

JOB DESCRIPTION

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| Job Title | Freedom of Information/Information Governance Officer |
| Band/ Grade | B4 |
| Directorate | Corporate |
| Professionally Accountable to | Head of Information Governance/Data Quality |
| Responsible to | Information Governance/Privacy Officer |

VISION, MISSION and VALUES

Our Vision

To improve the health and well-being of the people we serve in Herefordshire and the surrounding areas.

Our Mission

To provide a quality of care we would want for ourselves, our families and friends. Which means: Right care, right place, right time, every time.

Our Values

Compassion, Accountability, Respect and Excellence

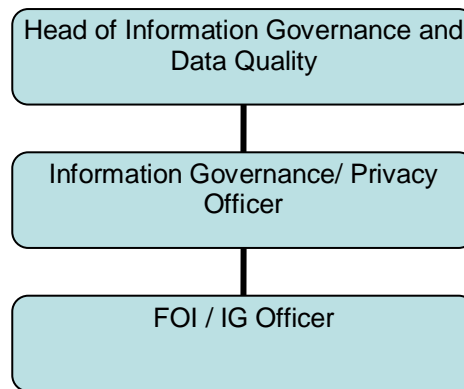
- Compassion – we will support patients and ensure that they are cared for with compassion
- Accountability – we will act with integrity, assuming responsibility for our actions and decisions
- Respect – we will treat every individual in a non-judgemental manner, ensuring privacy, fairness and confidentiality
- Excellence – we will challenge ourselves to do better and strive for excellence

JOB SUMMARY

The post holder will be responsible for managing the Trust's requests for information under the Freedom of Information (FOI) Act.

The post holder will also act as support to the Information Governance/Privacy Officer in achieving compliance with legislative acts and regulatory obligations relating to information including FOI, DP, GDPR and the IGT.

ORGANISATION CHART



MAIN FUNCTIONS OF THE JOB

- Responsible for logging, managing and responding to the Trust's requests for information under the Freedom of Information Act and Environmental Information Regulations and ad-hoc Data Protection requests.
- Responsible for managing the Trust's FOI Publication Scheme, ensuring it is kept up to date and liaising with departmental leads to proactively publish information.
- Responsible for reviewing the Information Commissioner and Information Tribunal websites to keep up to date with enforcement notices, decision notices, and Information Tribunal cases.
- Provide administration support in relation to FOIs to the Head of IG/ DQ and the IG/PO
- Collating Data Security and Prevention Toolkit compliance evidence and providing help and guidance to staff relating to FOI and general Information Governance.

Freedom of Information

- Responsible for ensuring that all FOI requests are logged, processed and responded to within the legal timeframe.
- Responsible for investigation and dealing with any FOI applicants complaints/ appeals.
- Ensure that FOI reports are completed and distributed as part of the monthly or quarterly IG reports that go to both the IG and Health Records Committee
- Responsible for producing reports on FOI compliance to be distributed to Trust Managers.
- Responsible for providing FOI Dashboard reports detailing the number of FOI requests received and timescales of responding to requests.
- Responsible for developing the Trust FOI Disclosure Log and keeping it up to date.
- Responsible for the management of the Trust's FOI Publication Scheme and internal information depository ensuring it is regularly reviewed and kept up to date.
- Responsible for liaising with Trust Managers to obtain content for the Trust's FOI Publication Scheme, ensuring the Trust is proactive in its publication of information.
- Responsible for interpreting the FOI Legislation and ICO guidance to assist Trust Managers with the application of an FOI Exemption or EIR Exceptions to a request for information.

- Responsible for the management of the Trust's FOI requests, ensuring compliance with the Trust's Non-Clinical Records Management policy.
- Responsible for investigating any ICO FOI complaint reviews and providing appropriate evidence
- Responsible for developing and managing audits/spot checks on staff understanding compliance with the Freedom of Information Act.
- Responsible for undertaking FOI applicant feedback/satisfaction surveys
- Responsible for managing and keeping a log of all Re-Use of Public Information requests in line with the Re-Use of Information Regulations.
- Responsible for developing/maintaining and communicating to the organisation the Trust's FOI policy and procedures, ensuring they are up to date.
- Responsible for producing briefing material and staff guidance publications to improve staff awareness in relation to FOI.
- Responsible for undertaking Public Interest Tests
- Responsible for liaising with other NHS organisations' FOI Officers, in relation to "round robin requests".

