

Job Description

JOB TITLE:	Head of Information Governance (RXJ 1949)
ACCOUNTABLE TO:	Director of Contracting, Performance and Information
RESPONSIBLE TO:	Caldicott Guardian/Senior Information Risk Owner (SIRO)
HOURS:	37.5
DATE:	November 2015
AFC Band:	8b

www.kmpt.nhs.uk

JOB PURPOSE:

The Postholder will be the Trust expert in Information Governance, Cyber Security, Information Risk Management and Information Security. They will have responsibility for the delivery of an Information Governance Assurance model, the development and delivery of standardised tools, operational support and advice to the standard required by the Departmental Service Level Agreement. The Information Governance Assurance model will be compliant with the National Information Governance (IG) Agenda and ensure that the Trust IG policies and processes (including Information Security, Caldicott, Information Flows, Data Protection and FOI) meet and, where practical, exceed National requirements, minimising the risk the Trust is exposed to whilst supporting operational requirements.

The roles carried out are:-

- Head of Information Governance
- Deputy Senior Information Risk Owner (SIRO)
- Trust-wide Data Protection Officer

KEY RESULT AREAS:

The post requires a person with significant proven expertise in the IG Agenda in the NHS or Health Sector environment and at least five years management experience. The individual is expected to provide expert and appropriate degrees of Information Governance training, support, consultation and advice across all levels of staff and to members of the public, external organisations and other stakeholder groups.

The individual must be able to promote understanding and awareness of Information Governance, Information Risk Management and Information Security across the Trust embedding an ethos of finding lawful and effective solutions to IG issues.

RESPONSIBILITY:

The Postholder reports directly to the Director of Contracting, Performance and Information, acts as Deputy to the role of the Trust's Senior Information Risk Owner (SIRO) and acts as the Trust-wide Data Protection Officer.

The post has line management responsibility for the Information Governance Department enabling flexibility to direct support where needed in response to peaks and troughs in service demands and ensuring all staff have appropriate supervision.

The Postholder manages the budget for the Department taking responsibility for staffing, general administrative requirements and income from subject access requests.

The Postholder will attend and represent the Trust at meetings, forums and cross-Trust/organisational Projects, relating to Information Governance both internal and external to the organisation.

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 attend meetings and/or provide advice and training.

KNOWLEDGE TRAINING AND EXPERIENCE:

Extensive knowledge of specialist areas surrounding IG, including but not limited to:-

- Data Protection Act 1998
- Access to Health Records Act 1990
- Freedom of Information Act 2000
- Computer Misuse Act 1990
- Re-Use of Public Sector Information Regulations
- Environmental Information Regulations
- Caldicott
- Confidentiality
- Consent
- Information Risk Management
- Information Security
- Computer Forensic Tools and Methodologies
- Cyber Security

Significant experience in leading an information governance assurance framework and delivering to the required standard of quality assurance and audit;

An understanding and appreciation of healthcare services, ideally acquired within the NHS and the relationships surrounding the Department of Health, Health and Social Care Information Centre and individual provider and commissioning organisations;

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 Head of Information Governance ensures a high quality service to all customers of the Department, developing, implementing and maintaining an IG and Information Risk Management Framework that is compliant with the legislative and best practice requirements and ensuring it is fit for purpose to meet the operational requirements of the Mental Health Trust.

- Actively support the Trust Board and Senior Leadership Team, providing significant input to the business planning and strategic management of the organisation to address current and future risks and opportunities within internal Information Governance compliance;
- To actively contribute to the annual strategic planning cycle by ensuring that IG risks and opportunities in relation to business process and re-design have considered all the IG requirements across all service areas within the Trust;
- Act as the Trust's Data Protection Officer taking responsibility for the Trust's on-going compliance with the Data Protection Act and notification to the Information Commissioners Office;
- Act as the Trust's Deputy SIRO, managing Information Risk services on behalf of the SIRO;

