

Job Description

JOB TITLE:	Information Governance Officer (RXJ 1945)
ACCOUNTABLE TO:	Head of Information Governance
RESPONSIBLE TO:	Information Governance Coordinator
HOURS:	37.5
DATE:	May 2015
AFC Band:	3

www.kmpt.nhs.uk

JOB PURPOSE:

The Information Governance Officer will be responsible for providing full administrative and clerical support to the Information Governance Department. They will provide administrative services across a varied and wide range of Information Governance functions relating to confidentiality, information sharing and information security including requests for information under General Data Protection Regulation/Data Protection Act 2018 and Freedom of Information Act and associated legislative frameworks.

KEY RESULT AREAS:

The post requires a person with proven administrative expertise, ideally within an Information Governance environment. Due to the nature of the role, the individual must be able to communicate with tact, understanding and discretion across all levels of staff and with members of the public. The individual must be able to influence and negotiate with other staff, managing competing priorities in sometimes demanding circumstances.

The individual must be able to make sensible decisions that support delivery of agreed aims and objectives, being aware of when it is appropriate to lead on, and when to escalate, particular issues. They must be able to work within a Team environment and be confident in providing accurate and appropriate advice and guidance based on legislative and best practice requirements.

RESPONSIBILITY:

To act as a central point of contact within the Trust for all Information Governance services.

To work within and review internal procedures and Trust-wide policies as required.

To contribute to the monitoring and maintenance of the Information Governance standards and legislative obligations.

To implement policy and procedural changes relevant to own role.

ENVIRONMENT:

Office based role with frequent sitting for long periods of time at VDU.

Occasional lifting of documents, stationery and/or equipment.

Travel across Kent may be required to provide some services.

KNOWLEDGE TRAINING AND EXPERIENCE:

Knowledge of Information Governance legislation and best practice.

Understanding of the importance of Information Governance on the broader corporate reputation of the organisation.

Understanding and appreciation of Healthcare services, ideally in the NHS.

Ability to work on own initiative and as a member of a Team.

Experience of working in a complex and demanding role, requiring good time management and prioritisation of workload.

Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, Powerpoint, Access and Visio.

Effective communication skills, both written and verbal.

JOB SUMMARY:

The Information Governance Officer is an essential part of the Information Governance Department and supports the Deputy Head of Information Governance in delivering a high quality service to all customers and stakeholders.

- To receive and administer a varied caseload of requests for information in accordance with the relevant legislation and local Department procedures;
- Administer and update relevant Information Governance registers, including the safe haven register and information asset register;
- Provide administrative support in logging and investigating low-level information incidents;
- Monitor the Departmental generic mailboxes relating to the work of the Department;
- Provide an Information Governance Support telephone helpline to all staff and stakeholders;
- Assist the Deputy Head of Information Governance in ensuring adherence to Information Governance legislation, best practice, National policies and local procedures;
- Maintain accurate records of all administrative tasks undertaken, recording on established records management systems, preserving confidentiality of information at all times;
- To assist the Deputy Head of Information Governance in delivering key tasks and preparing appropriate evidence for areas relating to Information Governance in the Information Governance Toolkit on an annual basis;
- Provision of general administrative and clerical support to the Department.

This job summary reflects the principal duties of the post but is not an exhaustive list of all tasks. The post holder will be required to undertake additional duties indicative to the Band as required by their Line Manager and in line with local Departmental procedures.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

Executive Directors
KMPT Managers and Staff
External Partnership Agencies
Members of the Public
Third Party Organisations
Other NHS Trusts/Healthcare Providers
Agency and Seconded Staff
Press/Media
Information Commissioners Office

STANDARDS OF BUSINESS CONDUCT:

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

HEALTH AND SAFETY:

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

PERFORMANCE REVIEW:

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

CONTINUOUS IMPROVEMENT:

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

THE TRUST'S MISSION STATEMENT:

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

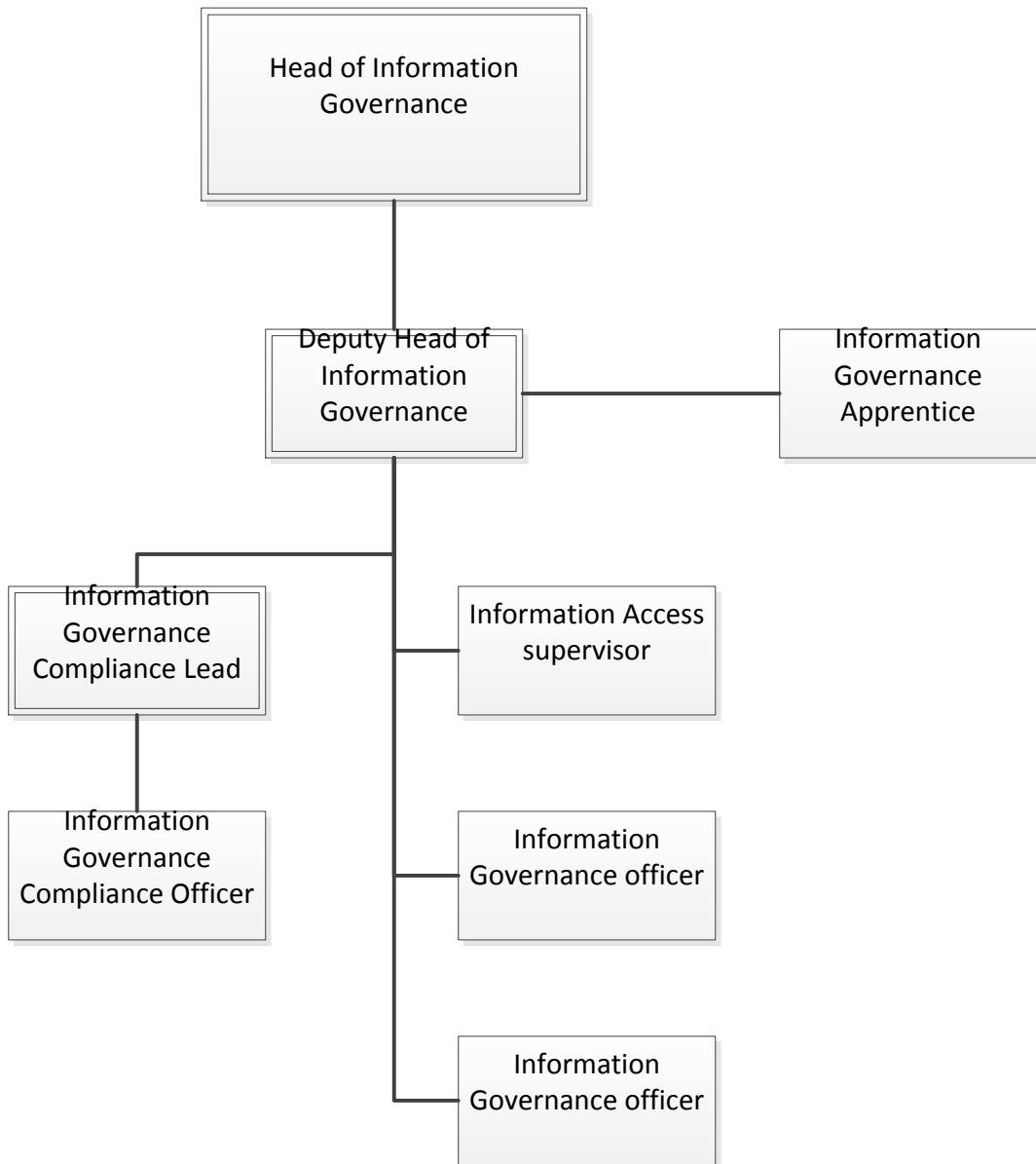
STATEMENT OF THE TRUST'S AIMS AND VALUES:

- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.
- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

CONFIDENTIALITY:

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee's Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

ORGANISATION CHART:



PERSON SPECIFICATION

<u>Education and Qualifications</u>	
Essential	Desirable
<ul style="list-style-type: none"> • Educated to GCSE Level • NVQ Level III in Administration or equivalent work experience 	<ul style="list-style-type: none"> • Information Governance qualification or related experience
<u>Skills and Abilities</u>	
Essential	Desirable
<ul style="list-style-type: none"> • Good interpersonal and communication skills both verbal and written 	<ul style="list-style-type: none"> • Negotiation and persuasion skills
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Proven administrative ability and organisational skills, preferable acquired in a health setting 	<ul style="list-style-type: none"> • Experience of working with specialist information systems • Experience of working within an Information Governance focused role
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Advanced level of computer literacy including Microsoft Office • Knowledge and understanding of legislation and best practice requirements of Information Governance including Caldicott, Confidentiality, Data Protection and Freedom of Information 	<ul style="list-style-type: none"> • Good understanding of NHS Protocols and Standards for Information Governance
Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> • Organised approach • Able to work under pressure to meet deadlines • Ability to work well within a team environment • Ability to work flexibly and be able to adapt 	<ul style="list-style-type: none"> • Full driving licence and access to a car

JOB DESCRIPTION AGREEMENT:

Job Holder's Signature:

Date:

Manager's Signature:

Date: