

Job Description

JOB TITLE:	Deputy Head Information Governance (RXJ 1947)
ACCOUNTABLE TO:	Head of Information Governance
RESPONSIBLE TO:	Head of Information Governance
HOURS:	37.5
DATE:	May 2015
AFC GRADE:	7

www.kmpt.nhs.uk

JOB PURPOSE:

The Deputy Head of Information Governance will assist the Head of Information Governance in developing an Information Governance culture across a large organisation operating from multiple bases. They will manage a Service providing advice and guidance across the organisation, promoting understanding and awareness of the Trust's obligations and individuals' rights. They will develop and implement local and Trust-wide procedures necessary to ensure compliance with legislation and NHS requirements for information handling and security.

KEY RESULT AREAS:

This post requires a person with proven Information Governance expertise, to enable them to support and manage the Department, embedding the ability to find lawful and effective solutions to information governance issues. As the point of escalation for complex information governance enquiries, an in-depth knowledge of legislation and best practice is a must, along with the ability to apply this knowledge to operational situations highlighting risks, concerns and working with staff to find practical and lawful outcomes to a range of scenarios.

The individual must be able to work to achieve agreed objectives, they will have the ability and freedom to do this in their own way whilst maintaining a Team environment and ensuring compliance with Trust policies. The post holder will have the ability to work flexibly managing both their own and their Teams workloads ensuring the Service Level Agreement for the Department can be met at all times.

RESPONSIBILITY:

Manage a Team of IG professionals monitoring workload and enabling flexibility to direct support where needed in response to peaks and troughs in service demands.

Authorisation and approval of time sheets, annual leave and expenses ensuring adequate cover at all times.

Assist in the management of the Department budget taking responsibility for purchase orders, and managing Department requirements such as stationery.

Attendance and representation of Trust at meetings, and forums, relating to Information Governance, both internal and external to the organisation.

Analysis and resolution of complex information governance issues e.g. advice on information sharing, different uses of information retained by the Trust.

ENVIRONMENT:

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

Occasional lifting of documents, stationery and/or equipment.

Occasional travel across Kent may be required to attend meetings and/or provide advice and training.

KNOWLEDGE TRAINING AND EXPERIENCE:

Advanced knowledge of the Information Governance agenda, including but not limited to:-

- Data Protection Act 1998
- General Data Protection Regulations 2016
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Environmental Information Regulations 2000
- Re-use of Public Sector Information Regulations
- Caldicott Principles
- Confidentiality and Consent

- Information Risk Management and Information Security
- Computer Forensics
- Information Governance Toolkit

Previous administrative and organisational experience, ideally acquired within an Information Governance environment.

An understanding and appreciation of healthcare services, ideally acquired within the NHS.

Ability to interpret national guidance/legislation for subsequent local implementation

Effective communication and presentation skills.

Effective staff management skills and ability to influence others to ensure right standards are achieved.

Ability to work on own initiative and work under pressure to meet deadlines.

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

JOB SUMMARY:

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

- Manage and oversee the deliverance of the Information Governance Department's Service Level Agreement;
- Support the Head of Information Governance in developing long-term plans and contributing to medium and long-term strategy for the Department and, where appropriate, across the organisation in all areas relating to Information Governance and specifically the GDPR;
- To develop, implement and maintain internal procedures for the Department
- To develop, implement and maintain internal plans and frameworks to support legislative changes in the field of Information Governance;
- Oversee, regulate and take responsibility for the services provided by the Senior Information Governance Officer and Information Governance Officers;
- Interpret and analyse complex situations relating to the use and sharing of personal information, making judgments on use of patient information where there is no precedent set;
- Develop, implement and evaluate procedures which regularly monitor and audit Trust staff's compliance with policy, procedures and guidelines relating to the use of, access to and disclosure of personal information;
- Provide a full Information Governance and Cyber Security Serious Incident investigation service;
- Assist the Head of Information Governance in developing and maintaining appropriate strategies, policies and procedures relating to Information Governance and Information Risk Management;
- Advise Trust staff and other stakeholders on matters pertaining to Information Governance and Information Risk Management;
- Represent the Trust at Information Governance Groups, Committees and County-wide initiatives as required;
- To produce, review and update policies, briefing notes and strategy documents for the Trust in respect of Information Governance;
- To provide the Caldicott Guardian and Senior Information Risk Owner with timely and efficient support for all matters pertaining to the Information Risk Management Framework;
- To provide Information Governance advice and guidance on the commissioning and de-commissioning of new Services and Systems;
- To provide Information Governance support to Trust-wide projects, acting as the Information Governance Workstream Lead;
- To assist the Head of Information Governance in the development, implementation and evaluation of appropriate information sharing agreements and Data Processing contracts;

- To support the Head of Information Governance in the maintenance and release of all training materials used by the Trust for Information Governance, including delivery of face-to-face training sessions;
- Undertake an annual assessment of the Departments performance and compliance against the Information Governance Toolkit, auditing the Team against set standards and requirements;
- Ensure that an IG plan is in place for each IG Toolkit requirement to enable improvements to be made or standards maintained against the assessment;
- Provide an administrative service to the Information Governance Group;
- To supervise personally the professional practice and Line Manage all staff attached to the Information Governance Department ensuring:-
 - Absence and sickness levels are monitored
 - Mandatory training and personal development opportunities are undertaken
 - Regular Team Meetings are held
 - Regular individual performance reviews and annual appraisals are held
 - Appropriate allocation of workload
- To undertake the Departmental performance reporting on a monthly and annual basis as required by the Head of Information Governance providing written updates on legislation and best practice for presentation to the IG Group, Executive Management Team or other groups as required.

