

Job description

Job title:	Information Governance Officer – Freedom of Information and Toolkit	
Clinical Service Unit:		
Division:	Corporate	
Corporate Area:	Information Governance	
Salary band:	Band 5	
Responsible to:	Information Governance Manager	
Accountable to:	Information Governance Manager	
Hours per week:	37.5	
Location:	MKFT	
Manages:	Direct reports:	No
	Indirect reports:	

Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our standards we deliver more than just a quality patient experience because we:

- Treat everyone with respect, courtesy and kindness
- Provide timely care and attention
- Listen, inform and explain
- Involve you as part of the team and work together
- Are reassuringly professional
- Provide and maintain a clean and comfortable environment

Aim of the role

To lead on the requirements of the Data Protection and Security Toolkit for the organisation ensuring all assertions are complete for submission.

To monitor and contribute where appropriate to the development of NHS/National Standards/Legislation in Data protection, Freedom of Information, Caldicott, Information, ICT Security and Information Governance Policies and Strategy.

To play an integral part of the Information Governance Team to ensure the integrity, availability, security and efficient use of Trust Information Resources.

To assist in the investigation of breaches in Trust Policy and legislation and liaise with Human Resources and provide evidence and statements.

To assist in the investigations of complaints from Patients, Relatives and staff in relation to all areas under the Information Governance umbrella.

To ensure that all Trust data is adequately secured and protected at all times.

Key working relationships

Internally

- Executive Directors
- Non-Executive Directors
- Staff at all levels

Externally

- General Public
- Information Commissioners Office
- Solicitors, Police, HM Prison
- Private Insurance Companies, Department of Working Pensions
- Social Services
- Colleagues in other NHS organisations
- Third party suppliers

Key result areas

To co-ordinate the Trust's Data Mapping and Information Asset Registers in line with the Data Security and Protection Toolkit

To ensure that the post holder keeps abreast of current legislation and national guidelines to ensure these are implemented within the organisation.

To ensure that all Information Governance activities are customer focussed, efficient, effective and delivered to the highest possible standards.

To work with the Information Governance Manager/ Data Protection Officer to ensure the smooth implementation and integration of new policies and procedures.

To comply with Trust Policies and Procedures and ensure all relevant mandatory training is undertaken

Main duties and responsibilities

1. To undertake Information Governance Audits across the Trust, creating reports and action plans for improvements for the Information Governance Steering Group and relevant departments.
 2. To administer the DSPT with the Deputy Information Governance Manager to ensure timely returns
 3. To Monitor and audit all Trust Data Flows in line with the DSPT and ensure that departments are compliant.
 4. To take responsibility for the completion of the System Assurance Register, liaising with System owners.
 5. To monitor and audit all departmental IG compliance forms and audit on an annual basis and create reports
 6. To help develop and deliver Information Governance Training across the Trust.
 7. To monitor and audit all departmental Information Asset Registers and create reports
 8. To keep the Intranet site and Internet site up to date with all IG material
 9. To Deputise for the Freedom of Information lead in their absence and assist in the co-ordination and monitoring of all requests for records and information under the FOI / Data protection and Environmental Information Regulations.
 10. To liaise with management at all levels to ensure an accurate and timely response in line with the Acts.
 11. To take responsibility for the security, issuing and return of the Trust Temporary Access Cards
 12. Ensure own personal development relating to knowledge of new developments in legislation.
 13. To assist in the update and development of Information Governance policies and procedures.
 14. Encourage all staff to follow the procedures, guidance and best practice.
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15. To process all stationery request orders for the department, book travel etc using SBS.
16. To ensure that access to all systems is appropriate and third party agreements are signed where applicable.
17. To ensure that overseas transfers of data are registered and obtain assurance from the receiving country that the security is appropriate and in line with UK legislation.
18. To Assist with the completion and review of all DPIA's
19. To cover and assist with all requests from the police and other agencies to ensure a timely response.
20. To assist with co-ordination of police statements.

Key Performance Indicators

- Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against organisational objectives.
- Work to the Trusts objectives as defined within Information Governance.
- Ensure that timescales laid down within the Freedom of Information Act, Data Protection Act, Environmental Regulations Act and the Access to Health Records Act is adhered to.
- Ensure that all project work/tasks are completed to agreed timescales.

Effort, skills and working conditions

Physical skills	Advanced keyboard skills required, must be mobile as this role is 40% out in the Hospital
Physical effort	Moving shredding bins to different locations around the Trust. General Manual handling within office environment.
Mental effort	Spends prolonged periods of time working in front of a PC and monitor and requires high levels of concentration when dealing with specialist and complicated issues. Working with highly confidential issues
Emotional effort	Dealing with patients both in person and by phone with sensitive, emotional and complex situations. Dealing with angry and aggressive individuals.
Working conditions	Spends prolonged periods of time working in front of a PC Lots of walking due to location which entails going outside in all weathers.

Performance management and appraisal

All staff are expected to participate in individual performance management process and reviews.

Personal development and training

MKFT actively encourages development within the workforce and employees are required to comply with trust mandatory training.

MKFT aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

Will be required, from time to time, to work outside normal working hours (including early and late weekdays, as well as weekends) to deliver training..

General

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 1998.

All staff has a responsibility for safeguarding children, young people and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures and obligation in

respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.