



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	Information Governance Manager
<b>Pay Band:</b>	6
<b>Hours of Work and Nature of Contract:</b>	37.5
<b>Service Group:</b>	Board Secretary Directorate
<b>Department:</b>	Information Governance
<b>Base:</b>	Bronllys
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	Head of Information Governance, Records & Data Protection Officer.
<b>Professionally Accountable to:</b>	Board Secretary
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

**JOB SUMMARY / PURPOSE:**

The Information Governance Manager will play a key role in supporting the Head of Information Governance, Records & Data Protection Officer. The post holder will have specialist knowledge in supporting all Information Governance arrangements to ensure that the Health Board has a managed and coordinated approach to Information Governance across the organisation and with partner organisations in line with statutory and local regulations.

Assist in the development, maintenance and delivery of the Information Governance programme/agenda including:

- Data Protection legislation
- Caldicott
- Code of Confidentiality
- Freedom of Information
- Records Management
- Information Security
- Information Sharing

Working within the IG strategic framework, act as a contact point and provide specialist advice and guidance to the Board, Service Directorates, Departments and staff on Information Governance matters and will also liaise with other stakeholders and external bodies.

Assist in the development, maintenance and delivery of the Information Governance programme including Information Security, Information Sharing processes, Data Protection, Code of Confidentiality, Records Management and Caldicott requirements.

Support the Head of Information Governance, Records & Data Protection Officer by taking delegated responsibility for elements of Information Security, and Information Sharing. Where required, support Information Governance activities, and where appropriate and necessary undertake organisation wide compliance audits within the identified areas above. Assist in providing evidence for the Health Board's internal and external auditors as required.

Required to work using their own initiative in order to achieve defined results, guided by broad occupational policies and clearly a defined legislative framework, seeking peer/external advice where necessary.

Lead responsibility for the management of specified tasks and projects and be the lead for a variety of functions within Information Governance.

Required to travel throughout the locality served by the Health Board, regular travel to other parts of Wales to attend meetings, and occasional travel to other locations in the UK.

## **DUTIES & RESPONSIBILITIES**

### **Information Governance**

The post holder will:

Provide specialist advice on Information Governance throughout Powys Teaching Health Board at both a strategic and operational level. This will include answering complex Data Protection queries requiring analysis and interpretation of relevant and associated legislation.

Assist in the development, review, communication and implementation of robust Information Governance policies, procedures and processes across the Health Board by working with colleagues to inform and strengthen the Information Governance remit to deliver services efficiently, effectively, securely and confidentially in line with the most recent legislation.

Assist in the development of a strong Information Governance culture across the Health Board, stakeholders and contractors.

Provide day to day advice, guidance, training and support to staff, contractors and the public on issues that may be complex, sensitive or contentious relating to Information Governance in a professional and sensitive manner.

Encourage best practice in confidentiality and data security, and work with the Document and Records Manager to raise awareness of good records management practice.

Assist in giving advice and support to the Medical Director in their role as Caldicott Guardian with regard to Data Protection and confidentiality issues.

Support the development of Information Sharing Protocols in line with WASPI and assist in the managing of the sharing of information within the organisation and with partners.

Take day to day responsibility for the processes governing responses to requests regarding information, information notices and complaints under Data Protection and other associated legislation made by service users, the public and staff. Delegate requests to others, track progress, interpret complex data and oversee the communication of the final responses to the applicant. Support the achievement of key performance targets by ensuring that timescales are met.

Assist where required in maintaining the system for recording Subject Access requests.

Participate in the Information Governance standards including national programmes providing reports and recommendations on behalf of the Head of Information Governance, Records & Data Protection Officer.

If requested undertake investigations on behalf of the Head of Information Governance, Records & Data Protection Officer in relation to suspected or actual breaches/incidents or complaints relating to Information Governance such as breaches in patient confidentiality and data security, etc, providing reports on incidents and any remedial recommendations or actions taken.

Extract, analyse, interpret, prepare and produce various Information Governance reports and action plans.

Assist with the development, implementation and monitoring of the Information Governance intranet and internet site ensuring the sites provide all relevant information to staff and the public on Information Governance issues in line with legislation.

Maintain effective working relationships with colleagues in Localities, Service Directorates and departments when developing or updating appropriate Information Security policies.

Undertake and manage the processes for IG assessments, including the annual Welsh Information Governance Toolkit for Health Boards and Trusts, to ensure compliance with relevant legislation and policies and procedures.

Develop and manage IG training and awareness programmes to include data quality, security, confidentiality, and other relevant training.

Assess Information Governance requirements for new/revised information systems development including carrying out Data Protection Impact Assessments (DPIAs).

Assist the Head of Information Governance, Records & Data Protection Officer in maintaining the Health Board's registration of relevant Information Commissioner requirements and Data Protection requirements.

Attend internal, local and/or national groups on behalf of the Health Board in connection with Information Governance.

Communicate effectively with all levels of staff, stakeholders, contractors, service users, the public, auditors, Welsh Government, Police, and Information Commissioner's Office, etc and will represent the Head of Information Governance, Records & Data Protection Officer where required.

Keep informed of national strategies, legislation and other initiatives that may affect tasks and implementation where appropriate.

Prioritise own work, work as part of a team and use own initiative to problem solve, working largely autonomously, referring issues to the Head of Information Governance, Records & Data Protection Officer when required.

Participate in the PADR process, identifying own training requirements for continued personal development.

Link with the Digitisation project team and other Informatics projects to ensure seamless integration of patient related information.

Escalate to the Head of Information Governance, Records & Data Protection Officer issues that reflect any problem in meeting agreed targets; identify and lead actions to rectify and following through for implementation of changes once agreed.

### **Monitoring, Audit and Evaluation**

The post holder will:

Where appropriate and necessary assist in the monitoring of information processing against agreed standards by undertaking audits of information security, confidentiality and compliance with Information Governance policies.

Provide Board level reports on the Health Board's performance against Information Governance key performance indicators, carrying out trend analysis and producing findings and recommendations.

Assist in the audit and contribution of various registers such as the Health Board Information Asset Register and Risk Register.

Support research within Information Governance by preparing option appraisals and cases relating to IG service developments other requirements as required.

Identify IG training requirements as part of investigations or projects.

### **Resource Responsibilities**

Responsible for the effective use of resources within areas of responsibility, and for suggesting and contributing to efficiencies such as electronic document management systems to enable the move towards paperless systems across the Health Board.

### **Human Resources**

The post holder will:

Promote and maintain staff awareness of Information Governance through the development and delivery of the training and awareness programmes to support all aspects of Information Governance via various methods, e.g. organised mandatory training sessions, induction, ad hoc workshops, e-learning etc.

Promote the equality agenda throughout all aspects of Information Governance matters.

### **Other Duties**

The Information Governance Manager will be asked to undertake other duties as considered appropriate by the Head of Information Governance, Records & Data Protection Officer.

Required to act independently within appropriate guidelines.

Use initiative to manage workload and prioritise own work.

Use own initiative to manage and prioritise department staff workload as part of projects.

Deputise for the Health Board Data Protection Officer, where required by providing advice on Data Protection legislation to the Board Secretary, Caldicot Guardian, Senior Information Risk Owner (SIRO) or other Executive Director to enable informed decision making. This may include seeking guidance from senior colleagues in NHS Wales (Health Boards, Trusts and DHCW) via the Information Governance Management Advisory Group (IGMAG), or directly from the Information Commissioner's Office.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Educated to Degree level or equivalent training and work experience</p> <p>Post graduate Diploma level qualification or equivalent experience including specialist experience and knowledge in health information and Information Governance</p> <p>Specialist knowledge relating to the UK General Data Protection Regulation (UKGDPR), Freedom of Information Act (2000), Caldicott Principles, Data Protection Act (2018), BS7799, ISO 27001 and other relevant legislation</p> <p>Have knowledge and experience of Information Governance toolkits such as the Caldicott Principles in Practice (C-PiP) and the Welsh IG Toolkit for Health Boards and Trusts</p>	<p>Knowledge of policy development and review</p>	<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Experience of working in the field of Information Governance</p> <p>Experience of recent and relevant continuous professional development</p> <p>Proven relevant experience in NHS information</p>		<p>Application Form and Interview</p>
<b>Aptitude and Abilities</b>	<p>Ability to prepare and deliver high quality work</p> <p>Ability to prepare &amp; deliver quality presentations/ training to a wide range of grades &amp; disciplines</p>	<p>Ability to speak Welsh</p> <p>Ability to write comprehensive reports</p>	<p>Application Form and Interview</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	<p>Ability to analyse and report complex data</p> <p>Knowledge of MS Office suite of software, particularly Word, PowerPoint and Excel</p> <p>Excellent communication skills, both written and verbal</p> <p>Good interpersonal skills</p> <p>Persuasiveness and negotiation skills</p> <p>Ability to work at all levels within and outside the Health Board</p> <p>Highly motivated and able to prioritise workload to ensure deadlines are met</p> <p>Ability to motivate others</p>	Effective multi agency team player	
<b>Values</b>	Demonstrate PTHB Values		Interview
<b>Other</b>	<p>Ability to work on own initiative and also an effective team player</p> <p>Current driving licence and access to a vehicle</p> <p>Flexible in terms of working arrangements</p>		Interview

