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| **JOB DESCRIPTION** |
| **Job title:** | Information Governance Officer |
| **Team/Department:** | Quality, Safety and Governance |
| **Location:** | Ashford. As agreed, and in accordance with the contract of employment.  |
| **Hours of work:** | As agreed, and in accordance with the contract of employment. |
| **Job title the post holder will report to:** | Data Protection Officer |
| **Job titles reporting to the post holder:** | None applicable |
| **Date the role profile was revised:** | October 2023 |
| **JOB PURPOSE**The post holder will support the Executive team and the Data Protection Officer to provide evidence of on-going compliance with the Information Governance Framework Requirements. This will include the completion of audits and supporting Information Asset Owners. The post holder will assist in ensuring compliance with mandatory IG training, the IG toolkit and other IG matters as required. |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES*** Assist in all matters relating to information governance and in the implementation of the IG Framework, IG action plan, GDPR work plan and any new IG related regulations.
* To assist in ensuring the organisation meets its obligation towards Information governance compliance ensuring that personal and sensitive data are handled appropriately to ensure the safe delivery of patient care.
* Provide information governance support to staff, supporting the DPO in helping to provide the necessary knowledge and skills to undertake their roles in accordance with information governance related requirements and good practice. To consult the SIRO or Caldicott Guardian where complex issues are identified.
* Support in the development of Action Plans to ensure evidence remains current and appropriate on an ongoing basis; reviewing relevant policies and agreeing any changes needed with the manager responsible and attending meetings to present findings.
* Support to Information Asset Owners and members of the Information Governance Group.
* Support the DPO by carrying out audits and spot checks across all localities to test the ongoing compliance with the IG requirements, ensuring relevant policies and procedures are being adhered to by all staff as appropriate to their job role.
* Co-ordinate with Information Asset Owners in the production and maintenance of Information Asset Registers and the Record of Processing Activities.
* Support managers with data/information flow mapping across the organisation, identifying risks and providing advice and guidance to enable operational areas to take appropriate action to mitigate the risk. To report on the findings and progress to the Head of Clinical Quality and Clinical Governance and the Information Governance Steering Group.
* Provide administration support of the DPO, SIRO and Information Governance Steering Group among others.
* To create and keep Asana projects current, chairing and attending meetings and be responsible for the productivity and delivery of IG related projects.
* To draft and manage documents including Data Subject Access Requests (DSAR’s / RFI requests), Data Protection Impact Assessments (DPIA’s), meeting minutes.
* Create and manage reports required by the DPO and SIRO and be able to present these reports in key meetings.
* Respond to DSAR/RFI’s in a timely manner and be able to redact data as required.
* Mange IG incidents from inception to completion, recording all actions taken and reporting as required.
* Support with managing the Corporate Risk Register and other risk management systems, reporting duties as required.
* Undertake any other duties which may reasonably be required, commensurate with the role, bearing in mind the developing needs and demands of the Company.
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| **COMMUNICATION AND KEY WORKING RELATIONSHIPS** The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders including the following:* IM&T Team
* DPO, SIRO and Caldicots
* Policy Review Group
* All departments where IG matters and concerns cross over
* Senior Managers
* National teams where IG matters and concerns cross over
* A sound working relationship with all colleagues encountered will be required
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| **ENVIRONMENT**IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon ‘Net Zero’ and sustainability. To find out more on this and to view our Social Impact Report, please click [here](https://ic24.org.uk/annual-reporting/).  |
| **HEALTH AND SAFETY**The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. All ColleaguesYou have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.ManagersYou must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks. DirectorsYou must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. |
| **EQUALITY AND DIVERSITY**IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.  |
| **INFORMATION GOVERNANCE** Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS** IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check. This post has been assessed as requiring a basic DBS check.  |
| **REHABILITATION OF OFFENDERS ACT 1974**Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent. This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore, the post holder is not required to disclose any spent convictions. |
| **PERFORMANCE AND DEVELOPMENT REVIEW**This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. |
| **VARIATIONS**This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.  |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications and training** |  | Degree level / equivalent experienceA professional qualification in records management, information legislation or other relevant area. Those working towards such a qualification would be consideredContinued professional development, and willingness to keep up to date | Application, Certificates & Interview |
| **Experience** | Understanding of Information GovernanceKnowledge and understanding of Freedom of Information and Data Protection legislation, coupled with demonstrable experience of compliance in these areasAn understanding of risk management principlesAn understanding of audit principles and procedures | Experience across one or more of the following areas: Law, Freedom of Information Act, Information Governance (including delivery of the IG Toolkit)Understanding of Clinical GovernanceKnowledge of data sharing agreementsKnowledge of how the NHS is structured and the key relationships between organisationsAwareness of “live” issues in relation to UK healthcareAn understanding of the reporting requirementsAn understanding of how Quality Standards operate in accountable organisations | Application & Interview |
| **Practical skills** | Strong written communication skillsStrong verbal communication skillsI.T. literacyAccurate record keeping | Experience of working and engaging with a variety of senior staff | Application & Interview |
| **General** | Pleasant and outgoingTeam playerFlexible |  | Application & Interview |