NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION
 | **Job Title** | Information Governance Officer |
| **Department(s)****/Location** | Information Governance and Cyber Assurance Team, Maryfield House South, Dundee  |
| **Number of Job Holders** | Two |
| JOB PURPOSEThis role has an organisational wide profile. The postholder provides support and consultancy to all NHS Tayside employees in respect of Information Governance. * Data Protection
* Freedom of Information
* Caldicott
* Information Security
* Confidentiality
* Information Management
* Records Management

As part of the Information Governance and Cyber Assurance Team, ensure that NHS Tayside and its employees are fully aware of their responsibilities and comply with the requirements of * Data Protection Act 2018
* Freedom of Information (Scotland) Act 2002
* NHS Scotland Information Security Policies and Framework
* NHS Scotland National Information Governance Standards

**Information Governance awareness, education and training:** Promote effective confidentiality and data protection practice to NHS Tayside staff through advice, policies, procedures and training. |

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| ORGANISATION POSITIONBoard Secretary**(SIRO)**Head of Information Governance and Cyber Assurance/DPOInformation Governance OfficerInformation Governance Officer(Information Security Management)Corporate Records Manager&FOISA LeadInformation Governance Officer(Data Protection-GP Support)**THIS POST**Assistant Information Governance OfficerAssistant Information Governance OfficerInformation Governance Officer(Data Protection & Caldicott Standards) |

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| SCOPE AND RANGEThe post-holder will work as part of the Information Governance team and provide support to both NHS Tayside and General Practice. **Information Governance Awareness and Training**Provide specialist training, guidance and advice to all staff in relation to the requirements of Data Protection Act 2018, Caldicott Principles, Freedom of Information (Scotland) Act 2002, Records Management and Information Security.* Deliver Information Governance awareness and training through presentations and direct contact with department and services.

**Information Governance**To develop long term strategy, policy and guidance to promote and develop best practice.* Contribute to the development and implementation of policies and procedures to support the delivery of compliance with information governance.

Provide a consistent source of expertise to all areas of NHS Tayside in respect of Information Governance. Provide advice on information governance issues to ensure best practice is adhered to at all times.* To ensure that information governance responsibilities and accountabilities are defined, communicate and acted upon and that the organisation is aware of its responsibilities in its compliance with Information Governance related legislation, in particular Data Protection Act 2018, Information Security and Freedom of Information (Scotland) Act 2002.

**Data Protection**Gather and record information about the organisation’s use of information, to support the registration processes, necessary to maintain the organisation's Data Protection Registration, NHS Tayside’s Information Governance Annual Improvement Plan, and the Information Asset Register.* Draft and/or maintain the currency of NHS Tayside’s data protection related policies.
* Maintain an up-to-date knowledge of new developments in Data Protection law and any related provisions.

Develop, apply and monitor standards for safe information sharing between NHS Tayside and other local agencies.* Identify and monitor data owners within the organisation.
* Promote Data Protection awareness throughout the organisation by ensuring appropriate training and awareness material is widely disseminated and available to all staff.
* Act as a resource for other employees by providing advice and guidance on Data Protection issues.
* To assist with investigations into complaints about breaches of the Act.
* Liaise and work with other employees who are responsible for information handling, e.g. Caldicott Guardian.

Represent NHS Tayside at local, regional and national groups, including NHS Scotland Information Governance Network, Information Security Forum and Freedom of Information Forum.**Information Security**Take responsibility for development and maintenance of the overall security policies, practices and procedures that relate to the management of information.* Undertake regular monitoring of system usage and system security and produce comprehensive reports.
* Provide security advice in respect of the development, implementation and use of information systems, whilst ensuring compliance with relevant legislation and local standards.
* Respond to potential information security incidents, or where appropriate, raise, monitor and manage information security incidents and report these incidents to the respective groups/individuals and to recommend effective countermeasures to reduce the risks of further similar events.
* Ensure effective systems and procedures are in place to safeguard patient information in conjunction with systems managers, users and internal audit.

