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**JOB DESCRIPTION**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake an Enhanced Disclosure Check.

The Trust is committed to recruiting and supporting a diverse workforce and so we welcome applications from all sections of the community, regardless of age, disability, gender, race, religion or sexual orientation. The Trust expects all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

**1. JOB DETAILS**

**Job Title: Information Governance Support**

**Band: 3**

**Reports to: Senior Information Governance Officer**

**Department / Division: IM&T**

The Information Management & Technology (IMT) Service provides a diverse range of information technology and system services to the Royal Devon and Exeter Foundation NHS Trust and other organisations.

We recognise the Patientin service delivery, system design and prioritisation and work to deliver, support and enable the Corporate and Supporting Strategies.

IMT Services reports to the Medical Director.

**2. JOB PURPOSE**

* To process all requests for personal identifiable data held by the Trust within the requirements of the Data Protection Act 2018 (DPA), General Data Protection Legislation (GDPR) 2016 and Access to Health Records Act 1990 (AtHRA) legislation.
* To support the Information Governance team with the production and collection of evidence for the annual Data Security and Protection Toolkit submission.

**3. DIMENSIONS/KEY WORKING RELATIONS**

The actioning and processing of approximately 2000 Data Access Requests each year

**Key working relationships**:

Caldicott Guardian/Medical Director

Head of Application Support & Development

Head of Information Governance

Head of Records Management

Clinical Staff

Trust Solicitor

Solicitors

Admin and clerical staff within the Trust

Patients and relatives

Outside agencies

**4. ORGANISATIONAL CHART**

**Information Governance Manager**

**Deputy Information Governance Manager**

 **Information Governance Officer Senior Information Governance Officer**

**Apprentice Information Governance Support (3)**

**5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES**

1. To ensure all requests for information under the DPA and AtHRA meet the statutory time frame for completion and escalate timely when there may be exceptions to this.
2. To provide regular reports on the completion of requests to the IG Officer/Senior Information Governance Officer.
3. To follow the Trust’s DPA and AtHRA Procedures upon receipt of an application.
4. By careful reading, identify what information is being requested and if held, send out payment request letters.
5. To liaise with patients and staff regarding Subject Access Requests
6. On receipt/confirmation of payment, the subsequent retrieval of such records by using the Patient Administration System and Trust inventories.
7. To process DPA and AtHRA applications by accurately marrying up access requests with the relevant information, i.e. patient’s case notes/records and requesting computerised prints from the appropriate system manager/s.
8. To accurately identify requested information from records and ensure information is redacted, or withheld, where necessary by applying the Data Protection legislation requirements.
9. To obtain the relevant consultants permission to release information to the Requester
10. To chase authorisations from Consultants/Departmental Managers to ensure DPA and AtHRA time limits are adhered to in order to comply with the legislation
11. The despatch of data to requester, in line with the Trust’s Confidentiality and Despatch of Case note Policies.
12. To respond to requests from the Police to provide information on patients, escalating as appropriate to line manager, where requests are complex.
13. To maintain the relevant Data Access databases and ensure actions are recorded, as and when they occur, i.e. date requested, received, types of notes etc., in order to ensure time limits can be monitored/audited.
14. To retrieve and tracer casenotes from the Trust’s casenote storage areas as required.
15. To ensure all casenotes are traced on PAS and despatched or personally delivered to relevant area as per the Trust policies and procedures.
16. To ensure that the security and confidentiality of patient casenotes and information is maintained at all times as per the Trust’s Information Governance Policy.
17. To accurately open, and receipt all post received by the Information Governance Team.
18. To support the Information Governance team by undertaking evidence collection exercises, e.g. Data Mapping and audits, etc. to meet the requirements of the Data Security and Protection Toolkit.
19. To check and upload evidence, as required, onto the Information Governance Toolkit.
20. To participate in the Trust’s Performance Planning and Review programme.