Information Governance

- To advise staff of the requirements of the FOI, GDPR and DP Act and escalating any complex queries such as data sharing, information/cyber security to either the IG/PO or the Head of Information Governance and Data Quality.
- To assist with maintaining the database/spreadsheet of all IG incidents that have been reported via Datix ensuring where appropriate these incidents are reported to the Head of IG/DQ for reporting on the IGT.
- Provide support to the IG/PO on the updating of any IG related policies following either changes to legislation or internal policy or procedures.
- Responsible for keeping the IG Internet and Intranet pages updated with particular relevance to FOI
- Assist with management of the IG mailbox dealing with queries within own remit.
- Responsible for collating evidence into the Data Security and Prevention Toolkit ensuring that reporting timescales are met.

Administrative Responsibilities

- Manage the FOI mailbox, providing responses to requests and escalating queries to the IG/PO or the Head of Information Governance and Data Quality
- Ensure any requests for in Internal Review are sent to the IG/PO and responded to within the required timescales.
- Assist with telephone queries from Trust staff on any information governance issues or queries relating to FOI or SAR's.
- Support the administrative functions in the IG team, including updating spreadsheets and databases, word processing and arranging meetings as required.
- Manage all other requests for information which have been passed to the information governance team to be processed e.g. Subject Access Requests under the Data Protection Act ensuring allocation of information is designated appropriately and accordingly in with Trust line structures and departments.
- Provide administration support in relation to FOI's to the Head of IG/DQ and the IG/PO.

Training & Development:

- Responsible for collating information for face to face IG training and assisting in training activities or the delivery of training sessions when required with particular reference to FOI.
- Responsible for collating IG training compliance figures for reporting to the IG meetings and inclusion in the monthly IG report.
- Responsible for communicating to divisions where there is non –compliance for IG mandated training with particular reference to FOI.
- Required to train new members of staff in own area and in local departmental arrangements.

General Information

This job description is not intended to be an exhaustive list of duties, but merely to highlight the current main responsibilities of the post. The Trust reserves the right to change terms from time to time. Along with your main duties; you will also be expected to carry out any other duties that are reasonably asked of you. It may be reviewed from time to time in agreement with the post holder and line manager of the Service Unit. The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust.

Safeguarding Vulnerable Adults & Children

Wye Valley NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees, volunteers and contractors to share this commitment.

All staff have a duty to safeguard and promote the welfare of patients, their families and carers. This includes practitioners who do not have a specific role in relation to safeguarding children or adults, you have a duty to ensure you are:-

Familiar with the Trusts safeguarding policies. Attend appropriate training for safeguarding. Know who to contact if you have concerns about an adult or child's welfare.

Health and Safety

The post holder is required to conform to the Trust's Policies on Health and Safety and Fire Prevention, and to attend related training sessions as required.

Confidentiality

To maintain confidentiality at all times. In the course of their duties employees will have access to confidential material about patients, members of staff and other Health Service business. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and/or treatment of the patient. If there is any doubt whatsoever, as to the authority of a person or body asking for information of this nature, advice must be sought from a superior officer. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded as serious misconduct, which could result in serious disciplinary action being taken including dismissal.

Policies and Procedures

The post holder will be required to comply with all policies and procedures issued by and on behalf of Wye Valley NHS Trust, which the Trust may amend from time to time.

Infection Control

It is a requirement for all Trust staff to comply with all trust infection control policies and procedures. All Trust staff should ensure that they fulfil their responsibilities for infection prevention and control, that they provide leadership where appropriate in infection control matters and that they challenge poor infection control practice in their workplace.

All staff should have infection control training at induction and annual infection control updates via the Department of Health e-learning package, via the local infection control CD-ROM training tool or by attendance at an annual Health and Safety refresher. All clinical staff will have annual infection control objectives set and these will be reviewed at appraisal.

No Smoking Policy

In recognition of the Trust's commitment to health promotion and its health and safety responsibility, the Trust has a no smoking policy that prevents all staff from smoking whilst on duty.