**GENERAL REQUIREMENTS**

Include those relevant to the post requirements

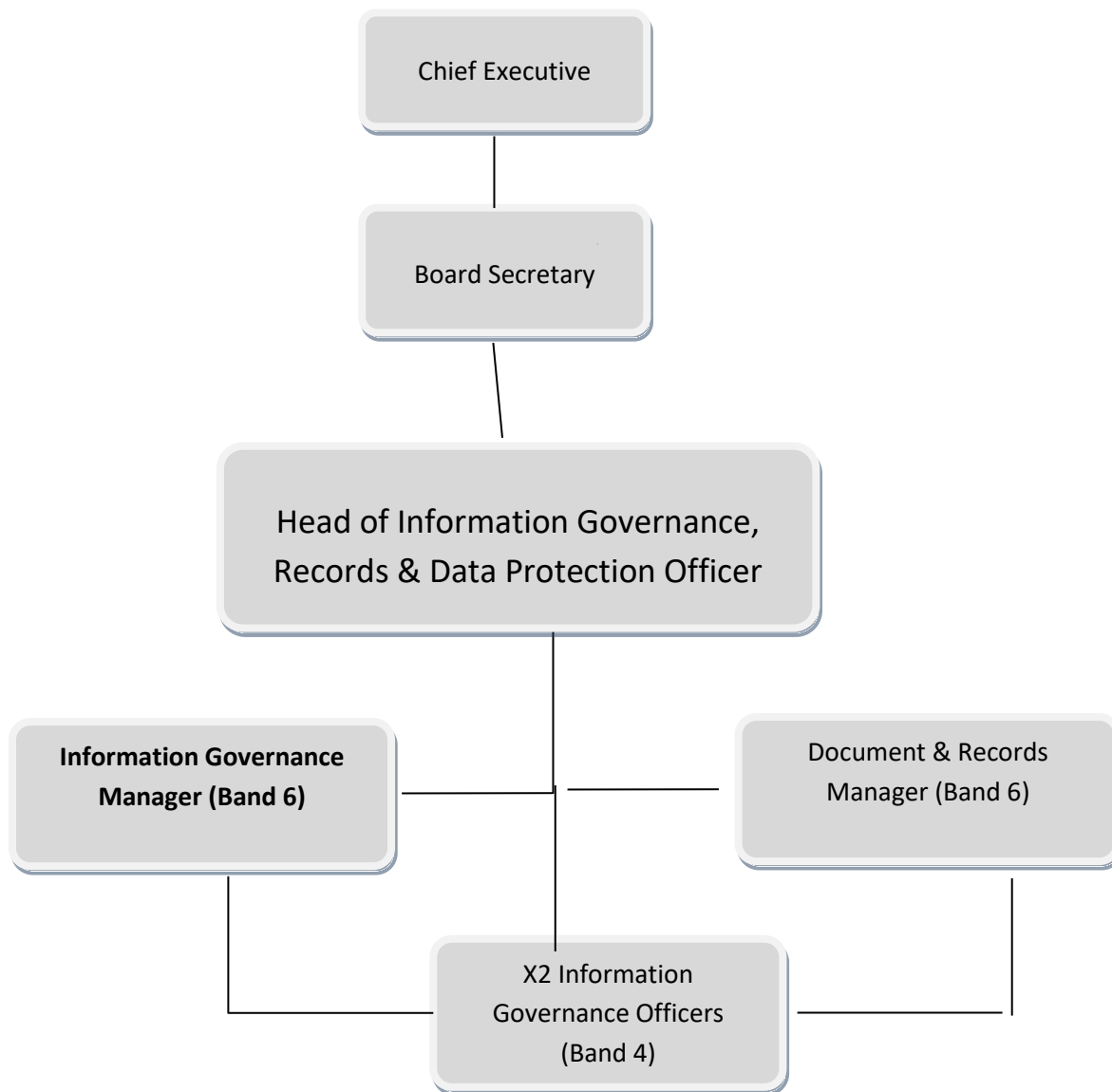
- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take

every opportunity to promote the Welsh language in their dealings with the public.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.
- **Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

### Organisational Chart



## Supplementary Questionnaire – Effort Factors

### Physical Effort

**Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.**

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
There will be a frequent requirement to sit in a restricted position whilst using a computer.	Daily	Most of the day	

## Supplementary Questionnaire – Effort Factors

### Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g.

`Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
There will be a frequent requirement for concentration when checking and analysing documents and frequent interruptions to deal with queries from the public and requests for advice relating to Information Governance issues.	Daily	Most of the day	
Unpredictable work patterns	As and when required	Can vary	Urgent queries may come in that require immediate review/attention

## Supplementary Questionnaire – Effort Factors

### **Emotional Effort**

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, ' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

<b>Examples of Typical effort(s)</b>	<b>How often per day / week / month</b>	<b>For how long?</b>	<b>Additional Comments</b>
You may, on occasion, be involved in contentious discussions when in contact with patients and staff as part of complaints and investigations. As part of this contact, you may experience aggressive behaviour.	Occasionally	N/A	Dependent on Context
You may, on occasion, be involved in giving bad news to members of the public if they are not satisfied with the health board response, but the health board is unable to provide them with the information they are requesting	Occasionally	N/A	Dependent on Context

While deputising for the Head of IG, Records & Data Protection Officer, you may on occasion be expected to be involved in performance issues with the wider Information Governance team.	Occasionally	N/A	Dependent on Context
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## Supplementary Questionnaire – Effort Factors

### Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable (**even with the strictest health and safety controls**), such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - **\*Driving to and from work is not included**

Examples of Typical effort(s)	How often per day / week /	For how long?	Additional Comments
There will be a requirement to use a VDU for most of the day.	Daily	All day	
Repetitive movement with mouse and keyboard typing	Daily	All day	
Dealing with aggressive members of the public over the phone or via email in relation to subject access requests, individuals rights and also freedom of information requests	Adhoc		Can depend on nature of call and caller