* To escalate complex requests to the Senior Information Governance Officer for advice and guidance.
* To undertake any other duties relating directly to the role or as required by the Head of Information Governance commensurate with the grade

**Communication and Relationship Skills:**

* To develop and maintain good working relationships and communication links with clinicians and departments at all levels, in order that Subject Access Requests (SAR) responses are provided in the statutory timeframe; this will require a level of skill in gaining co-operation and assistance from all levels of staff concerned.
* To provide and receive routine information requests liaising with patients and staff using tact and persuasive skills
* To liaise with staff across the Trust, developing good working relationships, in order to produce evidence for the IG Toolkit.

**Knowledge and Understanding:**

* To provide information and advice to the Trust regarding SARs.
* To maintain and update own knowledge of developments DPA.
* Attend regular DPA training and local network groups as appropriate, to ensure the Trust stays abreast of DPA developments.
* To keep updated on the wider Information Governance agenda and the work going on the Trust to support this.

**Freedom to Act**

* There is a requirement for the post holder to act on own initiative, in line with Trust and national policies, procedures and processes.

**Mental Effort**

* There is a requirement for sustained concentration in order to produce accurate provision of copied medical records.

**Emotional Effort**

* The post holder may on occasions be exposed to distressing circumstances in working with patient case notes

**Working Conditions:**

* The postholder is office based, with a high use of VDU.

**Other Responsibilities:**

To take part in regular performance appraisal

To undertake any training required in order to maintain competency including mandatory training, i.e. Fire, Manual Handling

To contribute to and work within a safe working environment

The post holder is expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST - PURPOSE AND VALUES**

We are committed to serving our community by being a high quality specialist Hospital with consultant-led services. We aim to co-ordinate our services with primary and community care, and to develop a limited number as Sub-Regional Referral Centres with appropriate levels of research, development and educational involvement. Where appropriate, and consistent with our services, we may provide services aimed at preventing disease and debilitation.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

### GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the Manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, the Trust reserves the right to insist on changes to your job description after consultation with you.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call 01392 207462.

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**PERSON SPECIFICATION**

**POST: Information Governance Support**

**BAND: 3**

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| **REQUIREMENTS** | At Recruitment | At 2nd KSF Gateway |
| **QUALIFICATIONS/SPECIAL TRAINING:**   1. GCSE or equivalent, (including English and Maths at grades A-C) 2. NVQ Level 3 or equivalent experience 3. ECDL or equivalent computer skills qualification 4. Hospital Systems; PAS, CDM 5. IHRIM Technical Certificate | **E**  **E**  **E**  **E**  **D** | **E**  **E**  **E**  **E**  **E** |
| **KNOWLEDGE/SKILLS:**   * PC skills – word processing, spreadsheets and email * Proven strong administration skills * Ability to work without supervision * Ability to concentrate for extended periods * Demonstrate exceptional verbal communication skills * Good understanding of the management of casenotes * Familiarity with medical terminology * Knowledge and understanding of Data Protection Act 2018 and General Data Protection Regulation 2016 * Knowledge and understanding of the Access to Health Records Act 2000 | **E**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**   * Previous hospital experience * Previous clerical experience in a busy acute environment * Demonstrate ability to work accurately to deadlines * Of dealing with staff at all levels, ie Consultants * Dealing with the general public | **E**  **E**  **E**  **E**  **D** | **E**  **E**  **E**  **E**  **E** |
| **PERSONAL REQUIREMENTS:**   * Enthusiastic, highly motivated and committed to developing service. * Methodical with exceptional attention to detail and accuracy * Able to work under pressure and manage priorities appropriately * Proven ability to work as a part of a team * Highest Integrity * Professional approach * Empathetic, but able to understand professional boundaries * Positive attitude towards learning and development * Smart appearance * Flexible attitude | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **OTHER REQUIREMENTS**   * Current valid driving licence | **E** | **E** |

\* **E**ssential/**D**esirable

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| **Hazards within the role, used by Occupational Health for risk assessment** | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood / Body Fluids |  | Dusty environment |  | VDU Use |  |
| Radiation |  | Challenging Behaviour |  | Manual Handling |  |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in isolation |  |
| Handling Cytotoxic Drugs |  |  |  |  |  |