Equal Opportunities

The Trust is an Equal Opportunities employer and the post holder is expected to promote this in all aspects of his / her work. The Trust's duty is to ensure that no existing or potential employees receive less favourable treatment on the grounds of sex, sexual orientation, race, colour, nationality, ethnic origin, religion, marital status, age or disability, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable. This also applies to patients – the Trust has a duty to ensure patients have the right to equal access, care and treatment. All employees are expected to comply with this policy.

Financial

To order and receipt goods in accordance with the Trust's financial framework. To comply with standing financial instructions.

Data Quality

The information that you record as part of your duties at the Trust must be 'fit for purpose', reliable and easily accessed by appropriate/authorised personnel. To achieve this standard the information must be: Accurate, Legible (if hand written), Recorded in a timely manner, Kept up-to-date, appropriately filed. All staff must monitor and take responsibility for data quality throughout the areas of the system used locally, all users maintain timely input, and ensuring that data is checked with the patient, and staff (in relation to their staff record), whenever possible, and to support initiatives to improve data quality.

N.B. Recorded information includes: patient information entered in case notes and entered on any computerised care records system, financial information, and health & safety information e.g. incident reporting and investigation, personnel information recorded in personnel files etc. Failure to adhere to these principles will be regarded as a performance issue and will result in disciplinary action.

Records Management

All employees of the Trust are legally responsible for all records that they gather, create or use as part of their work within the Trust (including patient, financial, personnel and administrative), whether paper or computer based. All such records are considered public records and all employees have a legal duty of confidence to service users. Employees should consult their manager if they have any doubt as to the correct management of records with which they work.

Conduct

The post holder is an ambassador for the directorate and the Trust and his / her actions and conduct will be judged by service users as an indication of the quality of the service provided by the directorate and the Trust as a whole. The post holder will also comply by the NHS Core Values and the Constitution.

Other

The Trust is committed to continuous improvement in managing environmental issues, including the proper management and monitoring of waste, the reduction of pollution and emissions, compliance with environmental legislation and environmental codes of practice, training for staff, and the monitoring of environmental performance.

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| Manager Name: | Manager Signature: |
| Date: | |
| Post holder Name: | Post Holder Signature: |
| Date: | |

PERSON SPECIFICATION

Directorate: Corporate
Job Title: FOI/ IG Officer
Band/ Grade: B4

| PERSON SPECIFICATION | ESSENTIAL | DESIRABLE |
|---|-----------|-----------|
| EDUCATION AND QUALIFICATIONS | | |
| Educated to Diploma Level 4 or equivalent experience | ✓ | |
| BCS (formerly ISEB) qualification (or equivalent) FOI Qualification | | ✓ |
| BCS (formerly ISEB) qualification (or equivalent) DPA Qualification | | ✓ |
| SKILLS, KNOWLEDGE AND ABILITIES | | |
| Evidence of continued professional development and post qualification learning and development | ✓ | |
| Excellent knowledge and practical implementation of the Freedom of Information Act 2000 and Environmental Information Regulations 2004 | | ✓ |
| Knowledge of the NHS Records Management Code of Practice and knowledge of the British and National standards for Records Management | ✓ | |
| Knowledge of Data Protection Act 2018 1998, common law duty of confidentiality, information quality assurance and information security | ✓ | |
| Ability to meet challenging deadlines | ✓ | |
| Persuasive, Influencing and negotiating skills providing help and guidance with internal and external departments/organisations and press. | ✓ | |
| Excellent written and verbal communication skills | ✓ | |
| EXPERIENCE | | |
| Experience in delivering training | ✓ | |
| Experience of collating, logging and reporting information using advanced computer literacy skills | ✓ | |
| Experience of working in an administrative function | ✓ | |
| Experience of dealing with colleagues to ensure information is provided on time and accurately | ✓ | |
| PERSONAL ATTRIBUTES | | |
| Remain calm under pressure | ✓ | |

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| Ability to manage own time effectively and efficiently | ✓ | |
| Excellent interpersonal skills | ✓ | |
| OTHER FACTORS | | |
| Ability to fulfil the travel requirements of post | ✓ | |