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.

COMMUNICATIONS AND WORKING RELATIONSHIPS:

Executive Directors
 KMPT Managers and Staff
 Communications
 Human Resources
 External Partnership Agencies
 Members of the Public
 Third Party Organisations
 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.

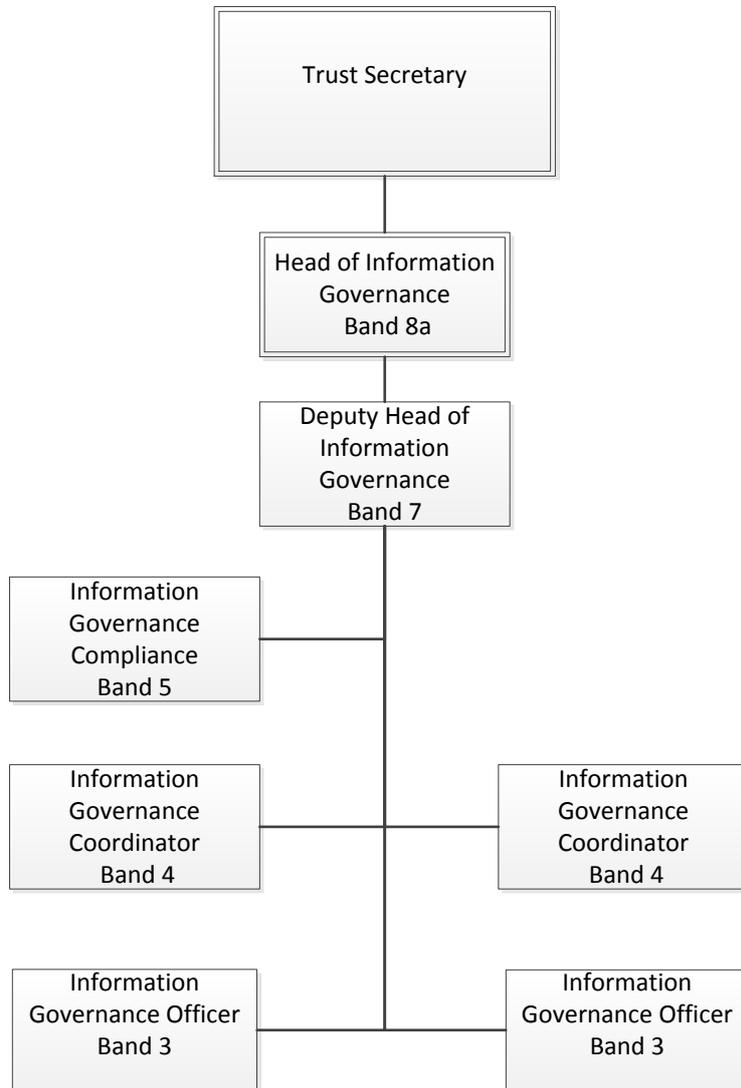
STATEMENT OF THE TRUST'S AIMS AND VALUES:

- 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 Post-Graduate Degree Level or equivalent experience in Information Governance or related field. • Information Governance qualification such as the ISEB in Data Protection, ISEB in Freedom of Information, IG Certificate or related experience at Senior level 	<ul style="list-style-type: none"> • Evidence of continuing professional development • Masters Degree in Information Governance related subject Qualification in Computer Forensics • PRINCE2 or equivalent
<u>Skills and Abilities</u>	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent interpersonal & communication skills both verbal and in written for complex ideas • Good presentation skills • Good negotiation and persuasion skills. • Highly developed problem solving and analytical skills • Experience of presenting to different staff groups • Ability to work mainly on own initiative • Able to balance priorities to meet deadlines and team objectives within overall objectives • Ability to lead a team to achieve objectives in an environment with complex and conflicting demands on staff time • Ability to understand complex situations in a legalistic framework and present these in an easy to understand way 	<ul style="list-style-type: none"> • Formal training qualification/experience of training • Innovative and imaginative and ability to act on ideas of others
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of developing procedures & protocols for implementation Trust wide • Proven administrative ability and organisational skills, preferably acquired in a health setting • Experience of working on projects within IM&T environment 	<ul style="list-style-type: none"> • Experience of working with information systems, research or non financial audit • Project Management skills •
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Good understanding of NHS Standards & Protocols for IM&T • Advanced Knowledge & understanding of Information Governance legislation • Understanding of Information Security Principles including ISO27001:2018 • Understanding of computer forensics • Understanding of Information Risk Management including incident investigation 	<ul style="list-style-type: none"> • Understanding of health records • Understanding of NHS Data standards

<ul style="list-style-type: none"> Advanced level of computer literacy with good command of Microsoft Office 	
Personal Qualities	
Essential	Desirable
<ul style="list-style-type: none"> Highly efficient and organised approach, able to work under pressure to meet deadlines Ability to engage and influence team members Ability to work well within a team environment whilst still taking personal responsibility for delivering project 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: