



East Sussex Healthcare

NHS Trust

Eastbourne District General Hospital

Kings Drive
Eastbourne
East Sussex
BN21 2UD

FOI REF: 24/755

20th November 2024

Tel: 0300 131 4500
Website: www.esht.nhs.uk

FREEDOM OF INFORMATION ACT

I am responding to your request for information under the Freedom of Information Act. The answers to your specific questions are as follows:

1. Job descriptions and Bands for Records management department staff

Please find attached the job descriptions for 'Digital Health Records Manager – Band 7' and 'Digital Health Records Manager – Band 5'.

2. Job descriptions and Bands for Access to Records department staff

Please find attached the job descriptions for 'Request for Information Manager – Band 6' and 'Corporate Governance Assistant (Subject Access Requests) – Band 3'.

3. Job descriptions and Bands for Information Governance department staff

Please find attached the job descriptions for 'Data Protection Officer & Information Governance Lead – Band 8a' and 'Information Governance Auditor/Administrator – Band 5'.

If I can be of any further assistance, please do not hesitate to contact me.

Should you be dissatisfied with the Trust's response to your request, you have the right to request an internal review. Please write to the Freedom of Information Department (esh-tr.foi@nhs.net), quoting the above reference, within 40 working days. The Trust is not obliged to accept an internal review after this date.

Cont.../

Should you still be dissatisfied with your FOI request, you have the right of complaint to the Information Commissioner at the following address:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF

Telephone: 0303 123 1113

Yours sincerely

Freedom of Information Department
esh-tr.foi@nhs.net

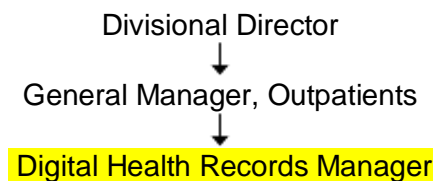
Job Ref:	23-259
Job Title:	Digital Health Records Manager
AfC Pay Band:	Band 7
Number of hours:	37.5 per week
Clinical Unit / Directorate:	Core Services
Department:	Digital Health Records
Location:	Cross site – Hailsham, Conquest Hospital and Eastbourne District General Hospital
Accountable to:	Divisional Director
Reports to:	General Manager, Outpatients

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Authorised signatory for: £5,000.</p> <p>Other financial responsibility: Variable depending on services within remit. Careful use of Trust resources</p> <p>Budget/Delegated Budget Managed: £3 million</p>
Staff	Staff (wte): 60-75 Variable, dependent on services within remit
Information Systems	<p>Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation.</p> <p>There are several systems that are managed and/or used within the Digital Health Records Service including: Evolve, Meridio, eSearcher, PAS, iFIT, EDM, Healthroster, Evotix, Datix, Integra.</p> <p>Use and working knowledge will be variable, subject to areas of responsibility.</p>

Job purpose	<p>To be a key member of the department's management team.</p> <p>To effectively support the management of health records and clinic preparation across the Trust, working with relevant groups of staff to actively promote developments and improved ways of working; moving functions to an electronic system, ensuring the delivery of high-quality</p>
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	<p>record keeping in support of patient centred care and business operations using a safe, effective efficient service delivery approach. The post holder will manage defined teams within Digital Health Records and Clinic Prep and be responsible for the day to day delivery of a range of functions. The purpose is to effectively deliver the business and performance and successfully deliver against the organisational and departmental objectives.</p> <p>The post holder is responsible for the review and development of Trust policy, standard operating procedures (SOPs) to ensure delivery of, Key Performance Indicators (KPIs) and external agency requirements.</p>
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Department Structure



Key duties and responsibilities

General:

1. To ensure that all records are managed in line with relevant legislation, maintaining a high standard of data security, confidentiality, availability and accuracy in accordance with national and local standards.
2. To motivate, manage, lead and develop the operational teams ensuring adequate staffing levels to maintain the agreed service, to support service developments and promote a positive supportive workplace culture.
3. Set relevant goals and targets for the departments in line with national and local strategies and review their performance outcome.
4. In conjunction with Data Quality, Information Governance and Health Records be responsible for the delivery and maintenance of records management processes and trust wide policy.
5. Assist in the development, implementation and delivery of a records management audit programme as part of data protection assurance.
6. Identify training needs as highlighted by the audit programme of work and liaise with the associated departments to maintain and deliver the necessary training identified.
7. Lead the health records and clinic prep service internal response to organisational change as part of the digital transformation programme as the trust moves towards greater use of an electronic patient record.
8. The post holder is to promote the role of the Health Records service in a positive manner, with both internal and external stakeholders, ensuring new developments and initiatives are communicated to members of the team and senior management where appropriate.
9. There is one Health Records library at Hailsham and three Clinic prep teams based at Conquest Hospital, Bexhill Hospital and Eastbourne DGH. The health records and clinic prep teams support the delivery of high quality patient care ensuring that information held in the health records is available when and where required and records are managed and made available to required deadlines.
10. The post holder will have delegated responsibility for, and direct accountability to the General Manager, Outpatients and manage the health records and clinic prep teams across East Sussex NHS Trust.
11. The post holder will promote best practice in relation to all patient related information whether in paper or electronic format. They will be proactive in the development of

services in line with the trust and department strategy and NHS performance targets. Support service review on an ongoing basis and identify opportunities for new ways of working to ensure that changing needs are met.

12. Provide expert advice and guidance to other areas of the trust in records management including participation in development of local SOPs and Quick Reference Guides to ensure trust compliance to local and nationally required standards.
13. Demonstrate and promote the use of Trust values in all aspects of the role.
14. Ensure effective processes and procedures are in place to monitor and track performance within the service against the agreed indicators.
15. Manage the analysis of complex data so that the General Manager and other management team members have access to timely and accurate information on all key performance indicators.
16. Take steps to rectify any areas of underperformance for services/individuals within remit.
17. Maintain the appropriate levels of confidentiality of all material and information within sphere of responsibility.
18. Develop specialist knowledge of systems within area of remit to understand capabilities, ensure best use of capacity, identify potential development etc
19. Management responsibility for systems in designated areas of activity and in some areas responsible for total or partial systems administration i.e. iFIT, Evolve etc.

Clinical Governance & Risk

20. Manage the implementation of effective systems, control processes and risk management arrangements in the service including Health & Safety, First Aid and Fire.
21. Support the monitoring of compliance with internal and external governance and best practice requirements in the service compiling and reviewing audit reports.
22. Support conflict resolution from patients, staff, suppliers, other internal and external service providers and partner organisations in the service.
23. To lead on the investigation and respond to complaints in line with internal standards and Trust Policy.
24. Manage and action incident reports and investigations in a timely manner.

Staff Management

25. Effectively lead and manage the permanent and temporary staff within the defined services.
26. To be responsible, in conjunction with deputies and supervisory staff for the recruitment and retention of staff.
27. Develop and maintain effective communications with staff encouraging and promoting active engagement in service delivery and development.
28. Undertake robust appraisals, setting realistic and achievable objectives that are regularly reviewed and monitored.
29. Put in place systems to ensure that mandatory training is provided and regularly monitored to ensure sustainability and address any areas of concern.
30. Identify individual training and development needs and promote continued personal and professional development in keeping with the NHS Knowledge & Skills Framework.
31. Effectively manage sickness, disciplinary and performance issues in line with Trust policy.

Financial Management

32. Manage and monitor performance so that the services optimise income and delivery of financial targets.
33. Contribute to the development and production of the business plan with regard to own service.
34. Play an active role in identifying and delivering savings initiatives.
35. Regular review of budget and expenditure with the aim of providing services within the agreed levels.

Strategy and Service Improvement

36. Identify, develop and manage service improvement projects to support delivery of the Trust vision and strategic objectives.

37. To be a Core Services representative and active member of specific project teams as appropriate, designed to help deliver short, medium and long term improvements.

General duties & responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Always behave and act in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Driving	X	Lifting	X*	Verbal aggression	X
Use of PC/VDU	X	Physical support of patients		Physical aggression	X
Bending/kneeling	X*	Outdoor working		Breaking unwelcome news to others	X
Pushing/pulling	X*	Lone working		Providing professional emotional support	X
Climbing/heights	X*	Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	X
Food handling		Night working		Working in confined spaces (e.g. roof spaces)	

***= Health Records Environment**

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
7. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

(Updated 10/8/23)

Person Specification

Job Title: Digital Health Records Manager	Grade: Band 7
Department: Core Services	Date: August 2023

*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training			
Educated to Degree Level or equivalent level of knowledge and experience	AI	IHRIMS membership	AI
Evidence of continual professional development to masters level or equivalent knowledge to include operational management, project and budget management and knowledge of relevant legislation and standards	AI	Recognised Leadership and/or Management qualification or equivalent	AI
		Project management skills/qualifications	AI
Experience			
A demonstrable capacity and capability for operational and /or clinical service leadership and management at middle level within the NHS or similarly complex organisation.	AI	Experience of managing patient experience at the front-line including complaints, risk assessments, investigations,	AI
Demonstrable success in delivering service improvement and sustainable change with and through a team.	AI	At least five years NHS experience	AI
Experience of programme/business planning and budget setting	AI		
Experience of working across service boundaries and maintaining credible relationships with colleagues	AI		
Skills / Knowledge / Abilities			
Good awareness of relevant NHS systems and processes, and commitment to obtain required specialist systems knowledge in post.	AI	Ability to chair meetings	A/I
		Understanding of FOI processes	A/I
Comprehensive knowledge of NHS records management legislation, GDPR principles and procedures. Ability to apply these nationally defined principles and	AI	Experience of taking the lead on projects and change management	A/I
		Knowledge of ESHT HR policies and processes.	A/I

requirements to the local Trust variation where required.			
Experience of managing and developing a large team with the ability to effectively communicate expectations and engage others in the delivery and development of self and services. Demonstrates a range of positive skills in leading and influencing a team.	AI		
Excellent communication and networking skills; being able to work with a variety of staff at the Trust to ensure compliance and understanding of Health Records Management.	AI		
Ability to meet deadlines and work under pressure.	AI		
Evidence of good working relationships within a team; Negotiation skills, Managing people, leadership and motivation and to support others in overcoming barriers to understanding.	AI		
Analytical and organised and an ability to interpret complex information and to use own judgement in finalising reports.	AI		
Proactive / takes own initiative and able to work independently or as part of a team; Methodical, logical and calm. Approachable, confident, assertive and hard working.	AI		
Demonstrate a high level of competence and decision making ability to develop detailed knowledge of specialist information systems and processes.	AI		
Competent IT skills, with ability to collate, analyse, record, monitor and present complex information in a professional manner.	AI		
Ability to prioritise work in the face of competing demands, manage and deliver to deadlines, dealing with potentially controversial and sensitive situations.	AI		
Demonstrates commitment to developing and sustaining innovative practice and is able to promote change positively.	AI		
Good understanding of NHS Access Targets and DoH reporting requirements.	AI		

Ability to look beyond existing structures, ways of working, boundaries and organisations to produce more effective and innovative service delivery and partnerships.	AI		
Sound political judgement and astuteness in understanding and working with complex policy, including knowing when to brief /escalate senior staff.	AI		
Evidence of management / leadership skills.	AI		
Change management skills	AI		
Other			
Enhanced DBS clearance	T		
Reliable work record	AIR		
Ability to travel independently between sites in an efficient and timely manner	AI		
Evidence that personal behaviour reflects Trust values	AIR		

Manager's Signature

Date

Post holder's Signature

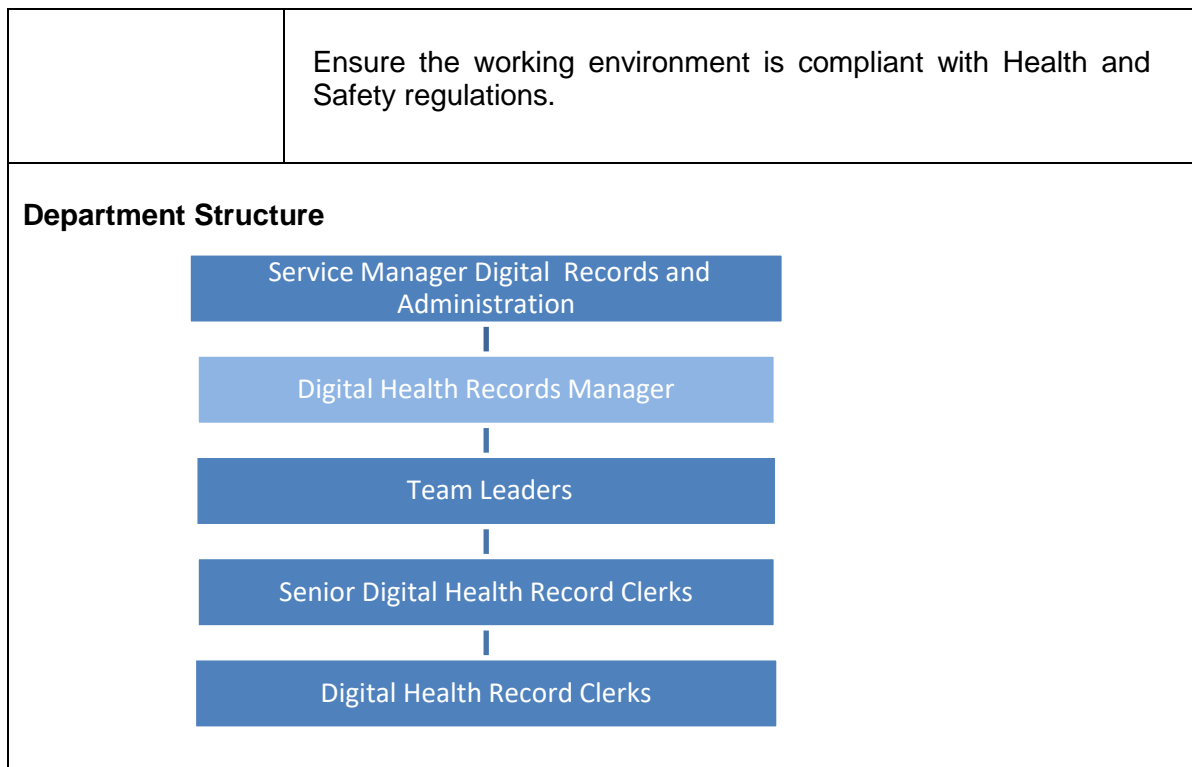
Date

Job Description

Job Ref:	22-351
Job Title:	Digital Health Records Manager
AfC Pay Band:	5
Number of hours:	37.5
Clinical Unit / Directorate:	Core Services
Department:	Digital Health Records
Location:	
Accountable to:	Service Manager, Digital Records & Admin
Reports to:	Service Manager, Digital Records & Admin

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed: N/A Authorised signatory for: £500 Other financial responsibility: Careful use of Trust resources
Staff	Digital Health Records Administration Team
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation. Specialist systems: PAS, Integra, Evolve, iFit, Meridio, Esearcher, Nervecentre, Summary Care Record, Datix, Assure, ESR, Healthroster for Managers

Job purpose	<p>Managing a professional, comprehensive and efficient Digital Health Records Service and provide professional advice to service users. Working closely with the Digital Health Records Manager and Service Manager, Digital Records & Admin developing systems and procedures to meet the changing demands upon the service.</p> <p>Directly manage the Digital Health Records Team Leaders, Senior Digital Clerks and Digital Health Records Clerks. Ensure all tasks are completed effectively, efficiently and on time</p>
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Communications and Working Relationships		
With Whom:	Frequency	Purpose
Service Manager, Digital Records & Admin	As required	Senior Management supervision, work planning, service redesign and to inform of any relevant division issues and seek support when required.
Digital Health Records Manager	Daily	Management supervision, work planning, advice and support when required
Digital Health Records Team Leader	Daily	To manage and lead the team to ensure smooth running of service, and provide support with any issues.
Senior Digital Health Records Clerks	Daily	To manage and lead the team to ensure smooth running of service, and provide support with any issues.
Digital Health Records Clerks	Daily / As required	Operational issues / Support
Clinicians	As required	Digital Health Record complex queries
Workforce Services/Payroll /health roster	As required	When dealing with timesheet issues or requesting reports for HR issues. Payroll issues, maternity leave, retire and return, long term sickness and staff changes. Managing annual leave and other absences, requesting

		changes to work patterns, general healthroster queries.
HR Department	As required	All aspects of support/seeking advice to ensure all employment law is compliant with Trust regulations.
Procurement	As required	To discuss and expedite orders, request order numbers and place orders or any other queries.
ESHT Digital	As required	Discuss any IT equipment required, chase orders, report faults, facilitate queries, ensure staff have relevant access.
Occ Health Department	As required	To refer staff who require appointments in respect of staff absence or health issues, or obtain advice.
Finance	As required	Requesting minor improvements & authorised signatory queries
Complaints Department /PALS	As required	To ensure the complaints are processed and responded to within the required timescales
Health & Safety	As required	For advice on health and safety issues. Attend meetings. Undertake risk assessments, manage DSEs on Assure.
Datix	As required	Investigating and responding to Datix's raised.
Integrated Education	As required	Booking training, appraisals, managing mandatory training and development opportunities for the teams
Staff Engagement and Wellbeing	As required	Bespoke training for needs of individuals or teams.

Key duties and responsibilities

Leadership and Management

- The post holder will have responsibility in the management of provision and continued improvement of Digital Health Records, scanning and Library services. They will ensure operational efficiency and that a high-quality service is provided and maintained with all service level agreements to patients, clinical staff and outside agencies.
- Management of annual leave to ensure the service is covered at all times and staff are taking annual leave pro rata throughout the year.
- Ensure Personal Development Reviews are carried out for all staff on an annual basis with interim six month reviews and that completed documentation is uploaded.
- Arranging regular team meetings, cascading information etc. ensuring notes or minutes are taken and distributed within appropriate timescales.

- To ensure that the offices/buildings are secure at all times and that staff safety is paramount.
- Responsible for the compilation and monitoring the department KPIs and that all data is recorded accurately. Preparing reports as required.
- Assist in the development and implementation of the Trust's Digital Health Records Management Policy, taking current legislation into account.
- Assist in the development of the Digital Health Records Business Continuity Plan.
- Implement HR policies when required, e.g. performance management.
- To monitor and manage sickness/absence in relation to the Absence Management Policy for staff within remit and to ensure appropriate action is taken when necessary.
- Identify staffing needs necessary to support new and increasing workloads, according to departmental changes and within the available staffing establishment to ensure appropriate levels of service and implement more efficient ways of working, communicating potential changes to Line Manager.
- Contribute to service improvement initiatives and change projects with the overall aim to ensure maximum utilisation of resources and excellent patient experience.
- Responsible for the full induction and training of new staff, identification of training needs, co-ordination of the ongoing provision of training to meet the needs of the team.
- Responsibility for ensuring mandatory training is updated and maintained.
- Resolve complex queries, using analysis, experience and judgement escalating issues as appropriate.
- Act as a point of contact for the department, dealing with queries from stakeholders and passing on relevant information to appropriate team members as required.

Organisation/Planning and Operational:

- Responsible for the accuracy, completeness, confidentiality, and security of all healthcare information.
- Carry out rigorous quality control checks to ensure the patient record has been scanned and validated correctly.
- Managing the day to day smooth running of the Digital Health Records Department ensuring targets are achieved.
- Use specialist knowledge of departmental processes and systems, overseeing staff to ensure that these are applied efficiently and fairly, providing training and support as required.
- Ensure the confidentiality of patient information and compliance with Data Protection Act 2018 and the Records Management NHS Code of Practice for Health and Social Care 2021
- To manage workload prioritising as appropriate, ensuring urgent and important tasks are completed within required time scales. To be proactive in the identification of workload issues that affect service provision. Develop and implement action plans to resolve the issues.
- Ensure processes are in place to monitor the work of the team to give assurance of data quality and consistency of processes.
- Support the investigation and response to complaints related to Digital Health Record staff/services. Ensure that all complaints are appropriately managed and necessary action taken, including changes in working practices implemented, where required.
- General troubleshooting and dealing with other departmental matters and correspondence not dealt with elsewhere.

- To maintain record systems for digital HR files, general correspondence and other personnel reports
- Organise via the Estates team any maintenance/repairs. Advise on changes required within the office environment.
- Attend management team and divisional meetings as requested.
- Gain an understanding of any other departments in order to provide support as required to provide cross departmental support as directed by line manager.
- Attend training courses as required to support personal development and the needs of the service.
- Work closely with colleagues to develop and maintain department standard operation procedures and best practice
- Provide comments and suggestions on policies and protocols.
- Act with flexibility to utilise skills in other functions and lead on tasks if and when appropriate or required by the line manager.
- Ensure effective and efficient implementation of Trust policies and Procedures.
- To carry out any other related duties appropriate to grade, which may be assigned by the Digital Health Records Manager.

Communication:

- Escalate complex queries, capacity problems and general issues to the line manager or relevant clinical staff as appropriate.
- Communicate in a clear manner when advising, supporting or in general communication with all Trust Staff in matters relating to the service, documenting where appropriate
- Build working relationships with relevant Service Managers and ensure clear, concise communication in the event of any service changes.
- Provide assurance to Digital Health Records Manager that all required processes are being followed
- Clearly communicate with teams ensuring they are kept up-to-date with service changes.
- Ensure teams are aware of new digital processes and applications as they become available and support implementation in a timely manner.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Improvement and Development, Respect and Compassion, Engagement and Involvement.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process, ensure compliance with mandatory training and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Office based role with frequent use of PC. May handle files / stationery boxes.

Driving		Lifting		Verbal aggression	
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling	X	Outdoor working		Breaking unwelcome news to others	X
Pushing/pulling	X	Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

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2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the post holder receives satisfactory clearance from the Disclosure and Barring Service.

Person Specification

Job Title: Digital Health Records Manager		Grade: Band 5	
Department: Digital Health Records, Core Services		Date: August 2023	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
GCSE or equivalent to include English & Maths	AI	1 st Line Management / New Manager Orientation	AI
Management Qualification, i.e. NVQ Level 4 in Management or proven operational management experience	AI	Health Records Management IHRIM Qualification	AI
Expert knowledge of the full range of administrative procedures, acquired through relevant degree or equivalent training and previous experience of working in an administrative environment	AI		
Experience			
Experience of resolving queries and using initiative to ensure first-class service delivery	AI	Experience of dealing with PALS, Complaints and Datix incidents	AI
Managing staff sickness through HR policies	AI		AI
Managing competencies and disciplinary procedures through HR policies	AI		AI
Previous experience of supervising a team of staff and use of appraisal systems	AI		
Experience of recruiting staff			
Experience of an Electronic Document Management (EDM) System	AI		
Proven experience of using software packages for word processing, databases and spreadsheets.	AI		
	AI		

Extensive recent NHS experience, or experience of working in a healthcare setting	AI		
Maintaining records			
Previous experience of training junior staff			
Previous experience of prioritising and organising own workload			
Skills / Knowledge / Abilities			
Competency with Microsoft Office and other IT software.	AI	Knowledge of ESHT Human Resource Policy and Procedure documents	AI
Ability to adapt to use new digital packages and programmes	AI		
Good working knowledge of HR policies and Recruitment and Selection Guidance	AI		
Knowledge of NHS working environment	AI		
Proven ability to make decisions in a constantly changing environment using judgement to deal with queries or escalate where necessary.	AI		
Able to work independently, managing own workload and allocating work appropriately to others.	AI		
Experience of implementing and maintaining administrative procedures and systems	AI		
Proven excellent communication skills, both written and verbal, to communicate with, co-ordinate and liaise with a multidisciplinary team	AI		
Skills for nurturing key relationships and maintain networks	AI		
Experience of managing competing priorities in a fast paced environment	AI		
Ability to work cooperatively within a team, motivational skills and build good working relationships with others	AI		

Ability to work effectively within a busy environment adjusting to change and motivate others.	AI		
Ability to understand the importance of and maintain confidentiality at all times	AI		
Ability to deal with difficult situations effectively	AI		
Adaptable and flexible to meet organisational changes.	AI		
Ability to undertake further training	AI		
Other			
Skills in handling conflicting demands.	AI		
Evidence that personal behaviour reflects Trust Values	AIR		
Willing to be flexible around both tasks and working hours	AI		
DBS clearance if required	T		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholder's signature

Date

Job Description

East Sussex Healthcare

NHS Trust

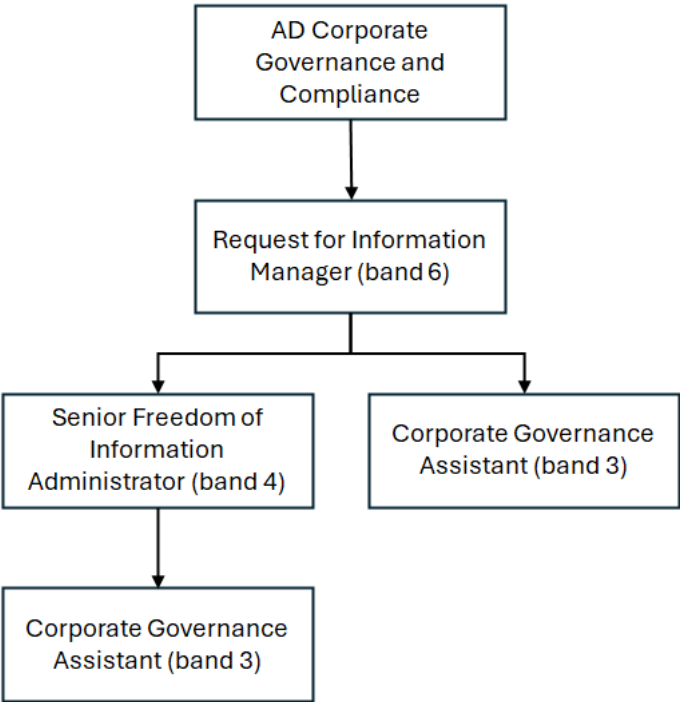
Job Ref:	24-028
Job Title:	Request for Information Manager
AfC Pay Band:	Band 6
Number of hours:	37.5 hours per week
Clinical Unit / Division	Corporate
Department:	Request for Information (RFI)
Location:	Across all Trust sites. Base is EDGH
Accountable to:	Chief of Staff
Reports to:	AD Corporate Governance and Compliance

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Authorised signatory: £500</p> <p>Other financial responsibility: careful use of Trust resources</p>
Staff	Full line management of the Request for Information team, comprising of the FOI team and the SARs team
Information Systems	<p>Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation</p> <p>Specialist Systems: All Trust Information Systems, Management Databases and Reporting systems</p>

Job purpose	<p>To co-ordinate and fulfil a range of duties to support the effective and efficient functioning of the Request for Information team.</p> <p>The post holder will provide day to day supervision and support for a designated admin team and will be responsible for liaison with other clinical and admin staff within the Organisation.</p> <p>Attention to detail will be essential and high standards of data quality will be required.</p>
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	<p>The post holder will ensure that all work is carried out in compliance with National and local policies and that the Trust is compliant with Data Protection Legislation.</p> <p>The post holder will be expected to work flexibly when required, to contribute to the achievement of objectives and meet service requirements. This will involve carrying out delegated administrative and clerical duties and communicating service information to stakeholders, liaising with a range of agencies and professionals, recording relevant and accurate information and reporting to other team members as appropriate.</p>
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Department Structure



Communications and Working Relationships		
With Whom:	Frequency	Purpose

AD Corporate Governance and Compliance	As required/ daily	Work planning, advice and support
Direct Report	As required/ daily	To manage and lead the RFI team, work planning, advice and support
Trust Staff	As required	To offer advice/ guidance/ training to enable staff to respond to RFI
Health Records Department	As required	
External Organisations e.g. other Trusts, Coroner's Office, Solicitors, NHS Resolution	As required	Respond to RFI and provide information

Key duties and responsibilities: the role is to develop and manage the Subject Access Request and Freedom of Information Request processes for the Trust and ensure that the organisation fully complies with all relevant legislation

1. Lead and line-manage the RFI team, providing support through regular one to one meetings, personal development plans to all direct reports, allocation of work, providing day to day supervision with oversight of their workload, authorise annual leave, and ensure that the service demands are not compromised.
2. Ensure the SARS/FOI function maximises existing technology, is user friendly and avoids over-burdening operational divisions.
3. Ensure compliance with data protection requirements in respect of requests for information (Data Protection Act, Access to Health Records Act, Freedom of Information and Patient Confidentiality)
4. Manage the request system (Automated Messaging System), track progression with requests to ensure that all requests are processed within the appropriate timescales
5. Resolve complex queries raised by the team in relation to the management of a request for information either from a patient, solicitor, NHS organisation or another stakeholder
6. Advise patients on the process with applying for copies of their health records children's records and those of deceased relatives, which can sometimes be difficult and sensitive conversations
7. Allocate workload within the team to ensure legal timescales are met
8. Take responsibility for checking all information that is sent from the department, is compliant with legislation and sent securely
9. Redact documentation as appropriate, e.g. third party information in accordance with legislation

10. Assess when to request consultant approval before releasing data, e.g., for patients with mental health concerns
11. Utilise tact and diplomacy to ensure requests are prioritised and challenging situations are defused
12. Provide expert advice for enquiries from staff at all levels and external requesters on any information requests, resolving and answering any queries relating to their application
13. Act as a specialist for RFI and represent the Trust at any external meetings when necessary
14. Provide training on process and legislation relating to RFI to staff at all levels as required, ensuring it reflects best practice and current legislation
15. Develop and deliver any publications required for informing staff of information relating to RFI and develop and produce any documentation required for processing requests ensuring compliance with legislation is maintained
16. Accountable for reviewing departmental operating procedures such as the Trust wide policy for Responding to Requests for Information (Subject Access Requests) under the Data Protection Act or Access to Health Records Act and other relevant policies to ensure they are kept up to date, and develop new processes as required to reflect any changes to technology, current practice and legislation
17. Plan and prioritise own workload to deliver a range of outputs as required
18. Provide regular report and analysis regarding numbers of applications, breaches and for FOI specifically themes etc
19. Monitor and manage the performance of the RFI team processes identifying any data quality issues, errors and mistakes and providing feedback and training as required
20. Order equipment and supplies for the department as required within budgetary responsibility
21. Provide cover for RFI team during periods of annual or sick leave
22. Undertake any investigations, complaints or breaches relating to SARs and FOI providing reports to the appropriate group or committee

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Driving		Lifting		Verbal aggression	X
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	X
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
 2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
 3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
 4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
 5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
 6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to. In addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
 7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
 8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
 9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
 10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
 11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
 12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.
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Person Specification

Job Title: Request for Information Manager		Grade: Band 6	
Department: Request for Information		Date: January 2024	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	Desirable Criteria	*
Qualifications			
Educated to degree level or proven equivalent experience	AI	ECDL or other recognised IT qualification	AI
Advanced IT skills – Microsoft Office, including Powerpoint, databases	AI	BCS certificate in DP	AI
Specialist knowledge of the Access to Health Records Act, Data Protection Act, Information Governance and other relevant legislation and issues	AI		
Evidence of continued development to post graduate diploma level or equivalent	AI		
Experience			
Experience of managing conflicting and complex agendas	AI	Previous NHS management / supervisory experience	AI
A sound knowledge of Information Governance principles and practices	AI	Use of patient record systems	AI
A sound knowledge of the Data Protection Act and Subject Access legislation	AI		
Broad awareness of corporate and health records management issues	AI		
Relevant experience working in a health setting; understanding the context of local change in relation to national change at senior level	AI		
Experience of supervising staff	AI		
Handling confidential information	AI		
Skills / Knowledge / Abilities			
Sound grasp of corporate governance and best practice and its practical implementation	AI	Knowledge of the diversity agenda including embedding good practice and an understanding of the Trust's	AI

Ability to interpret and apply complex legislation	AI	and public sector's commitment to combating discrimination and promoting equality of opportunity	
Use of IT packages for data analysis reporting and presentation.	AI	Willingness to undertake further training	AI
Excellent verbal/written communication skills	AI	Ability to work autonomously undertaking special projects and work programmes relating to the RFI function and meet performance targets	AI
Experience of handling sensitive situations with a high level of discretion, tact and diplomacy	AI		
Evidence of developing successful relations with both internal and external stakeholders	AI	Ability to identify barriers to change and negotiate compromise	AI
Ability to identify, swiftly and accurately, key elements in situations and to resolve problems taking into account procedures and needs; high level negotiating skills	AI	Ability to manage conflict appropriately and use a range of influencing skills	AI
		Analytical and problem solving skills	AI
		Knowledge of NHS policies and procedures	AI
Ability to manage a wide and complex workload whilst meeting changing deadlines	AI	Interface between Freedom of Information and Data Protection	AI
Excellent written and interpersonal skills across staff groups, public and partners	AI	Demonstrate knowledge of current issues in information	AI
Methodical and accurate record keeping and systems	AI		
Other			
Creative and innovative	AI	Some flexibility beyond core hours	AI
Adaptable to other's learning styles and preferences	AI	Ability and willingness to travel as and when required	AI
Able to plan and prioritise work	AI		
Excellent written, verbal and listening skills across range of staff groups/stakeholders	AI		
Able to plan and implement culture change	AI		
Strong analytical skills	AI		
High level of interpersonal skills including the ability to lead, influence and motivate staff at all levels	AI		

Reliable work record	AIR		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholder's signature

Date

Job Description

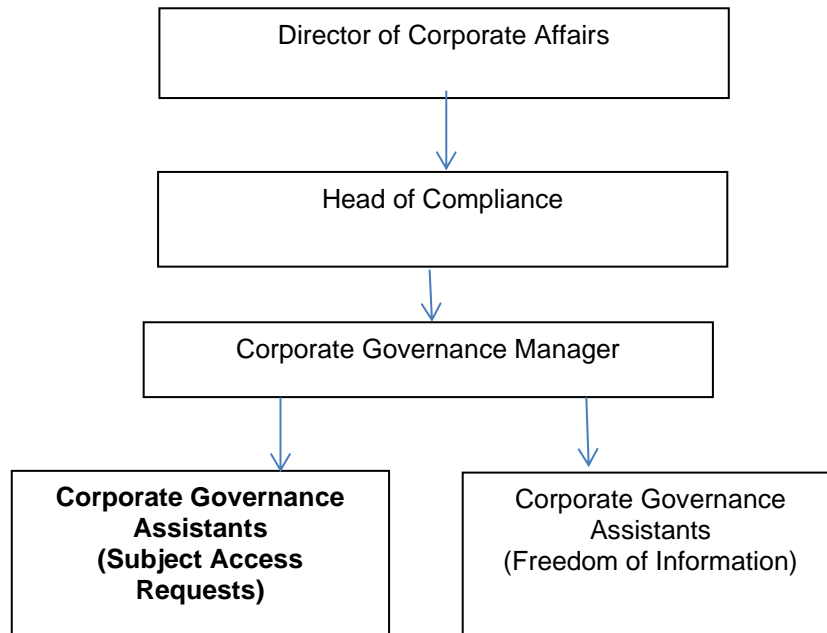
Job Ref:	22-144
Job Title:	Corporate Governance Assistant (Subject Access Requests)
AfC Pay Band:	Band 3
Number of hours:	30 hours per week
Clinical Unit / Division	
Department:	Request for Information Department (RFI)
Location:	Corporate Governance Office, Eastbourne District General Hospital but the post holder may be required to work at any other site for which East Sussex Healthcare NHS Trust has responsibility
Accountable to:	Corporate Governance Manager
Reports to:	Corporate Governance Manager

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed: N/A</p> <p>Authorised signatory for: N/A</p> <p>Other financial responsibility: Careful use of Trust resources</p>
Staff	Staff (wte): N/A
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation

Job purpose	<p>Provide assistance and support to the Request for Information (RFI) Team to ensure that Subject Access Requests (SAR's) are managed effectively.</p> <p>The post holder will have regular contact with individuals requesting information therefore tact; diplomacy and sensitivity are essential pre-requisites for this post.</p> <p>The post holder will be responsible for assisting the Corporate Governance Manager in the provision of management reports by ensuring that the Datix database is kept up to date in respect of open and closed RFI requests.</p>
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	The post holder will be expected to work under his/her own initiative and plan their workload in accordance with the demands of the job. The post holder will be responsible for co-ordinating a caseload of over 2000 RFIs per annum.
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Department Structure



Communications and Working Relationships

With Whom:	Frequency	Purpose
Other FOI & RFI Team Members	Daily/as required	Messages and information, joint working on RFIs
Health Records Department	Daily/as required	Messages, information, obtain medical records for Subject Access Requests and follow-up queries.

Manager/Supervisor	Daily/as required	Management supervision, work planning, advice and support.
Other Trust Staff	Daily/as required	Progressing Subject Access requests
External Organisations e.g. other Trusts, Media, MPs Solicitors	Daily/as required	Progressing Subject Access requests
Members of the Public	Daily as required	Progressing Subject Access requests
Manager/Supervisor	Daily/as required	Management supervision, work planning, advice and support.

