

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Information Rights Officer
<b>BAND:</b>	██████
<b>DEPARTMENT:</b>	Information Governance
<b>DIRECTORATE:</b>	Corporate
<b>REPORTING TO:</b>	Information Rights Coordinator
<b>ACCOUNTABLE TO:</b>	Associate Director of Information Governance

<b>JOB SUMMARY</b>	
<p>To respond to individuals or representatives who submit requests for personal information. The post holder is responsible for ensuring that requests received are processed and responded to professionally and within timescales. The post holder supports Freedom of Information processes.</p>	

<b>KEY RESPONSIBILITIES</b>	
<ol style="list-style-type: none"> <li>1. Be a point of contact across the Trust for individuals seeking personal information under data protection and related legislation</li> <li>2. Manage a portfolio of own subject access requests</li> <li>3. Support processes for obtaining archived records</li> <li>4. Support Freedom of Information functions</li> </ol>	

<b>MAIN DUTIES AND RESPONSIBILITIES (DELETE IF NOT APPLICABLE)</b>	
Patient Care	<ul style="list-style-type: none"> <li>• Be a point of contact across the Trust when individuals or their representatives seek access to their personal information</li> <li>• Provide basic advice and assistance to requesters or their representatives seeking access to their personal information</li> <li>• Liaise and correspond with data subjects and their representatives, ensuring they are kept up to date at all times and that their requests are satisfied within relevant timescales. This may include contact in a hostile environment when data subjects are distressed, unwell or have made a complaint</li> </ul>
Administration	<ul style="list-style-type: none"> <li>• Support the coordination of the Trust wide access to records leads meetings</li> <li>• Acknowledge requests, liaising with the requester where necessary to ensure the correct documentation has been received including consent, identification and authority</li> <li>• Interrogate clinical and other systems to identify requested information</li> </ul>



*We care*

*We respect*

*We are inclusive*

	<ul style="list-style-type: none"> <li>• Liaise with other teams including the electronic clinical systems helpdesk, complaints, incidents and legal affairs teams as necessary to ensure all requested information is available</li> <li>• Liaise with archiving and off site storage providers to obtain inactive records required as part of a disclosure, ensuring that scan on demand copies are scrutinised and added to the service user's electronic clinical record to relevant technical standards</li> <li>• Undertake redaction of third party and other information, working closely with the responsible clinician to ensure each disclosure is individually appropriate</li> <li>• Provide basic advice to locality teams on the principles of disclosure for access to records requests to facilitate timely and appropriate responses to requests</li> <li>• Ensure that archived records are obtained in an electronic format in an appropriate and timely way, using good organisation skills to minimise any budgetary impact. This is likely to include liaison with locality leads, local administrative staff and archiving providers</li> <li>• When requested undertake basic FOI duties including logging and acknowledging requests, uploading anonymised responses to the website etc</li> <li>• Support the team when required to undertake routine compilation of responses which may require extracting information from databases and spreadsheets</li> </ul>
Management	<ul style="list-style-type: none"> <li>• Process requests which may have tight and differing deadlines from data subjects, police, solicitors, the courts and any other statutory organisations</li> <li>• On allocation of an access to records request, be responsible for the end to end process associated with processing the request from initial scrutiny and verification of documentation to the final disclosure</li> </ul>
Human Resources	<ul style="list-style-type: none"> <li>• Act as a role model for apprentices and other staff in the team including the provision of on the job training and support</li> </ul>
Performance and Quality	<ul style="list-style-type: none"> <li>• Maintain an up to date basic knowledge of data protection legislation permitting access to personal information and their related statutory changes and initiatives</li> <li>• Scrutinise received scan on demand records for pagination, formatting and identity prior to uploading to the relevant electronic</li> </ul>

	<p>clinical record to relevant technical standards</p> <ul style="list-style-type: none"> <li>• Confirm with the archiving provider once a scanned record has been accepted to ensure archiving catalogues are amended as appropriate and destruction certificates obtained</li> <li>• Liaise with relevant clinical teams when another individual's information is identified within a scanned record to ensure it is subsequently filed with the correct record</li> <li>• Participate in annual audits with archiving providers to ensure the requirements of the Data Security &amp; Protection Toolkit are met</li> <li>• Help coordinate the annual and ongoing review, retain or delete process for records that have reached the end of their retention period, ensuring that processes are followed, reports taken to the relevant internal committees and destruction certificates obtained</li> </ul>
<p>Financial and Physical Resources</p>	<ul style="list-style-type: none"> <li>• Ensure any ICT equipment issued is used, maintained and secured according to Trust standards</li> </ul>

**JOB DESCRIPTION AGREEMENT**

This job description is intended as a guide to the main duties of the post and is not intended to be a prescriptive document. Duties and base of work may change to meet the needs of the service or because of the introduction of new technology. This job description may be reviewed from time to time and changed, after consultation with the post holder..



<b>Statement on Employment Policies</b>	
In addition to the requirement of all employees to co-operate in the implementation of Employment related policies, your attention is drawn to the following individual employee responsibilities:-	
<b>Health and Safety</b>	Under the Health & Safety at Work Act 1974 it is the responsibility of individual employees at every level to take care of their own health and safety at work and that of others who may be affected by their acts at work, and to co-operate with management in complying with health and safety obligations, particularly by reporting promptly any defects, risks or potential hazards.
<b>Equal Opportunities</b>	ELFT is committed to equality of opportunity for all employees, job applicants and service users. We are committed to ensuring that no one will be discriminated against on the grounds of race, colour, creed, ethnic or national origin, disability, religion, age, sex, sexual orientation or marital status. The Trust commits itself to promote equal opportunities and value diversity and will keep under review its policies, procedures and practices to ensure that all employees, users and providers of its services are treated according to their needs.  For management posts, to ensure that within their service area fair employment practice and equality of opportunity are delivered.
<b>Dealing With Harassment/ Bullying In The Workplace</b>	The Trust believes employees have the right to be treated with respect and to work in a harmonious and supportive working environment free from any form of harassment and / or bullying.  The Trust has taken positive steps to ensure that bullying and harassment does not occur in the workplace and that procedures exist to resolve complaints as well as to provide support to staff. It is your responsibility as an employee to abide by and support these steps so all employees can work in a harmonious, friendly and supportive working environment free of any harassment or intimidation based on individual differences.  Disciplinary action will be taken against any member of staff found to be transgressing the Dignity at Work Policy.
<b>No Smoking</b>	To refrain from smoking in any of the organisations premises not designated as a smoking area. 'East London Foundation Trust is a Smokefree Trust – this means that staff must be smokefree when on duty or otherwise in uniform, wearing a badge or identifiable as ELFT staff or undertaking trust business.'
<b>Alcohol</b>	To recognise that even small amounts of alcohol can impair work performance and affect ones ability to deal with patients and the public in a proper and acceptable manner. Consumption of alcohol during work hours in not permitted.
<b>Confidentiality</b>	As an employee of the Trust the post-holder may have access to confidential information. The postholder must safeguard at all times, the confidentiality of information relating to patients/clients



*We care*

*We respect*

*We are inclusive*

	<p>and staff and under no circumstances should they disclose this information to an unauthorised person within or outside the Trust. The post-holder must ensure compliance with the requirements of the Data Protection Act 2018, Caldicott requirements and the Trust's Information and IM&amp;T Security Policy.</p> <p>To safeguard at all times, the confidentiality of information relating to patients/clients and staff.</p>
<b>General Data Protection Regulation (GDPR)</b>	<p>To maintain the confidentiality of all personal data processed by the organisation in line with the provisions of the GDPR.</p> <p>As part of your employment with East London Foundation Trust, we will need to maintain your personal information in relation to work on your personal file. You have a right to request access to your personal file via the People &amp; Culture Department.</p>
<b>Safeguarding</b>	<p>All employees must carry out their responsibilities in such a way as to minimise risk of harm to children, young people and adults and to safeguard and promote their welfare in accordance with current legislation, statutory guidance and Trust policies and procedures. Employees should undertake safeguarding training and receive safeguarding supervision appropriate to their role.</p>
<b>Service User and Carer Involvement</b>	<p>ELFT is committed to developing effective user and carer involvement at all stages in the delivery of care. All employees are required to make positive efforts to support and promote successful user and carer participation as part of their day to day work.</p>
<b>Personal Development</b>	<p>Each employee's development will be assessed using the Trust's Personal Development Review (PDR) process. You will have the opportunity to discuss your development needs with your Manager on an annual basis, with regular reviews.</p>
<b>Quality Improvement</b>	<p>The Trust encourages staff at all levels to engage in the Trust's approach to quality through quality improvement projects and quality assurance.</p>
<b>Professional Standards</b>	<p>To maintain standards as set by professional regulatory bodies as appropriate.</p>
<b>Conflict of Interests</b>	<p>You are not precluded from accepting employment outside your position with the Trust. However such other employment must not in any way hinder or conflict with the interests of your work for the Trust and must be with the knowledge of your line manager.</p>
<b>Risk Management</b>	<p>Risk Management involves the culture, processes and structures that are directed towards the effective management of potential opportunities and adverse effects. Every employee must co-operate with the Trust to enable all statutory duties to be applied and work to standards set out in the Risk Management Strategy.</p>
<b>Personal and Professional Development/Investors in People</b>	<p>The Trust is accredited as an Investor in People employer and is consequently committed to developing its staff. You will have access to appropriate development opportunities from the Trust's training programme as identified within your knowledge and skills appraisal/personal development plan.</p>
<b>Infection Control</b>	<p>Infection Control is everyone's responsibility. All staff, both clinical</p>

	<p>and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of all Healthcare Associated Infections including MRSA. In particular, all staff have the following key responsibilities: Staff must observe stringent hand hygiene. Alcohol rub should be used on entry to and exit from all clinical areas. Hands should be washed before and after following all patient contact. Alcohol hand rub before and after patient contact may be used instead of hand washing in some clinical situations.</p> <p>Staff members have a duty to attend infection control training provided for them by the Trust as set in the infection control policy. Staff members who develop an infection that may be transmissible to patients have a duty to contact Occupational Health.</p>
--	---

**PERSON SPECIFICATION**

<b>JOB TITLE:</b>	Information Rights Officer
<b>BAND:</b>	Band 4
<b>DEPARTMENT:</b>	Information Governance
<b>DIRECTORATE:</b>	Corporate
<b>REPORTING TO:</b>	Information Rights Coordinator
<b>ACCOUNTABLE TO:</b>	Associate Director of Information Governance

ATTRIBUTES	CRITERIA	ESSENTIAL/ DESIRABLE	SELECTON METHOD (S/I/T)
Education/ Qualification/ Training	<ul style="list-style-type: none"> <li>Educated to A level or equivalent experience</li> </ul>	E	S
Experience	<ul style="list-style-type: none"> <li>Experience of working in the NHS</li> </ul>	D	S
	<ul style="list-style-type: none"> <li>Experience of interpreting and providing technical advice and support in relation to processing requests for access to personal information</li> </ul>	E	I
	<ul style="list-style-type: none"> <li>Experience of running and manipulating database and Excel reports</li> </ul>	D	T
	<ul style="list-style-type: none"> <li>Experience of managing day to day routines</li> </ul>	E	S



	<p>associated with activities that have statutory or other deadlines</p> <ul style="list-style-type: none"> <li>• Proven experience of working in an information rights role in a large NHS Trust</li> <li>• Experience in responding to requests for access to personal information</li> <li>• Experience of providing information and advice to patients and the public regarding access to their personal information</li> <li>• Experience of redacting information</li> <li>• Practical experience of electronic archive and / or records management systems</li> </ul>	<p>D E E D E</p>	<p>S S I T S</p>
<p><b>Knowledge and Skills</b></p>	<ul style="list-style-type: none"> <li>• Understanding of the principles of confidentiality</li> <li>• Knowledge and understanding of the Data Protection Act, General Data Protection Regulation and associated legislation</li> <li>• Knowledge of access to records requests procedures</li> <li>• Empathy, ability to deal with distressed patients/relatives and to mediate when service users and staff have differing perspectives</li> <li>• Ability to prioritise and manage a number of conflicting requirements in a professional manner and deal with a number of issues at the same time.</li> <li>• Analytical skills to identify key facts from large amounts of information</li> <li>• Computer Literacy/word processing skills</li> <li>• Ability to work under pressure in a busy working environment without supervision, particularly when meeting statutory deadlines</li> </ul>	<p>E E E E E E E</p>	<p>T T S S S S S</p>



	<ul style="list-style-type: none"> <li>Ability to undertake prolonged periods of concentration when redacting records</li> </ul>	E	I
Other	<ul style="list-style-type: none"> <li>Self motivation</li> <li>Flexibility</li> <li>Attention to detail</li> <li>Ability to travel to other sites</li> </ul>	E D E E	I I S I

S: Shortlisting I: Interview T: Test