- Act as Operational Lead for Caldicott, managing Caldicott services on behalf of the Caldicott Guardian;
- Act as Trust's Privacy Officer;
- Set standards for Service and departmental work performance compliant with Department of Health requirements;
- Production of information and achievements for key areas relating to Information Governance;
- Responsible for the Strategic Development, implementation and on-going maintenance of the FOI programme through the Trust's Intranet and Internet Website, Publication Scheme and Disclosure Log in conjunction with the Trusts Head of Communications;
- Responsible for ensuring completion of the Information Governance Toolkit on an annual basis in line with National targets and compiling realistic plans, regular review and reporting of progress to the Information Governance Group;
- Lead the Trust in contact with IG regulatory bodies, such as the Information Commissioners Office, for investigation, audit and regulatory compliance;
- Information Governance Lead for all Projects both internal and external to the organisation, developing a comprehensive and cohesive plan for the delivery of Information Governance related project tasks on time, to quality standards and in a cost effective manner;
- Responsible for the development, implementation and maintenance of the IG Agenda and related best practice and legislative requirements including Caldicott, Information Security and Information Risk Management;
- Develop and deliver specific Information Governance Training covering key aspects of security, confidentiality, consent, information sharing and change management for all staff ensuring appropriate products aimed at the different staff groups;
- Responsible for the provision of advice, training and assistance for the Trust Board, staff, service users and other external stakeholders in all matters relating to Information Governance;
- Responsible for Information Governance auditing, monitoring, compliance, reporting and regulation ensuring effectiveness of all processes and procedures;
- Responsible for Information Governance Incident and Cyber Security Incident and Complaint Investigation Service including reporting to relevant Regulatory Bodies;
- Responsible for the development, maintenance and implementation of Information Governance, Information Risk Management and Computer Forensic policies, processes, procedures, literature and leaflets;
- Responsible for the development, maintenance and agreement of IG Agreements such as Non-Disclosure/Confidentiality, Information Sharing, Data Controller/Data Processor and Fair Processing Notices;
- Responsible for planning, organising and participating in the Information Governance Group meetings;
- Oversee, regulate and monitor compliance with the Information Systems Accreditation and Privacy Impact Assessment Service, Information Risk Assessment process and Information Asset and Database Registration Service;
- Responsible for Information Security and User Account Management;
- Responsible for IG Compliance in the commissioning and de-commissioning of Trust Services;
- Oversee, regulate and monitor the development, implementation and maintenance of procedures enabling individuals to access information held by the Trust ensuring adherence with relevant legislations, policies and internal procedures;
- Responsible for the data amendment and/or annotation service;
- Engagement with Local, National and Regional Bodies and Forums such as the Strategic Information Governance Network and Information Governance Alliance;

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:

The postholder will be expected to provide effective leadership ensuring a clear sense of direction and purpose in respect of Information Governance. They are required to participate in relevant working groups and projects whilst taking responsibility for maintaining constructive relationships with a broad range of internal and external teams and partners, including:-

Executive Directors and Trust Board/Members
Senior Information Risk Owner
Caldicott Guardian
KMPT Managers and Staff
Communications
Human Resources
Other NHS Organisations
External Partnership Agencies
Non-NHS Care Providers
Members of the Public
Third Party Organisations
Press/Media
Information Commissioners Office

The postholder will co-chair the Kent & Medway Information Governance Forum and represent Kent at the Strategic Information Governance Network hosted by the Health and Social Care Information Centre.

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.

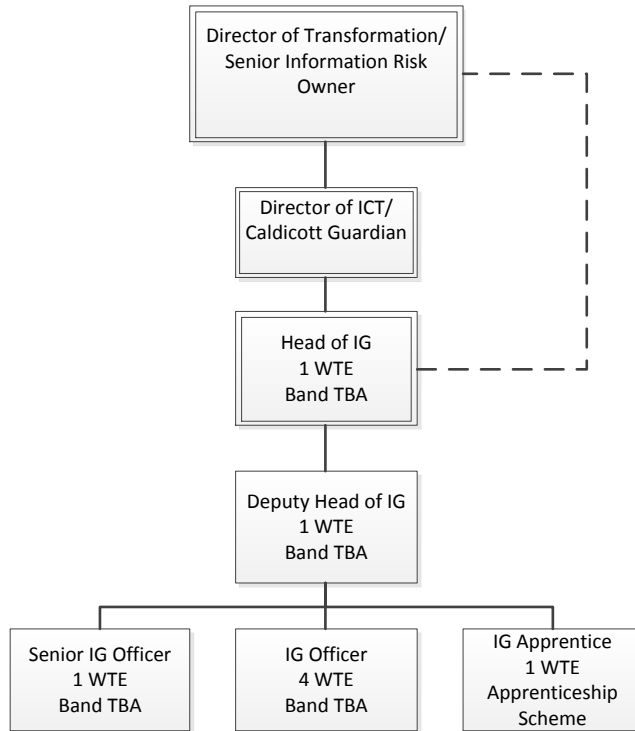
CONFIDENTIALITY:

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:

KMPT

Information Governance Department



PERSON SPECIFICATION

<u>Education and Qualifications</u>	
Essential	Desirable
<ul style="list-style-type: none"> • Educated to Masters level or equivalent experience of working at a senior level in specialist area. • Computer Forensics Qualified or equivalent experience. • Evidence of significant personal development through formal courses and/or experience • PRINCE2 or equivalent qualification 	<ul style="list-style-type: none"> • Member of Professional Body e.g. ISEB Practitioner or equivalent
<u>Skills and Abilities</u>	
Essential	Desirable
<ul style="list-style-type: none"> • Must be able to provide and receive highly complex, sensitive or contentious information negotiate with senior stakeholders on difficult and controversial issues • Ability to present and convey complex and sensitive information to large and influential groups • Negotiate on difficult and controversial issues including performance and change. • Highly developed problem solving and analytical skills and ability to respond to sudden unexpected demand • Ability to identify risks, anticipate issues, create solutions and resolve problems in relation to Project and Service Delivery • Ability to understand a broad range of complex information quickly and making decisions where opinions differ/no obvious solution 	<ul style="list-style-type: none"> • Formal training qualification/experience of training • Able to balance priorities to meet deadlines and team objectives within overall objectives • Innovative and imaginative and ability to act on ideas of others • Ability to work without supervision, providing specialist advice to the organisation, working to tight and often changing timescales Interpreting national policy for implementation
Experience	
Essential	Desirable
<ul style="list-style-type: none"> • Five years proven experience in management within Information Governance arena • Significant experience of successfully leading and operating and IG assurance framework in a politically sensitive environment • Three years experience within a Mental Health setting • Ability to interpret and advise on complex, technical and professional IG policies • Experience of identifying and interpreting National policy. • Experience of researching best practice (globally, private and public sector), interpreting its relevance and processes/practices which could be implemented successfully to achieve system reform (advising on policy implementation) • Experience of Computer Auditing and utilisation 	<ul style="list-style-type: none"> • Experience of working with information systems, research or non financial audit • Project Management skills • Experience of working on projects within IM&T • Experience of Training Groups of Individuals and production of Training Material •

<ul style="list-style-type: none"> of Computer Forensic tools and methodologies • Experience of partnership working and development of a multi-disciplinary environment • Evidence of planning and delivering programmes, projects and services on time and within budget 	
Knowledge	
Essential	Desirable
<ul style="list-style-type: none"> • Understanding of the background to and aims of current healthcare policy and appreciate the implications of this on engagement • Extensive knowledge & understanding of specialist areas and key legislation around the security and processing of confidential and personal information • Understanding of Information Security Principles including ISO27001 • Advanced level of computer literacy with good command of Microsoft Office • Expert knowledge of Information Governance related legislation and best practice • Expert knowledge of HSCIC Information Governance Toolkit 	<ul style="list-style-type: none"> • Understanding of health records • Understanding of NHS Data standards
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 • Willing to engage with and learn from peers, other professionals and colleagues in the desire to provide or support the most appropriate interventions • Professional, calm and efficient manner • Demonstrates a strong desire to improve performance and made a difference by focusing on goals 	<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: