



POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<u>JOB DETAILS</u>	
Job Title:	Corporate & Health Records Manager
Pay Band:	6
Hours of Work and Nature of Contract:	To be completed on recruitment
Service Group:	Board Secretary's Directorate
Department:	Information Governance
Base:	To be completed on recruitment
<u>ORGANISATIONAL ARRANGEMENTS</u>	
Managerially Accountable to:	Head of Information Governance, Records and Data Protection Officer
Professionally Accountable to:	Board Secretary
<u>VALUES & BEHAVIOUR</u>	
	<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 Corporate & Health Records Manager will play a key role in supporting the Head of Information Governance, Records & Data Protection Officer in co-ordinating the ongoing design and delivery of a robust Records Management Framework for the organisation, working across all services and disciplines, as well as working as the Health Board's representative on national workstreams and groups such as Health Records Management Advisory Group (HRMAG).

Play a fundamental role in ensuring compliance with all associated best practice, accreditation, standards, policy, procedures, and legislation related to records.

Specialist knowledge required to support all Records Management (to include health and corporate) arrangements to ensure that the Health Board has a managed and coordinated approach to Records 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 and Records Management programme/agenda including:

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

Act as a contact point and provide specialist advice to the Board, Service Directorates, departments, and staff on Records related matters and will also liaise with other stakeholders and external bodies.

Assist in supporting the Head of Information Governance, Records and Data Protection Officer in the development, maintenance, and delivery of the Records Management programme which in turn will underpin the overall Information Governance and Records Management Strategic Frameworks.

Ensure and maintain compliance with all associated best practice, standards, policy, procedures, and legislation related to records.

Manage and support project work that engages with the Records Management function and work closely with the Digitisation Project Team to implement change.

Support the Access to Information process and any other requests from requestors in relation to individual's rights e.g., requests for information under the Freedom of Information Act 2000, the right to erasure and the right to be forgotten.

Support the Head of Information Governance, Records and Data Protection Officer by taking delegated responsibility for Records Management 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.

Using initiative to achieve defined results, guided by broad occupational policies and clearly 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, records related, within the Information Governance team.

DUTIES & RESPONSIBILITIES

Provide specialist advice on Records Management throughout PTHB at both a strategic and operational level. Answer complex records related queries requiring analysis and interpretation of relevant and associated legislation e.g., Data Protection legislation, Records Management Code of Practice and Freedom of Information Act 2000 / Environmental Information Regulations 2004.

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

Assist in the development of a strong Records Management 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 Records Management in a professional and sensitive manner.

Encourage best practice in Records Management, confidentiality, and legislation across the Health Board.

Participate in identified working groups within own speciality.

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 / Records Management 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 relevant to records.

Maintaining the systems for recording and handling Subject Access Requests (SARs), Freedom of Information (FOI) Requests, and ensuring the FOI publication scheme is appropriately managed to comply with legislation.

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.

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

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

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

Contribute to the completion of IG assessments which involve records, 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 Records Management training and awareness programmes.

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

Assist the Head of Information Governance, Records and 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 Records Management.

Communicate effectively with other members of the Information Governance Team, 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 and 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 and 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 and 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

Where appropriate and necessary assist in the monitoring of Records Management processes against agreed standards by undertaking audits against current policies, procedures, and national standards.

Provide Board level reports on the Health Board's performance against Records Management 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. Maintain quality standards and ensure through regular monitoring and data quality audits that these standards are met.

Assist where necessary in the investigation of records related incidents.

Maintain compliance regarding Data Protection legislation when processing subject access requests.

Resource Responsibilities

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

Human Resources

Promote and maintain staff awareness of Records Management through the development and delivery of the training and awareness programmes.

Promote the Equality agenda throughout all aspects of Records Management matters.

Full line management responsibility for designated staff.

Other Duties

Undertake other duties as considered appropriate by the Head of Information Governance, Records and Data Protection Officer.

Required to act independently within appropriate guidelines.

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

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

PERSON SPECIFICATION			
ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Educated to Degree level or equivalent training and work experience</p> <p>Post graduate diploma level qualification applicable to the role</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>Professional qualifications or equivalent training and work experience in Data Protection / Freedom of Information, Records Management</p> <p>Knowledge and experience of Records Management and other associated legislation/standards</p>	<p>Knowledge of policy development and review</p>	<p>Pre-employment checks Application Form</p>
Experience	<p>Working in the field of Records Management</p> <p>Proven relevant NHS experience</p> <p>Recent and relevant continuous professional development</p>		<p>Application Form and Interview</p>
Aptitude and Abilities	<p>Excellent communication skills, both written and verbal</p> <p>Prepare and deliver high quality work</p> <p>Prepare & deliver quality presentations / training to a wide range of grades & discipline</p> <p>Analyse and report complex data</p>	<p>Ability to speak Welsh</p> <p>Ability to write comprehensive reports</p> <p>Effective multi agency team player</p>	<p>Interview Application Form</p>

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Aptitude and Abilities cont'd	Knowledge of MS Office suite particularly Word, PowerPoint, and Excel Good interpersonal skills Persuasiveness and negotiation skills Work at all levels within and outside the Health Board Highly motivated and able to prioritise workload to ensure deadlines are met Ability to motivate others		
Values	Demonstrate PTHB Values		Interview Application Form
Other	Ability to work on own initiative and an effective team player Ability to travel as required Flexible in terms of working arrangements		Application Form and Interview

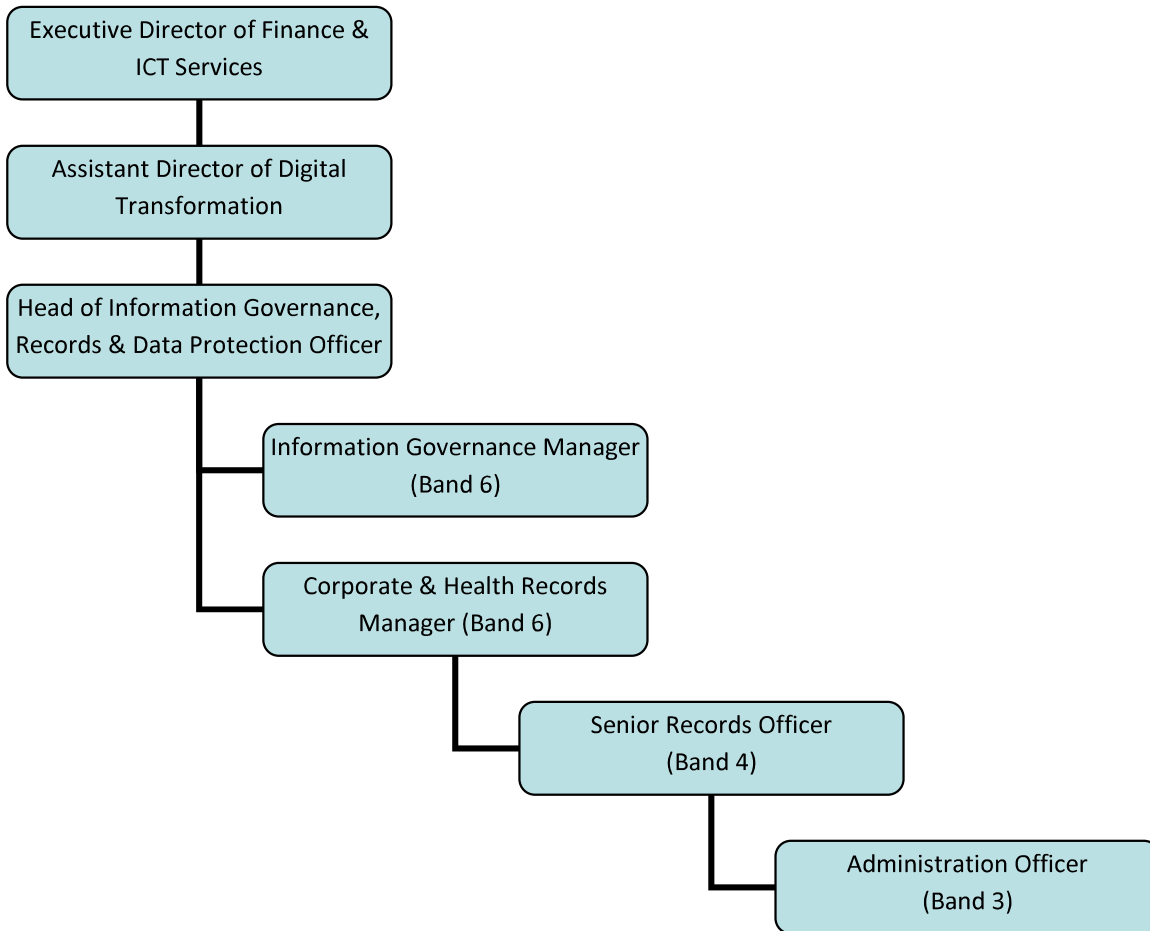
GENERAL REQUIREMENTS

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.
- **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 their organization's Compliance Notice under the Welsh Language Standards, as well as any local policies with regards the Welsh language; as well as taking 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



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ESR Position Number: Cyf ESR.: 41835117 - Approval Date: Dyddiad Cymeradwyo: 02/04/2025