**Job Description**

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| 1. JOB IDENTIFICATION |
| Job Title: **Information Goverance Analyst**  Responsible to (insert job title): Head of Information Goverance & Data Protection Officer  Department(s): Information Governance  Directorate: Medical Directorate  Operating Division: Organisation wide  Job Reference:  No of Job Holders: 3  Last Update (insert date): 9 March 2023 |
| 2. JOB PURPOSE |
| Reporting to the Head of Information Governance & Data Protection Officer (IG & DPO), the post holder will form part of a team of specialist staff who will develop, monitor and oversee the implementation of NHS Ayrshire & Arran’s information governance, compliance and assurance agenda.  The post holder will work closely with service and functional areas across NHS Ayrshire & Arran to support compliance with relevant legislation, NHS Scotland and Scottish Government requirements. |
| 3. DIMENSIONS |
| Information Governance (IG) encompasses the following areas:   * Data Protection * Information Security * Freedom of Information * Confidentiality / Caldicott * Records Management * Information Quality Assurance   The post holder will provide specialist advice, guidance and training to all service or functional areas within and connected to NHS Ayrshire & Arran on all matters relating to information governance.  The post holder will deliver a programme of work to support the implementation of best practice and the adoption of data protection by design across all functions of the organisation.  The post holder will not manage staff directly but will be required to influence changes in behaviour and culture within NHS Ayrshire & Arran to ensure the successful delivery of information governance improvements. |
| 4. ORGANISATIONAL POSITION |
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| 5. ROLE OF DIRECTORATE |
| The Medical Directorate is responsible for providing expert medical advice to the NHS Board and its Committees and for developing effective strategies and policies to improve the health of people in Ayrshire and Arran through safe and effective care.  Together with the Directorate of Nursing, the Medical Directorate leads the Healthcare Governance, quality, patient safety and clinical risk management arrangements for NHS Ayrshire & Arran (NHS A&A) fostering the delivery of continuous quality improvement through the application of reliability science to underscore patient care.  The Medical Directorate has lead operational responsibility for:   * The professional governance of doctors and dentists working within NHS A & A This includes the Medical Director being the Responsible Officer for Ayrshire & Arran; * Providing strong leadership for the medical and dental workforce, promoting an open, fair, just and learning culture, and ownership of the Board’s strategic direction and objectives; * Medical workforce planning and the inter-relationships between undergraduate education and post-graduate training; * Delivering undergraduate and postgraduate training to a high standard for medical students and postgraduate doctors/dentists working for the Board. * Delivering and developing the Board’s Research & Development functions. * Leading and delivering the Board’s management of risk. * Providing corporate leadership and support to the Integrated Care Directors to achieve change and redesign within clinical areas; * Leading and delivering the clinical litigation processes within the Board; * Providing the Information Governance tasks for the Board, including the Caldicott Guardian role for NHS A&A, in order to ensure that all obligations under the Data Protection Act are met and to ensure the confidentiality of patient information; * Leading the Board’s processes for Individual Patient Treatment Requests against access for drugs and also applications for access to out of area clinical treatments. * Representing the interests and influence of NHS A&A at appropriate regional and national venues. |
| 6. KEY RESULT AREAS |
| On behalf of the Head of IG & DPO, the post holder will support the day to day operational activites associated with IG functions. This will include:   1. Assist the Head of IG &DPO in providing specialised support, advice and expertise to departments in NHS A&A on all information governance issues. IG includes Records Management, Data Protection, Freedom of Information, Caldicott, Data Quality and Information Security.      1. Work closely with all service and functional areas to support their compliance with all legislative requirements and national guidelines. 2. Work with the Head of IG &DPO to help develop policies, standards, guidelines and monitoring procedures. 3. Assist the Freedom of Information Officer with the processing requests under access to information legislation, namely, Freedom of Information (Scotland) Act 2002 and Environmental Information (Scotland) Regulations 2004. 4. Provide advice as required to the Caldicott Guardian and the Information Governance Committee. 5. Assist and support services and functional areas to conduct Data Privacy Impact Assessments when a new project starts or when significant changes are made to existing processes, and support the development of the relevant data processing agreements, data sharing agreements and other IG supporting documentation inline with the concept of data protection by design. 6. Conduct risk assessments on the processing of personal data where required, often in relation to the use of mobile devices. 7. Scrutinise requests for access to personal data for purposes other than direct healthcare, such as audit, research, and service evaluation. 8. Assist with the development of documentation to support information sharing with partner agencies, such as Information Sharing Protocols, Non-Disclosure Agreements and Data Sharing Agreements. 9. Maintenance of the IG site on AthenA intranet) and IG pages on the public website (internet), to provide useful up to date information and guidance to staff and the public. 10. Conduct audits of accesses to personal information on clinical systems to identify potential inappropriate activity and ensure that this activity is challenged. 11. Investigation of personal data breaches as defined by the UK GDPR and Data Protection Act 2018 including working to identify solutions to prevent recurrence, and reporting such breaches to the Information Commissioner’s Office or Scottish Government as required, making recommendations to mitigate future risk. 12. Investigation of complaints where this relates to alleged breaches of the UK GDPR and/or Data Protection Act 2018, compiling an investigation report and communication of findings. 13. Deal with requests from data subjects for access to their personal data, in accordance with the requirements of the UK GDPR and Data Protection Act 2018. 14. Ensure that NHS A&A Data Protection registrations are kept up to date and renewed. 15. Work with training colleagues, Communications department and O&HRD to ensure that an effective awareness and training programme on IG is provided to NHS A&A staff. 16. Provide IG awareness training for staff, managers and healthcare professionals, this could be with small groups or larger groups for instance in the lecture theatre or via Teams. 17. Develop and maintain effective working relationships with departmental managers and staff and ensure that there is effective communications on all IG matters. 18. Represent NHS A&A on appropriate regional and national working groups, to champion IG requirements and recommendations. 19. On a regular basis undertake IG compliance audits and inspections, to monitor current standards against statutory requirements and best practice standards. 20. Performing ad hoc functions as required on behalf of the department and organisation. |
| 7a. EQUIPMENT AND MACHINERY |
| The following equipment is used on a frequent basis in the execution of duties:   * Personal Computer / Laptop * Printers, scanner etc * Audio Equipment * Video Conferencing * Car for transportation between sites |
| 7b. SYSTEMS |
| The post holder will use:   * MS Word to create documents and reports. * MS Excel to calculate statistics relevant to the outcomes of audits. * MS PowerPoint to create and deliver presentations. * MS Outlook for communication with internal and external colleagues and their own diary management. * MS SharePoint to maintain the information governance intranet site. * MS Teams to communicate, collaborate and participate in meetings with colleagues * Use of auditing software to identify inappropriate accesses to electronic patient records, including analysis of audit logs to identify suspicious behaviour. * Use of other internal systems as required, including the incident reporting system. * Manual and electronic filing systems, including specialised electronic document management systems * Intranet and Internet for sourcing information to support development and delivery of the work programme. * Turas for objective setting and performance management * LearnPro for mandatory and statutory training and continued professional development |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| The workload of the Information Governance Analyst will be directed by the Head of IG & DPO.  The post holder will be expected to maintain an up to date knowledge of developments in IG case law, national developments and local initiatives.  Work will also be generated through involvement in working groups and projects in an advisory capacity, and through the development and implementation of action plans to ensure compliance with standards and legislation.  Review of performance in the post is undertaken through the agreement of performance objectives and individual performance appraisal by the Head of IG & DPO. Formal appraisal is undertaken on an annual cycle.  Interaction and relationships with the very diverse range of stakeholders and professional groups will be critical and will necessarily determine the overall direction and priorities of the department. |
| 9. DECISIONS AND JUDGEMENTS |
| The post holder is expected to work on their own initiative and is required to instigate action on a daily basis, particularly in providing advice and information in response to direct enquiries from within/out with the organisation.  The post holder is required to exercise judgement and initiative when determining issues that require the urgent attention and referral to the Head of IG & DPO.  The post holder must be able to balance priorities and manage the complexities/diversities of  the job and competing demands within tight timescales. |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Post involves making decisions and judgements which can be time critical and must be based on a sound knowledge and understanding of the complexities contained within current IG legislation, local policy and national guidelines. This is fundamental in order to achieve the delicate balance between the legitimate needs of the Board to collect and use personal information for business purposes against the right of individuals to respect for the privacy of their personal details.  Working with the Head of IG & DPO to manage the significant workload, balancing the constant and varied demands of the role.  