

**JOB DESCRIPTION**

<b>Job Information</b>		
1.	<b>Job Title:</b>	Freedom of Information /Information Governance Officer
2.	<b>AfC Band:</b>	4
3.	<b>Directorate/Service:</b>	Information Management & Technology
4.	<b>Accountable To:</b>	Director of Finance
5.	<b>Responsible For:</b>	Management of Information Governance
6.	<b>Base Location:</b>	Information Governance – Sid Watkins Building
7.	<b>AfC Job Code:</b>	427

<b>Role summary</b>
<p>To manage the Freedom of Information process to ensure the Trust remains compliant with the FOI Act 2000. The post holder will be required to be the main point of contact for the management and processing of all requests efficiently and effectively within the statutory 20 day deadline.</p> <p>The post holder will be required to have a sound knowledge of the law relating to FOI, and be in a position to advise others appropriately.</p> <p>This is a dual role which requires the post holder to provide support to the Information Governance team to ensure delivery of the Information Governance Agenda. Data Protection, Confidentiality and Compliance knowledge will be required however additional training will be provided where necessary.</p> <p>Ability to prioritise and manage their own workload to ensure urgent requests is given priority. All applicant should be well motivated with the experience and the ability to work without direct supervision and to use own initiative.</p>
<b>Key responsibilities</b>
<ul style="list-style-type: none"> <li>• To comply with the procedure for handling any requests under the Freedom of Information Act thereby ensuring that they are dealt with in a timely, specific and confidential manner.</li> <li>• Be the designated contact for all enquiries relating to Freedom of Information. Co-</li> </ul>



ordinate responses to requests for information under the act and liaise with managers as appropriate.

- Receive and record, acknowledge, respond to, and collate the information required to answer the information request within the boundaries of the Freedom of Information Act.
- Maintain an accurate and up to date register of requests including details of any disclosures, refusals, fees, advice and guidance, produce regular reports for the relevant Committees or groups and monitor and track the progress of requests
- Provide advice and assistance to applicants in order to discharge the Trust's responsibilities enforceable by the Information Commissioner. In doing so, ensure that other relevant legislation is complied with.
- Be responsible for the upkeep of the Trust's Freedom of Information disclosure log under the Publication Scheme and ensure requests are added to the disclosure log appropriately.
- Ensure confidentiality of patient data at all times, by awareness and compliance with existing legislation and good practice, for example Data Protection Act 1998; Caldicott principles and recommendations; local policies and procedures.
- Provide a point contact within the team for Information Governance related queries and to liaise with the Information Governance Manager where necessary.
- Collate and manage evidence required to support the annual Information Governance Toolkit submission.
- Assist the Information Governance Team in the timely completion and submission of the Trust's Information Governance Toolkit.
- Assist the IG team with the delivery of all Information Governance training and raising awareness sessions as and when able.
- Assist in the development and implementation of new systems, procedures and protocols in relation to NHS.
- Provide administration support in the implementation of good practice and Information Governance requirements for the Trust's information systems, i.e. Information Asset Register/ Information flow mapping.
- Assist in the preparation of monthly agenda's, produce & disseminate minutes on a monthly basis or as and when required for additional meetings.
- Transcribe messages clearly and accurately and escalate as required to the Information Governance Manager



- Represent the Information Governance Department in a professional manner.
- Support the development and implementation of information governance policies, procedures and protocols.
- Support and promote an information governance culture throughout the Trust.
- Undertake any other appropriate duties as requested by the Information Governance Manager. .

### Health and Safety

Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

### Confidentiality & Data Protection

Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action. All employees must be aware of and comply with their data protection and confidentiality obligations under law and through Trust policy.

### Information Governance

All employees must undertake appropriate Information Governance mandatory training as set out in the Corporate Induction and Mandatory Training Policy.

### Infection Control

Staff will adhere to all Trust Infection Control policies and procedures which are relevant to the post, particularly with regard to the hand hygiene policy, and undertake any appropriate mandatory training. All staff will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection during patient transfers.

### Equality and Diversity

It is the responsibility of every member of staff to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010 and to act in ways that support equality and diversity and recognise the importance of people's rights in accordance with legislation, policies, procedures and good practice.

All employees must value and treat everyone with dignity and respect, giving consideration without prejudice, respecting diversity and recognising peoples expressed



beliefs, preferences and choices. As such staff must recognise and report any behaviour that undermines equality under Trust policy.

### **Safeguarding Children and Vulnerable Adults**

All employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults. All employees must familiarise themselves with, and adhere to the Trusts procedures and protocols for promoting and safeguarding. All staff must be responsible and proactive in identifying and reporting safeguarding concerns, raising these with the appropriate contact where necessary.

### **Quality Service**

All staff are responsible for ensuring that they are part of providing a quality service for patients that is safe, effective and personable. Staff are responsible for familiarising themselves with local and Trust documentation that relates to quality and improving the patient experience.

### **Records Management**

A record is anything that contains information in any medium e.g. paper, tapes, computer information, etc. which have been created or gathered as a result of any NHS activity. All individuals within the Trust are responsible for any records they create or use. Employees must ensure that records are retained in accordance with the Clinical Record Keeping Policy and are stored in a manner that allows them to be easily located in the event of a Freedom of Information (FOI) request.

### **Data Quality**

All staff whether clinical or administrative should be aware of their Data Quality responsibilities; They must complete paper based documentation and enter computer data accurately and use it correctly; ensuring they endeavor to comply with the standards as described in the Trusts Data Quality Policy, Information Security and any other associated documentation.

### **Risk Management**

All staff are expected to take a proactive role towards the management of risk. This entails assessing potential risks, taking appropriate actions to minimise any noticed risks and reporting all incidents, near misses and hazards. Employees must ensure compliance to all Trust Risk Management, Research Governance and Infection Control Policies and Procedures and abide by the Standards for Better Health and essential standards of safety and quality.

### **Training and Development**

All staff must co-operate in the Personal Development Review process and must attend all mandatory training as specified in the Corporate Induction and mandatory Training Policy.

### **Professional Registration**

Where required employees must abide by their relevant Code of Professional Practice



and maintain their Professional Registration; abiding also by the Trusts Professional Registration Policy.

### **Senior Managers**

All senior managers must comply with the NHS Code of Conduct for Senior Managers.

### **Trust Values & Behaviours**

The Trust has developed a set of values and behaviours known as The Walton Way, all employees are expected to act in line with these throughout their work and daily role.

All employees must also take responsibility for managing their own health and wellbeing.

### **Change of Job Description**

This job description is intended as an outline of the main duties relating to the role. It is not an exhaustive list. It is likely the role and requirements of it will change over time in accordance with service needs. This may necessitate updating the job description. In such circumstances this will be undertaken with the involvement of the post holder.

The post-holder must comply with the explicit and implied terms of their contract of employment and attend all necessary mandatory training. They must also comply with all Trust policies and procedures and other agreement signed to handle Trust information

13.04.16



**PERSON SPECIFICATION**

<b>Job Title:</b>	Freedom of Information/Information Governance Officer
<b>AfC Band:</b>	4

	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>GCSE Maths and English or equivalent</li> <li>ECDL, CLAIT or equivalent qualification or be working towards one</li> <li>Evidence of continuous professional development</li> </ul>	<ul style="list-style-type: none"> <li>A good working knowledge of the Freedom of Information Act, Data Protection Act and any other relevant legislation</li> </ul>
<b>Knowledge &amp; Experience</b>	<ul style="list-style-type: none"> <li>A good working knowledge of Information Governance principles and practices.</li> <li>Experience of a range of IT software packages including Microsoft office</li> <li>Experience of delivery of demanding and time restricted projects.</li> <li>Experience of working and engaging with a variety of senior staff</li> <li>Experience in the development and delivery of training material</li> <li>Some experience of working with provision of information at public/individual request</li> <li>Experience of office administration</li> </ul>	<ul style="list-style-type: none"> <li>Experience of NHS systems,</li> <li>Experience in dealing with Freedom of Information Requests</li> </ul>



<b>Skills &amp; Attributes</b>	<ul style="list-style-type: none"> <li>• Ability to work across departmental and professional boundaries.</li> <li>• Excellent verbal and written communication skills.</li> <li>• Demonstrate excellent IT literate and keyboard skills</li> <li>• Self-motivated, able to work independently and as part of a team</li> <li>• High level of interpersonal skills.</li> <li>• Ability to work under pressure and manage priorities appropriately to meet deadlines</li> <li>• Able to establish credibility with a wide range of clinical staff, managers and IM&amp;T specialists</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of NHS systems, applications and processes</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>• 'Can do' attitude.</li> <li>• Innovative approach to problem solving.</li> <li>• Attention to detail</li> <li>• Confident</li> <li>• Customer focused.</li> <li>• Hard working.</li> <li>• Completer/finisher.</li> <li>• An effective team player with personal and professional credibility and integrity.</li> <li>• Ability to communicate with staff at all levels, and not use IT jargon.</li> </ul>	

