

Job Description

<b>JOB TITLE:</b>	<b>Information Governance Coordinator</b>
<b>ACCOUNTABLE TO:</b>	<b>Head of Information Governance</b>
<b>RESPONSIBLE TO:</b>	<b>Deputy Information Governance Manager</b>
<b>HOURS:</b>	<b>37.5</b>
<b>DATE:</b>	<b>June 2016</b>
<b>AFC Band:</b>	<b>4</b>

[www.kmpt.nhs.uk](http://www.kmpt.nhs.uk)

**JOB PURPOSE:**

The Information Governance Coordinator will be responsible for providing full administrative and clerical support to the Deputy Information Governance Manager across a varied and wide range of Information Governance functions relating to confidentiality, information sharing and information security. They will lead on complex or highly sensitive requests for information as well as supporting the Deputy Information Governance manager in administering the role of Privacy Officer.

**KEY RESULT AREAS:**

The post requires a person with proven administrative expertise within an Information Governance environment. Due to the nature of the role, the individual must be able to communicate with tact, understanding and discretion across all levels of staff and with members of the public. The individual must be able to support and guide colleagues in managing complex enquiries whilst maintaining the ability to influence and negotiate with other staff across the Trust managing competing priorities in demanding circumstances.

The individual must be able to make sensible decisions that support delivery of agreed aims and objectives, being aware of when it is appropriate to lead on, and when to escalate, particular issues. They must be able to work within a Team environment and be confident in providing accurate and appropriate advice and guidance based on legislative and best practice requirements.

**RESPONSIBILITY:**

To act as a central point of contact within the Trust for all Information Governance services.

To work within and review internal procedures and Trust-wide policies as required.

To contribute to the monitoring and maintenance of the Information Governance standards and legislative obligations.

To implement policy and procedural changes relevant to own role.

**ENVIRONMENT:**

Office based role with frequent sitting for long periods of time at VDU.

Occasional lifting of documents, stationery and/or equipment.

Travel across Kent will be required to provide some services.

**KNOWLEDGE TRAINING AND EXPERIENCE:**

Knowledge of Information Governance legislation and best practice.

Understanding of the importance of Information Governance on the broader corporate reputation of the organisation.

Understanding and appreciation of Healthcare services, ideally in the NHS.

Ability to work on own initiative and as a member of a Team.

Experience of working in a complex and demanding role, requiring good time management and prioritisation of workload.

Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint, Access and Visio.

Effective communication skills, both written and verbal

Effective staff management skills and ability to influence others to ensure right standards are achieved.

## **JOB SUMMARY:**

The Information Governance coordinator is an essential part of the Information Governance Department and supports the Deputy Information Governance manager in delivering a high quality service to all customers and stakeholders.

- To receive and administer a varied caseload of requests for information in accordance with the relevant legislation and local Department procedures;
- To take responsibility for administering those requests identified as particularly complex or sensitive e.g. access to personnel files or corporate requests where consideration of exemption is required;
- To take responsibility for ensuring appropriate fees due in respect of the provision of information are invoiced promptly and in line with legal requirements;
- Administer the Trust's Publication Scheme and Disclosure Log in accordance with the Freedom of Information Act;
- Log and investigate areas of concern or incidents resulting in an Information Governance SUI;
- Undertake local usage audits of information systems in accordance with the local Departmental procedures under the supervision and guidance of the Deputy Information Governance Manager;
- Administer and update relevant Information Governance registers, including the safe haven register and information asset register;
- Monitor the Departmental generic mailboxes relating to the work of the Department;
- Provide an Information Governance Support telephone helpline to all staff and stakeholders;
- Assist the Deputy Information Governance Manager in Review and analysis of legislation governing health records, sometimes relating to complex facts or situations and provide easy to understand advice and guidance on interpretation to staff and stakeholders;
- Assist the Deputy Information Governance Manager in Implementing agreed local variations to local procedures ensuring adherence to Information Governance legislation, best practice and National policies;
- Maintain accurate records of all administrative tasks undertaken, recording on established records management systems, preserving confidentiality of information at all times;
- Provision of general administrative and clerical support to the Department.
- To supervise personally the professional practice and line manage all staff attached to the Information Governance "hub" ensuring:-
  - Mandatory training and personal development opportunities are taken
  - Regular team meetings are held
  - Regular individual performance reviews are held
  - Appropriate allocation of workload

This job summary reflects the principal duties of the post but is not an exhaustive list of all tasks. The post holder will be required to undertake additional duties indicative to the Band as required by their Line Manager and in line with local Departmental procedures.

## **COMMUNICATIONS AND WORKING RELATIONSHIPS:**

Executive Directors

KMPT Managers and Staff

KMPT Communications Team

External Partnership Agencies

Members of the Public

Third Party Organisations  
Other NHS Trusts/Healthcare Providers  
Agency and Seconded Staff  
Press/Media  
Information Commissioners Office

**STANDARDS OF BUSINESS CONDUCT:**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and at all times, deal honestly with the Trust, with colleagues and all those who have dealings with the Trust including patients, relatives and suppliers.

