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***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

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| **JOB DETAILS** | |
| **Job Title** | Disclosure Officer |
| **Reports to** | Information Governance Manager |
| **Band** | 3 |
| **National Job Profile used** |  |
| **Department/Directorate** | Digital Services Division |

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| **JOB PURPOSE** | | |
| * The post holder will process all types of requests for personal identifiable data held by the Trust within the requirements of the Data Protection Act 2018 (DPA), UK General Data Protection Legislation (UK GDPR) 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. | | |
| **KEY WORKING RELATIONSHIPS** |  | |
| **Internal to the Trust**  Caldicott Guardian  Medical Director  Information Governance Manager  Head of records Management  Trust Solicitor  Head of Application Support & Development  Clinical staff  Admin and clerical staff | | **External to the Trust**  Solicitors  Patients and relatives  Colleagues in other NHS and Social Care organisations  Outside Agencies |
| **ORGANISATIONAL CHART** | | |
| Medical Director  Deputy CIO  Personal Assistant to CIO  Chief Information Officer (CIO)  Head of Applications, Platforms and Infrastructure Services  Cyber Security Manager  Information Governance Manager  Head of Records Management  Business Partnerships & Contracts Manager Accountant & Contracts Mgr Manager  Deputy IG Manager  IG Officer  Senior IG Officer  IG Assistant  **Disclosure Officer**  IG Apprentice | | |
| **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 Information Governance Manager commensurate with the grade | | |
| **COMMUNICATION/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. | | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | | |
| * 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. | | |
| **PLANNING/ORGANISATIONAL SKILLS** | | |
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| **PHYSICAL SKILLS** | | |
| * A combination of sitting, standing and walking; * Frequent requirement to use VDU equipment. | | |
| **PATIENT/CLIENT CARE** | | |
| * Ensure that the Division’s services are focused on the needs of patients and clients, with the Patient at the centre of digital service delivery. | | |
| **POLICY/SERVICE DEVELOPMENT** | | |
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| **FINANCIAL/PHYSICAL RESOURCES** | | |
|  | | |
| **HUMAN RESOURCES** | | |
| * The post holder may on occasions be exposed to distressing circumstances in working with patient case notes * There is a requirement for sustained concentration in order to produce accurate provision of copied medical records. | | |
| **INFORMATION RESOURCES** | | |
|  | | |
| **RESEARCH AND DEVELOPMENT** | | |
|  | | |
| **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. | | |
| **OTHER RESPONSIBILITIES** | | |
| To take part in regular performance appraisal.  To undertake any training required in order to maintain competency including mandatory training, e.g. 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.  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. | | |
| **APPLICABLE TO MANAGERS ONLY** | | |
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| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision, we expect all our staff to uphold our Trust values. Our Trust values are:   * Honesty, Openness & Integrity * Fairness, * Inclusion & Collaboration * Respect & Dignity   We recruit competent staff that 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.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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, we reserve 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. | | |

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| **POST** | Disclosure Officer |
| **BAND** | 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS/SPECIAL TRAINING:**   1. GCSE or equivalent experience, (including English and Maths at grades A-C) 2. NVQ Level 3 or equivalent experience 3. Understanding of Hospital Systems 4. IHRIM Technical Certificate | X  X | X  X |
| **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 medical records or ability to learn at speed * Familiarity with medical terminology * Knowledge and understanding of Data Protection Act 2018 and General Data Protection Regulation 2016 or ability to learn at speed * Knowledge and understanding of the Access to Health Records Act 2000 or ability to learn at speed | X  X  X  X  X  X  X  X | X |
| **EXPERIENCE:**   * Previous hospital experience * Previous clerical experience in a busy environment * Demonstrate ability to work accurately to deadlines * Of dealing with staff at all levels * Dealing with the general public | X  X  X | X  X |
| **PERSONAL ATTRIBUTES**   * 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 | X  X  X  X  X  X  X  X  X  X |  |
| **OTHER REQUIRMENTS**   * Flexible to the requirements of the role | X |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
|  | | | | | |
| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
|  | | | | | |
| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
|  | | | | | |
| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | Y | X |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y |  | X |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  | X |  |  |
| Working in isolation | Y | X |  |  |  |
| Challenging behaviour | Y |  | X |  |  |

**COMPETENCY REQUIREMENTS**

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

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| Safeguarding Children | Group 1 | | 🞏 | Blood Transfusion | BDS18 collection | | 🞏 | Consent Training | 🞏 |
|  | Group 2 | | 🞏 |  | BDS 19 & 20  Preparing & Administering | | 🞏 | VTE Training | 🞏 |
|  | Group 3 | | 🞏 |  | BDS 17 Receipting | | 🞏 | Record management and the nhs code of practice | 🞏 |
|  | Group 4 | | 🞏 |  | Obtaining a blood sample for transfusion | | 🞏 | The importance of good clinical record keeping | 🞏 |
|  |
|  | Group 5 | | 🞏 |  | Annual Update | | 🞏 | Antimicrobial Prudent Prescribing | 🞏 |
|  | Group 6 | | 🞏 |  |  | |  | Control & Restraint Annual | 🞏 |
| Not mapped this one |  | | 🞏 | Safeguarding Adults Awareness | Clinical Staff | | 🞏 | Mental Capacity/DOL’s | 🞏 |
|  | Group 8 | | 🞏 | Non Clinical Staff | | 🞏 |  |  |
| Manual Handling – Two Year | | | 🗹 | Falls, slips, trips & falls | Patients | | 🞏 |  |  |
| Equality & Diversity – One-Off requirement | | | 🗹 |  | Staff/Others | | 🞏 |  |  |
| Fire | | Annual | 🗹 | Investigations of incidents, complaints and claims | | | 🞏 |  |  |
|  | | Two Yearly | 🞏 | Conflict Resolution – 3 yearly | | | 🞏 |  |  |
| Infection Control/Hand Hygiene | | Annual requirement | 🞏 | Waterlow | | | 🞏 |  |  |
|  | | One-Off requirement | 🗹 | PUCLAS | | | 🞏 |  |  |
| Information Governance | | | 🗹 | Clinical Waste Management | | Application principles for clinical staff | 🞏 |  |
| Harassment & Bullying (Self Declaration – One off requirement) | | | 🗹 | Application principles for housekeeping | 🞏 |  |  |
|  | | |  | Application principles for portering and waste | 🞏 |  |  |