Implement and monitor standards and security policies for manual and computerised systems to ensure compliance with NHS Tayside approved policies and wider legislation.Ensure that all internal audit security recommendations are implemented.**Freedom of Information*** Ensure compliance and conformance with the Freedom of Information (Scotland) Act 2002 and related provisions through the development, implementation and enforcement of suitable and relevant Freedom of Information procedures.
* Develop and maintain NHS Tayside Freedom of Information Publication Scheme to ensure accuracy and completeness.
* Review policy and procedure on a regular basis and amend as necessary.
* Ensure that the appropriate freedom of information training is available to NHS Tayside staff.
* Co-ordinate Freedom of Information responses on behalf of NHS Tayside with organisational leads.
* Provide expert advice and guidance to NHS Tayside staff and applicants, analyse data, which is often complex, and negotiate responses with staff and senior managers, and respond to requests within statutory timescales.
* Act as a consultant to other NHS Tayside projects, advising on matters relating to Freedom of Information provisions.
* Ensure the consistent application of Freedom of Information (Scotland) Act 2002 exemptions in NHS Tayside’s withholding and/or disclosure of information to all applicants.
* Maintain a record of all requests for access to information and their outcomes, including appeals.
* Assist with investigations into complaints surrounding breaches of the Act and appeals against refusals of request decisions and undertake reporting/remedial action.

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| MAIN DUTIES/RESPONSIBILITIES**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers.Manage NHS Tayside Information Governance compliance issues as required by the Data Protection Act 2018, Caldicott Recommendations, Freedom of Information (Scotland) Act 2002 and the NHS Scotland Information Security Policy.Formulate long term strategy, policy and guidance to promote and develop best practice to meet the requirements of the Data Protection Act 2018, Caldicott Recommendations, Freedom of Information(Scotland) Act 2002, NHS Scotland Information Security Policy Framework and Records Management.* Develop and monitor indicators to measure local performance against Information Governance standards.
* Maintenance of appropriate evidence base for Information Governance assurance reporting.

Manage local and national registration process to ensure that NHS Tayside organisations can maintain their annual Data Protection Act 2018 Notification.Plan and organise the development, implementation and maintenance of Information System assessment for both clinical and non clinical systems and the documentation associated with the requirements of NHS Scotland IT Security Policy.* Regularly undertake risk assessments of information systems, develop methodologies for analysing and interpreting data and produce resultant documentation.

Process and manage NHS Tayside Third Party Data Access procedure, a requirement of the Caldicott recommendations, to control legitimate access to NHS-held person identifiable information by persons other than the data subject(s). Provide expert advice on the legality of information related decisions in relation to confidentiality and Caldicott decisions.Ensure compliance with the NHS Tayside Freedom of Information Access Request procedure, a requirement of the Freedom of Information (Scotland) Act 2002, to allow individuals legitimate access to information held by NHS Tayside.* Responsibility for developing the Freedom of Information Publication Scheme and ensure appropriate procedures are in place to maintains its accuracy and completeness.

Undertake the Information Governance recommendations identified as a result of External and Internal Audit Reports, implement agreed recommendations and adopt as policy and guidance where required.Take appropriate action to record and investigate incidents recorded through the Incident Reporting Procedure to allow NHS Tayside to monitor and resolve any Information Security and/or Confidentiality breaches of policy.* Act as lead investigator, impartial advisor or subject matter expert on information related incidents and formal disciplinary investigations.
* Ensure that relevant, consistent information, plans and advice are made available across NHS Tayside. Lead the development and delivery of awareness/training material (paper and electronic), presentations and workshops through direct contact with department and services.

In consultation with NHS Tayside Caldicott Guardians and Information Governance Groups and Committees, gather and record information about NHS Tayside’s use of information to achievement Information Governance Standards.* Manage NHS Tayside Information Governance Staffnet website and content.
* Manage NHS Tayside Information Governance Section of NHS Tayside public facing Website.
* Maintain Request for Information Module on Datix System, extract data and produce reports on a regular basis.
* Maintain specialist knowledge in the field of Information Governance and keep up to date with any changes and recommended good practice, and be responsible for keeping abreast of new government initiatives and any requirement relating to Information Governance.
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| COMMUNICATIONS AND RELATIONSHIPS**Internal*** Provide and receive highly complex, highly specialist and highly contentious information in relation to the elements of Information Governance (Data Protection, Information Security, Freedom of Information, Caldicott, Information Governance Management and Records Management).
* Communicate complicated and/or very detailed specialist information to staff and peer group, through advisory, persuasive and negotiation methods and techniques.

Consult with and advise senior clinical and non clinical staff of changes in processing and procedures, and any action required in order to maintain compliance with policy, procedure, advice and guidance.* Regular contact with clinical and non clinical senior managers on a range of information governance issues.
* Advise highly complex technical matters, persuading senior business and clinical staff to a certain course of action to embed information governance within current and future practices.
* Devise and present formal presentations to senior management, directors, and business and clinical user groups on a wide range of highly complex Information Governance issues.
* Provide verbal and written reports through immediate line manager identifying progress of information governance issues.

Regular contact with clinical and non-clinical staff to ensure staff are informed of their responsibilities in respect of Information Governance through awareness and training, and provide reference material or direct contact to define or agree actions required of them.* Represent department within meetings/at local area events to encourage and promote best practice within NHS Tayside, as and when appropriate.
* Assist with the management of information governance training programmes and provide mentoring and support within own area of expertise to other members of staff.
* Involvement with internal audit function.

ExternalMaintain effective working relationships with:* The Scottish Government Information Governance, Assurance and Security advisors in order to provide guidance and support in practical implementation of confidentiality and security issues/initiatives.
* NHS Scotland Data Protection and IT Security Advisors directly, with attendance at meetings to improve the effectiveness of Information Governance through the formulation, publication and exchange of ideas.

Information Governance professionals and/other colleagues within NHS Scotland. Participate in informal and formal discussions and play an active role representing NHS Tayside in appropriate NHS Scotland/Scottish Government working groups.Liaise withThe UK Information Commissioner’s Office (Data Protection); maintain contact with staff dealing with NHS to keep abreast of the current advice and guidance of the UK Information Commissioner and to alert them to and resolve possible problems or queries.The Office of the Scottish Information Commissioner (Freedom of Information); maintain contact with staff dealing with NHS to keep abreast of the current advice and guidance of the Scottish Information Commissioner and to alert them to and resolve possible problems or queries. |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

There is a requirement for specialist knowledge and experience of information governance legislation, guidance and procedures.The postholder must be qualified to degree level or with appropriate demonstrable skills and knowledge. This knowledge should equate to postgraduate experience, or alternative experience, with comprehensive knowledge gained in a large organisation.Must have developed system analysis skills. There is a requirement for excellent communication skills (written, verbal and presentation) and the ability to present effectively to small and large groups.Strong interpersonal skills and the ability to develop others in the understanding and application of Information GovernanceWillingness and ability to challenge current practices and proceduresThe ability to influence the behaviour of others and to value the contribution of othersKnowledge of the NHS, including structures and practicesSkills in interpreting legal and parliamentary languageExcellent time management skills and ability to manage own workload, prioritise conflicting demands and work under pressure to meet tight deadlines.The ability to take the lead where and when appropriate in progressing objectives into tangible outcomes and results. |

ESSENTIAL ADDITIONAL INFORMATION

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| 1. SYSTEMS AND EQUIPMENT

Equipment required for performing the post:Telephone, Personal Computer, Printer, Laptop, Projector, Scanner and Photocopier.System Knowledge to perform the post:* IT literate with advanced skills in Microsoft Application Software products, i.e. Word, Excel, and PowerPoint and Web technologies.
* Daily use of DATIX Request for Information module.
* Ability to use the intranet and internet to access and use search engines, primary and secondary databases for evidence based research, e.g. The Knowledge Network, E-Library and Information Governance national shared space.
* Knowledge and understanding of business and clinical applications and associated software within NHS Tayside and where relevant, NHS Scotland.
* Ability to travel to other locations across NHS Tayside is essential.

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. PHYSICAL DEMANDS OF THE JOB

**Physical Demands**A significant proportion of work is computer based which involves sitting for long periods of time on a daily basis whilst carrying out tasks and repetitive movements. Combination of sitting, standing and walking. There is the requirement for occasional moderate effort for several short periods. Light physical effort with regular requirement to handle effort with occasional requirement to carry uneven, bulky loads. Delivering training session involves limited periods of standing.**Physical Skills**Advanced Keyboard and Typing proficiency.Data manipulation - numerical, statistical and analytical skills are essential.Well developed planning, organisational, communication and interpersonal skills are essential. Critical appraisal and report writing skillsDatabases for recoding of activity. This takes place on a daily basis.Project management, training, facilitation and presentation skills. **Mental Effort**A high level of concentration is required on a daily basis, with frequent requirements for periods of prolonged concentration. Mental effort required in relation to checking information, responding to queries, producing policies and documents, analysing and evaluating complex data, writing reports, and effective listening and questioning skills to assist with staff/public/patients enquiries in respect of all elements of information governance. The postholder will need to manage workload that arises from competing priorities within different parts of the organisation.Environmental DemandsThere is a requirement for the postholder to travel regularly within the local area, with occasional travel to regional locations. **Emotional Effort**Infrequent exposure to personal information of a sensitive nature through the handling of medical records through Data Protection Subject Access Requests. Contact from the public including current/former patients and the handling of personal information in compiling responses to the public under the Freedom of Information (Scotland) Act 2002. |
| 1. **DECISIONS AND JUDGEMENTS**
* Exercise a significant degree of autonomy in decision making and formulate solutions to issues within the service, whilst working to agreed objectives.
* Provide advice and assistance on a range of complex specialist information governance issues and queries.
* Analyse complex information and provide advice and/or produce solutions for information governance issues based on a range of options and in accordance with appropriate legislation and national/local procedures.
* Handle day-to-day decisions and judgements in relation to the work of the Information Governance and Cyber Assurance Team.
* The postholder has a high degree of discretion in managing the tasks set in terms of approach, investigation, solution and compilation.

Typical decision making includes:* + Prioritisation of agreed workload
	+ Prioritisation of unscheduled workload
	+ Contacts to be established and maintained
	+ Assessment of relevance and practicality in terms of achieving set tasks
	+ Assessment of progress against schedules.

Obtaining relevant information from various sources and producing or assisting with solutions and/or requirements to meet local or national requirements. |
| 1. **MOST CHALLENGING PART OF YOUR JOB**
* Understand the legislation and the implications this may have for NHS Tayside and in some cases, challenge the standards and practice and offer practical solutions that will minimise the risk to the organisation.
* Maintain and prioritise a multifarious workload, whilst meeting the requirements of information governance standards and practice and legislative timescales.
* To engage Management and Staff interest in the importance of Information Governance and to promote and maintain its high profile
* Maintain and update skills and knowledge in relation to Information Governance and Information Governance Legislation in an ever-developing environment.
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| 1. **JOB DESCRIPTION AGREEMENT**
2. The job description will be signed off using the attached sheet by each post holder to whom the job description applies.
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**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| **Post Title** | Information Governance Officer |
| **Reference Number** | SC06-5382N |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to seek further clarification on any issues contained within the documents. **Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted to clarify such issues**.

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| **Responsible Manager** | Head of Information Governance and Cyber Assurance |
| **Contact No.** | X 70436DD 01382 424436 |
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| **Staff Representative** |  |
| **Contact No.** |  |

I/we the undersigned agree the attached document is an accurate reflection of the requirements of the post. The essential additional information provides accurate information of additional job related factors.

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| Signed :- (Manager) |  |

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| Staff Members: |  |  |
| NAME(BLOCK CAPITALS PLEASE) | SIGNED | POST NO.(office use only) |
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