Analysing and interpretation of data sharing and access requests in relation to differing database network systems and the concept of need to know.  Understanding the wide-ranging and complex service delivery models of a large organisation.  Challenging existing working practices and influencing organisational change with respect to IG management and best practice. |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| The post holder is expected to communicate with all staff across NHS Ayrshire & Arran as well as staff in external organisations in the public and private sectors. Excellent communication skills are required to persuade others and negotiate the implementation of change. The post holder is expected to have strong presentation skills and to be able to express a view convincingly and coherently, both verbally and in writing.  Examples of the main contacts are: Internal  * All staff groups including clinical and non-clinical staff * General Managers * Caldicott Guardian * Assistant Director Information Governance, Standards & Risk * Head of Integrated Health Records * Information Governance (Corporate Records Manager) * Information Governance Operational Delivery Group * Information Governance Committee * Freedom of Information Officer * Information Security Team * Business Intelligence team * eHealth Directorate * Research & Development * Risk Management   **External**   * The Information Commissioner’s Office * The Scottish Information Commissioner * Other NHS Boards and Special Boards * Local Authority partners * External agencies * General Practices * Public |
| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| **Physical Skills**   * Able to use a PC/laptop and associated equipment * Able to drive and travel regularly between sites * Able to work across a number of different locations * Occasional manual handling of equipment.   **Mental Demands**   * High level of concentration and attention to detail frequently required in order to consider all implications including, compliance with various legislation to ensure the correct advise is provided or action taken. * Able to closely analyse and interoperate information * Effective time management skills, ability to prioritise and meet deadlines * Adaptable and able to respond to unpredictable demands * Able to deal with frequent interruptions which impact on priorities and require immediate decisions and a rapid change in focus and nature of the task being undertaken at the time   **Emotional Demands**   * Approachable and supportive * Calm and resilient under pressure * Adaptable and flexible * Able to remain positive and motivational when faced with cultural and behavioural issues   **Working Conditions**   * Normal office conditions, across multiple sites, including home working. * Awareness and understanding of environmental issue and ability to incorporate energy efficiency and biodiversity into operational actions. |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED |
| **Qualification and Training**  Essential:   * Educated to Degree level or with equivalent relevant experience   Desirable:   * Management qualification. * Membership of relevant professional body * Information Governance qualification or training * Project management qualification or training   **Experience**  Essential:   * Detailed knowledge of information governance related legislation * High level of knowledge in the use of Microsoft Office suite. * Data analysis skills and excellent numeracy and statistical proficiency. * Good presentation, communication and interpersonal skills. * Demonstrable experience of maintaining manual and electronic filing systems, including specialised electronic document management systems. * Demonstrable experience of effective team working. * Demonstrable experience of involvement with projects and delivery of actions to agreed timescales.   Desirable:   * Experience of Health service information systems   **Knowledge**  Essential:   * Understanding of the health and care sector * Awareness of information governance legislation: * Data Protection Act 2018/UK GDPR, * Freedom of Information (Scotland) Act 2002 * Environmentail Information (Scotland) Regulations 2004 * Public Records (Scotland) Act 2011,   Desirable:   * Awareness of wider key legislation and standards with impact IG. * Awareness of Health Board policies and procedures. * Understanding of NHS Board structure and the functions/activities carried out within Directorates.   **Competencies and Skills**  Essential:   * Information technology and keyboard skills across Microsoft packages such as Word, Excel, PowerPoint and Outlook, use of internet and intranet sites. * Ability to exploit a variety of software packages/applications to collect, analyse, manipulate, organise and present data. * Attention to detail and ability to consider a range of factors which could impact then outcome of the decision. * Logical approach to implementing a change. * Well-developed problem solving and analytical skills. * Good written and verbal communications skills. * Effective listening and questioning skills. * Good interpersonal skills including diplomacy and discretion working one to one or with groups. * Ability to motivate staff and influence/encourage change. * Excellent time management and prioritisation skills * Ability to collate and articulate information from a variety of sources * Ability to work in a rapidly changing environment * Effective in working autonomously as part of a small team. * Self-motivation, enthusiasm and use of initiative * The ability to prioritise own workload and deal with numerous concurrent tasks within challenging timescales   **Other**  **Essential:**   * Full UK Driving Licence |