

## JOB DESCRIPTION

### JOB DETAILS

**Job Title:** Information Governance Officer

**Pay Band:** Band 4

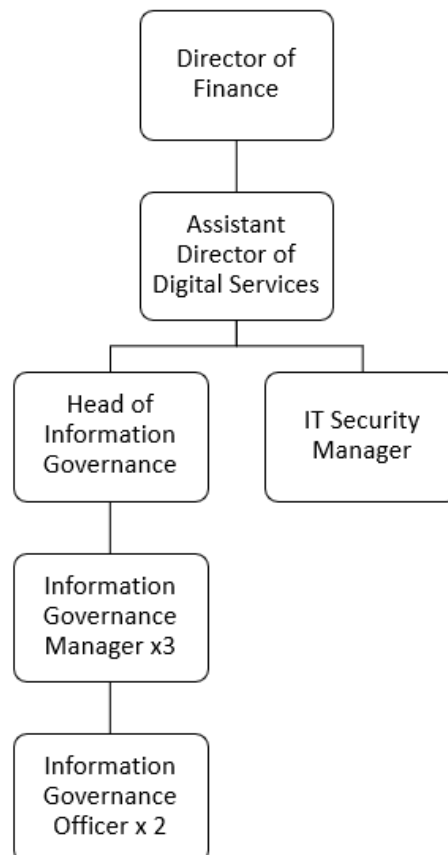
**Directorate:** Finance

**Department:** Digital Services, Information Governance

### ORGANISATIONAL ARRANGEMENTS

**Managerial Accountable to:** Head of Information Governance  
**Reports to:** Information Governance Manager

**Organisation chart:**



## **JOB SUMMARY / PURPOSE**

Information Governance Officer is required as part of a newly developing Information Governance Team. This role will support the ongoing IG agenda within the Health Board helping to achieve the highest standards of information governance. This role will have particular emphasis on, data protection, confidentiality, Caldicott and information security. The post holder will contribute to the work of the team to ensure that the Information Governance Action Plan is implemented and a high level of service is maintained. In essence the role is:

- To assist in the implementation of Health Board wide controls relating to information governance standards and legislation.
- To be responsible for responding to requests for information under the UK General Data Protection Regulation 2016/679 (GDPR); Data Protection Act 2018 (DPA2018)
- To assist the Information Governance Team in implementing the Health Board wide training and raising awareness of Data Protection and information sharing.
- To work with minimal supervision using initiative and organisational skills in order to prioritise workloads to meet deadlines

## **MAIN DUTIES AND RESPONSIBILITIES**

Provide support and assistance to ensure compliance with the Data Protection Legislation, confidentiality, Caldicott Principles and information security.

Support the administrative process for Data Protection Legislation - Subject Access Requests under the supervision of the Information Governance Manager including:

- Ensuring all requests are tracked, monitored and controlled in order to meet legal statutory deadlines maintaining orderly, comprehensive and complete records for each individual information request.
- Receiving requests and communicating with requesters as required
- Organise the collection, collation and safe despatch of highly confidential personal identifiable information as required by legislation.
- Management of appropriate databases to monitor progress of information requests to ensure the statutory deadlines are met.
- The post holder will be dealing with extremely sensitive information and must ensure complete confidentiality and discretion is practised at all times.
- Strict adherence to the rules and regulations as set out in the UK General Data Protection Regulation 2016/679 (GDPR); Data Protection Act 2018 (DPA2018), and other IG legislation relevant to the role.

Support the implementation of the Information Governance Action Plan, both within the team and across other departments within the organisation.

Exercise independent judgment and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person.

Required to make judgements on a range of data protection related matters this will require comparisons to be made and analysis undertaken to ensure accuracy.

Create, produce and present documents e.g. detailed reports, statistical information using spreadsheets to summarise data.

Make decisions within own area of authority or refer to the Head of Information Governance or appropriate person / department.

Plan, organise and prioritise workload to meet restricting and conflicting deadlines.

Provide administrative support on projects required by the Head of Information Governance and where appropriate the Information Governance Team. Research and collate requested data from Senior Members of staff and analyse/organise as required, producing analytical documents to display results

Support the development and review of policies, procedures, guidelines in relations to Information Governance and ensure data protection legislation is adhered to.

Support the team in providing information governance advice, good practice information and awareness campaigns across the organisation.

Provide assistance with the IG and DP training programme as delivered to Health Board staff.

Work closely with the Head of Information Governance and the Information Governance Team providing comprehensive administrative support.

To receive and collate evidence from the Health Board internal teams relating to the information governance annual toolkit return.

Administration of any electronic systems, inputting data, checking on the quality and integrity of the data, uploading information and producing reports required by the IG Manager.

### **Service Management**

Support the team in any project based work necessary, including diary and meeting management, preparation of reports, plans, etc.

Support organisations in signing the Accord including the provision of advice regarding the standards required.

Promote the 'do once and share' ISP development philosophy to avoid duplication of work across local information sharing communities in Wales.

Effectively support concurrent ISP developments and prioritise tasks appropriately.

Assist the development and maintenance of a training materials for use by stakeholders.

Co-ordinate meetings, workshops and training events across Wales, ensuring relevant training material, presentations, equipment etc. are prepared and available as appropriate.

Support the development and review of policies, procedures, guidelines in relations to Information Governance and ensure data protection legislation is adhered to.

Provide assistance and delivery the Information Governance (IG) and Data Protection (DP) training programme as delivered to Health Board staff

## **Communication**

Exchange sensitive/confidential information with senior managers, maintaining confidentiality according to UHB and Statutory requirements. Use complete discretion in the management of enquiries, queries, and requests

Communicate with a significant number of stakeholders at various levels across the public and third sector, including, where appropriate, private sector organisations that deliver services on behalf of public sector organisations.

Respond to enquiries coming into the WASPI advice line and ServicePoint in a positive and professional manner, liaising with team members as necessary in order to provide a first class service.

Support the IG team in maintaining effective and regular communication channels with colleagues and stakeholders; for example, by drafting and publishing regular WASPI newsletters and news items and sharing the responsibility for publishing a weekly IG e-bulletin.

Maintain and publish a central register of quality assured Information Sharing Protocols (ISPs) and those in development.

Liaise with and support local organisations to drive the development and implementation of information sharing protocols (ISPs) forward within their organisations; for example by providing the Information Sharing and Integration Governance Manager and the chairs of Regional QA groups with information about the progress of ISPs.

## **Health, Safety and Security**

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Health Board. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The post holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

The post holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.

The post holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

## **Quality**

Supports others effectively during times of change and work with others to overcome problems and tensions as they arise and ensure that own work load is managed effectively.

### **Equality and Diversity**

To ensure that equality and diversity issues are recognised and addressed in accordance with legislation, policies and procedures.

Actively promotes equality of opportunity and diversity in own area of responsibility. It is intended to go beyond compliance with equality legislation and move towards a situation where there is awareness in your area of and active commitment to the need to ensure equality of opportunity and the benefits of diversity.

### **General**

Other tasks and duties may be determined by appropriate line manager as the role develops

## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<p><b>Qualifications and Knowledge</b></p>	<p>Diploma in Office administration or equivalent experience to diploma level</p> <p>Knowledge and understanding of the NHS Information Governance Toolkit</p> <p>Excellent understanding of the NHS governance and risk agendas</p> <p>An understanding of the requirements of the Information Governance Toolkit.</p>	<p>IT related qualification e.g. ECDL.</p> <p>ISEB Certificate in Data Protection</p> <p>Knowledge of information security standards and their application within the NHS and adult social care sectors.</p> <p>Experience and comprehensive working knowledge of the UK General Data Protection Regulation 2016/679 (GDPR); Data Protection Act 2018 (DPA2018)</p>	<p>Application form</p>
<p><b>Experience</b></p>	<p>Working in the NHS office preferably in an office environment.</p> <p>Experience and understanding of information governance agenda and the UK General Data Protection Regulation 2016/679 (GDPR); Data Protection Act 2018 (DPA2018).</p> <p>Experience of communicating and working with staff at all levels.</p> <p>Experience of computer systems including databases and spreadsheets and an extensive knowledge of</p>	<p>Confident in all aspects of office practice</p> <p>Ability to produce Reports</p> <p>NHS Experience.</p> <p>Familiar with DATIX Risk Management</p>	<p>Application form and interview.</p>

	<p>Word, Outlook and a good working knowledge of other office programs including Excel and PowerPoint.</p> <p>Experience of management of DP subject access requests and related work</p>		
<b>Language Skills</b>		<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p>	
<b>Aptitude and Abilities</b>	<p>Excellent communication and relationship skills both written and verbal.</p> <p>Excellent standards of accuracy and attention to detail.</p> <p>Excellent organisation, prioritising and time management skills</p> <p>The ability to deal with members of staff, the public and external bodies professionally and sensitively and to maintain a high standard of confidentiality</p> <p>Proven leadership skills and ability to manage teams of staff and allocate resources to meet objectives and deadlines.</p> <p>Must have an excellent level of attention to detail to ensure accuracy of own work and of staff.</p> <p>Self-motivated and able to work to tight deadlines</p>		Interview

	with a flexible approach to work.		
<b>Values</b>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> <li>• Dignity, Respect and Fairness</li> <li>• Integrity, Openness and Honesty</li> <li>• Caring, Kindness and Compassion</li> </ul> <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> <li>• Working together to be the best we can be</li> <li>• Striving to develop and deliver excellent services</li> <li>• Putting people at the heart of everything we do</li> </ul>		
<b>Other</b>	Ability to travel between sites in a timely manner		

### **Level 1 Welsh**

*(please note that for this particular post level 1 in spoken Welsh is desirable but not essential)*

**Listening/Speaking:** Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

**Reading/Understanding:** Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

**Writing:** Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

## **GENERIC STATEMENTS**

### **NHS CODE OF CONDUCT FOR MANAGERS**

\*\* For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB.

The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

### **REGISTERED HEALTH PROFESSIONAL**

\*\* For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the postholders responsibility to ensure they are both familiar with and adhere to these requirements.

### **HEALTHCARE SUPPORT WORKERS**

\*\* For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

### **COMPETENCE**

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs.

The postholder is required to demonstrate on-going continuous professional development.

At no time should the postholder work outside their defined level of competence. If the postholder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

### **TEAM BRIEF**

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board.

Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

### **RISK MANAGEMENT/HEALTH & SAFETY**

The postholder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

The postholder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety.

The postholder has the responsibility for the development of risk profiles and a risk register within their area of responsibility.

The postholder has the responsibility for developing systems to monitor performance against agreed performance indicators.

### **HARRASSMENT & BULLYING**

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

### **RECORDS MANAGEMENT**

The postholder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines.

The postholder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

### **FLEXIBILITY STATEMENT**

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

### **CONFIDENTIALITY**

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

### **EQUAL OPPORTUNITIES**

It is the aim of the Hywel Dda HB to ensure that no job applicant or employee receives less favourable treatment on grounds of gender, religion, race, colour, sexual orientation, nationality, ethnic or national origins or is placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the HB has an Equal Opportunities Policy and it is for each employee to contribute to its success.

### **OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

### **ENVIRONMENTAL**

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact

on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

### **SMOKE FREE POLICY**

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients\*, visitors and the public.

**\*Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

### **SAFEGUARDING ADULTS AND CHILDREN**

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

### **INFECTION CONTROL**

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis".

IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections.

This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

### **GENERAL**

The postholder needs to ensure they are familiar with their terms and conditions of service.