**HEALTH AND SAFETY:**

The post holder will be required to observe local Health and Safety arrangements and take reasonable care of him/herself and persons that may be affected by his/her work.

**PERFORMANCE REVIEW:**

This job description will be used as a basis for individual performance review between the post holder and the Manager.

The job description covers only the key result areas, and as such does not intend to provide a comprehensive list of objectives. Specific objectives will be reviewed each April, and may develop to meet the changing needs of the service.

The post holder will need to take due account, in the way they achieve the key result areas of Trust policies and procedures.

The Trust aims to maintain the goodwill and confidence of its own staff service and users and the general public. To assist in achieving the objective it is essential that at all times, employees carry out their duties in a courteous and sympathetic manner.

The post holder will carry out their duties in accordance with the Trust Equal Opportunities Policy respecting the differing backgrounds of colleagues and clients.

**CONTINUOUS IMPROVEMENT:**

The Kent and Medway NHS and Social Care Partnership Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of patients.

**THE TRUST'S MISSION STATEMENT:**

To put patients first by providing community based, high quality and responsive healthcare services, delivered by well trained and supported staff who work with relatives, carers and other agencies in the best interests of patients.

**STATEMENT OF THE TRUST'S AIMS AND VALUES:**

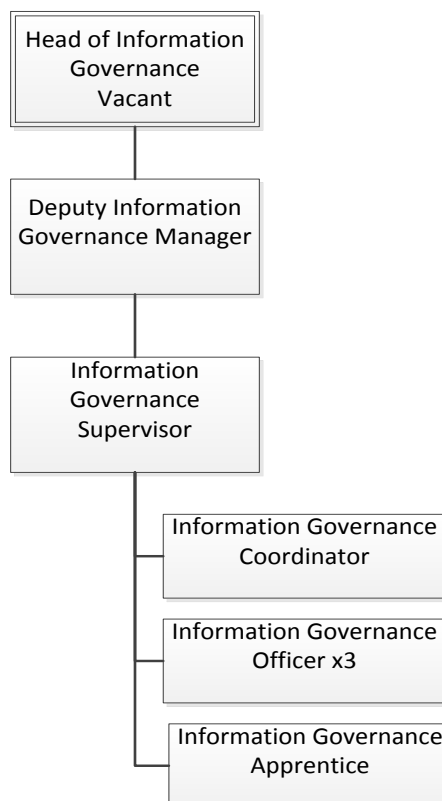
- To remain patient focused at all times by providing high quality and responsive healthcare services in hospitals and the community.

- To work closely with patients, their families, carer groups, local communities and other organisations ensuring care is co-ordinated.
- To respect and develop every member of staff by encouraging and supporting them in their personal and professional development and by valuing their input through recognition and individual reviews.
- To be innovative and proactive by encouraging staff to initiate new ideas in working practices and ensuring a process and continuous improvement in the way services are provided.
- To provide best practice and value-for-money by reviewing and evaluating services and sharing information internally and externally.

**CONFIDENTIALITY:**

The Kent and Medway NHS and Social Care Partnership Trust employees are required to ensure that information about patients is safeguarded to maintain confidentiality and is kept securely in accordance with NHS requirements of 1999. (The Caldicott Committee’s Report on the review of patient-identifiable information 1997, & HSC/1999/012). This means that patient information can only be passed to someone else if it contributes to the provision of care or the effective management of health care services within the Trust.

**ORGANISATION CHART:**



**PERSON SPECIFICATION**

<b>Education and Qualifications</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Educated to GCSE Level</li> <li>• NVQ Level III in Administration or equivalent work experience</li> <li>• Information Governance qualification or related experience</li> </ul>	<ul style="list-style-type: none"> <li>• ISEB in Data Protection and/or Freedom of Information or equivalent</li> </ul>
<b>Skills and Abilities</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Good interpersonal and communication skills both verbal and written</li> </ul>	<ul style="list-style-type: none"> <li>• Negotiation and persuasion skills</li> </ul>
<b>Experience</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Proven administrative ability and organisational skills, preferable acquired in a health setting</li> <li>• Experience of working within an Information Governance focused role</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working with specialist information systems</li> </ul>
<b>Knowledge</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Intermediate level of computer literacy including Microsoft Office</li> <li>• Knowledge and understanding of legislation and best practice requirements of Information Governance including Caldicott, Confidentiality, and Data Protection</li> <li>• Knowledge and understanding of legal requirements of Freedom of Information Act</li> </ul>	<ul style="list-style-type: none"> <li>• Good understanding of NHS Protocols and Standards for Information Governance</li> <li>• Knowledge and understanding of the application of exemptions under the Freedom of Information Act</li> <li>•</li> </ul>
<b>Personal Qualities</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Organised approach</li> <li>• Able to work under pressure to meet deadlines</li> <li>• Ability to work well within a team environment</li> <li>• Ability to work flexibly and be able to adapt</li> <li>• Ability to concentrate on complex issues whilst dealing with frequent interruptions and competing demands</li> </ul>	<ul style="list-style-type: none"> <li>• Full driving licence and access to a car</li> </ul>

**JOB DESCRIPTION AGREEMENT:**

Job Holder's Signature:

Date:

Manager's Signature:

Date: