Service Development

- Provide support in reviewing and updating the content of Trust policies and procedures that support IG requirements
- Develop and implement Trust wide policies and procedures to support IG requirements as required

Training and Teaching

- Be responsible for driving forward the IG training agenda including the development of IG eLearning
- Delivery of IG awareness session at Trust Induction.

Quality Assurance and Audit

- Audit compliance with all Trust policies that encompass IG requirements, ensuring resulting action plans are managed to completion and evidence logs constructed and maintained.
- Conduct regular departmental "walkarounds" to monitor and report on compliance with the Trust's IG policies and processes.

Professional

- Collate evidence to provide assurance that the Trust complies with the requirements of the General Data Protection Regulation 2016, Data Protection Act 2018 and other related legislation
- Develop and maintain IG expertise, assisting the Trust with the interpretation of legislation, NHS policies and guidance within the field of IG
- Act as a resource for other employees by providing advice on the Data Protection Act and related issues

Physical Skills

- Be highly literate with information systems and technology
- Have a good standard of keyboard skills

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Personal Profile - (E) = Essential (D) = Desirable

Knowledge and Experience

- Experience of working in an Information Governance related role (E)
- Experience of working in an NHS or healthcare setting (D)
- Experience of delivering training programmes (D)
- Experience of developing or implementing Information Governance improvement processes (E)

Skills and Abilities

- Ability to manage own workload (E)
- Report writing skills (E)
- Excellent communication skills (E)
- Able to interpret national laws, policies, directives and guidance (E)
- Able to analyse and present complex information both written and verbal (E)
- High level of attention to detail and accuracy (E)
- Excellent IT Skills (E)

Qualifications and Training

- Degree or equivalent level of proven experience of working in Information Governance (E)
- Qualification in Data Protection (e.g. GDPR Practitioner Certification) (E)
- Information Security qualification (D)
- Evidence of ongoing Continuing Professional Development (E)

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Transforming Care

Delivering sustainable healthcare services to our patients, which are effective, efficient and driven by excellence, is at the heart of our organisation. Transforming Care is the Trust's overarching programme of transformational change. It enables staff to use a structured approach to continuously improve and innovates their services, strengthen our capability, and deliver our Trust's mission to improve the health of the people we serve by delivering exceptional care, teaching and research, every day.

Our Quality Improvement Academy is open to all staff and leaders across the Trust, and provides training to lead or take part in improvement and transformation activities in their departments and across the Trust. We will support staff to develop the skills and tools to improve services to deliver the best care to our patients and public.

Information Governance

It is the responsibility of all staff to respect the confidentiality of patients and staff, as specified in the Caldicott Principles, Data Protection Act 2018 and the Human Rights Act. It is the duty of every employee to:

- Only access person identifiable information as required in the execution of their duties.
- Disclose information appropriately, in line with the Data Protection Act 2018.
- To ensure good quality data by recording, promptly and accurately, clinical and non-clinical information within agreed timescales to PAS, the health record or the appropriate clinical or non-clinical information system
- Always trace patient notes on the Patient Administration System

Maintain the confidentiality of their passwords / usernames and if in possession of a 'Smartcard' abiding by the terms and conditions of its use.

Workplace health and wellbeing

The Trust Workplace Health and Wellbeing Framework applies to all employees, students and volunteers who are encouraged to take responsibility for their individual health and wellbeing and to promote the wellbeing of colleagues. Line managers must recognise the importance of health and wellbeing and take it into account when planning tasks and designing jobs.

Safeguarding Children and Vulnerable Adults

The Trust is committed to safeguarding and promoting the welfare of all children, young people and vulnerable adults, and as such expects all staff and volunteers to share this commitment.

Quality and Clinical Governance

Quality in the NHS has three core dimensions: Patient Safety, Patient Experience and Clinical Effectiveness. Clinical Governance is about the systems, processes and behaviours to ensure that high quality services are provided to patients. Every member of staff has a role to play in striving for excellence: it is important that everyone is aware of and follows policies and procedures that govern their work; and if something goes wrong, everyone has an obligation to report it so lessons can be learned from mistakes, incidents and complaints. If any member of staff has concerns on any clinical governance matters, they should raise them with their line manager, professional adviser, or a more senior member of management. Reference should be made to the Trust's guidance on Raising Concerns about provision of patient care.

Health and Safety

Under the provisions contained in the Health and Safety at Work Act 1974, it is the duty of every employee to:

- Take reasonable care of themselves and for others at work
- To co-operate with the Trust as far as is necessary to enable them to carry out their legal duty
- Not to intentionally or recklessly interfere with anything provided including personal protective equipment for Health and Safety or welfare at work.

Everyone has a responsibility for contributing to the reduction of infections.

Senior Management is responsible for the implementation throughout the Trust of suitable arrangements to ensure the health, safety and welfare of all employees at work and the health and safety of other persons who may be affected by their activities. Where health and safety matters cannot be resolved at Senior Management level the appropriate Executive Director must be notified.

Line Managers are responsible for the health and safety management of all activities, areas and staff under their control. This includes responsibility for ensuring risk assessments are completed and implementation of suitable and sufficient control measures put in place. Health and safety issues are dealt with at the lowest level of management practicable. Where health and safety matters cannot be resolved at a particular management level the appropriate Senior Manager must be notified.

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