Key Duties and Responsibilities

1. The role will be that of supporting the Request for Information (RFI) Department in the management of SAR's; and under the supervision and guidance of the Corporate Governance Manager, manage and assist with RFI matters, as allocated by them, commensurate with relevant experience and/or appropriate skills.
2. Deal efficiently with disclosure of health records and other required information in relation to requests for copy health records including the raising of invoices if applicable for supplying copied health records.
3. Deal efficiently with disclosure of health records and other required information such as police requests.
4. Facilitate viewing of health records for patients and or relatives ensuring compassion and sensitivity is shown.
5. Deal promptly with the retrieval and return of health records from various locations by post, telephone or email as appropriate.
6. Record the movement of all health records on appropriate systems. Ensuring that the data is entered accurately and in a timely fashion.
7. Comply with all aspects of the Data Protection Act, General Data Protection Regulation (GDPR), Access to Health Records Act, and Patient Confidentiality.
8. Deal promptly and efficiently any receipt of money/cheques in relation to Subject Access Requests/Requests for Information, in accordance with Trust policies.
9. Be responsible for the maintenance of the electronic files in respect of SAR's ensuring that they are kept up to date and in good order.
10. Ensure all SAR's are accurately recorded and progress updated on the Trust's Risk Management System (Datix) and that the information held by the Trust is accurate and updated.
11. Assist with the preparation of reports and updates for meetings as required.
12. Deal with general enquiries regarding the Trust's SAR's
13. Assist the Corporate Governance Manager to identify lessons learned from individual requests

General office duties

14. Monitor team stationery supplies, ensuring that supplies are monitored and new supplies are ordered from stores/procurement, collected and stored as required.
15. Manage any payments related to requests which may involve supporting patients to pay by BACS, cash or cheques and keeping a record of all payment requests.

16. Provide general clerical and administrative support including dealing with incoming and outgoing correspondence, bringing matters to the attention of the Corporate Governance Manager as appropriate.
17. Deal with telephone enquiries from internal and external parties (including solicitors, media, MPs and members of the public) as appropriate.
18. Carry out photocopying, scanning, filing, copy typing and other administrative duties.
19. On behalf of the RFI team, arrange meetings, book rooms and ensure that all attendees are aware of arrangements.
20. Manage diary commitments and support work programmes preparation of papers and arrange appointments including any necessary travel arrangements.
21. Develop a good understanding of the other functions within the RFI department to provide mutual short notice cover/support for the other administrative assistants when necessary.
22. Comply with all aspects of the Data Protection Act, Access to Health Records Act and Patient Confidentiality.
23. Take messages, by phone or in person, on behalf of the team and deal with queries in an appropriate manner.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Driving		Lifting	X	Verbal aggression	
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling	X	Outdoor working		Breaking unwelcome news to others	
Pushing/pulling	X	Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	X	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	

Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	X
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

Person Specification

Job Title: Corporate Governance Assistant
(Subject Access Requests)

Grade: Band 3

Department: Request for Information
Departments

Date: April 2022

*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate

Minimum Criteria	*	Desirable Criteria	*
Qualifications Good general education Evidence of good numeracy and literacy GCSEs (Grade C or above) or equivalent including English and Mathematics. Administration / customer service skills to NVQ3 or equivalent experience	AI AI AI AI	ECDL of other recognised IT qualification	AI
Experience Experience of the RFI process. Experience of RFI administration work. Experience of working in the healthcare sector. Experience of working with databases. Evidence of professional development in last 3 years.	AI AI AI AI AI	Previous NHS experience. Working knowledge of Data Protection, Access to Health Records legislation. Use of patient record systems	AI AI AI AI
Skills / Knowledge / Abilities Knowledge of the /Data Protection Act/Access to Health Records. High level of IT skills including Knowledge of Microsoft Office (including Word, Excel and Outlook). Excellent written and verbal communication skills. High level of literacy with good letter writing skills Good interpersonal skills – displaying discretion, flexibility and diplomacy Ability to prioritise work to meet requirements Ability to work under own initiative and as part of a team Ability to talk calmly to members of the public who may be distressed or angry Ability to absorb complex information and process appropriate facts to extract important issues	AI AI AI AI AI AI AI AI AI AI AI	Familiarity with medical terminology. Use of Datix software. Excellent organisational skills. Able to analyse information and present in an appropriate form Demonstrates a positive and flexible approach in line with the changing nature of the Trust service delivery model.	AI AI AI AI AI

Ability to maintain confidentiality of information Ability to interact with people from varying cultural backgrounds and social environments. Ability to develop effective working relationships with colleagues Committed to continuous professional development and personal growth	AI AI AI		
Other Reliable work record DBS clearance if applicable Evidence that personal behaviour reflects Trust Values	AI T AIR		

Managers Signature

Date

Postholder's signature

Date

Job Description

Job Reference:

Job Title: Data Protection Officer & Information Governance Lead

AfC Pay Band: Band 8a

Hours: 30 hours per week

Department: Information Governance/Legal

Location: Information Governance/Legal Office, Eastbourne DGH, but the post holder may be required to work at any other site for which East Sussex Healthcare NHS Trust has responsibility.

Accountable to: Directors - Designated Senior Information Risk Owner (SIRO) and Caldicott Guardian (CG)

Reports to: Head of Legal

Dimensions: Budget: Authorised Signatory, £1,000
Staff: 2 FTE

Job purpose: As DPO to work autonomously, providing the Trust Board with independent, risk-based advice to support its decision-making in the appropriateness of processing personal and special categories of data as defined by DP legislation.

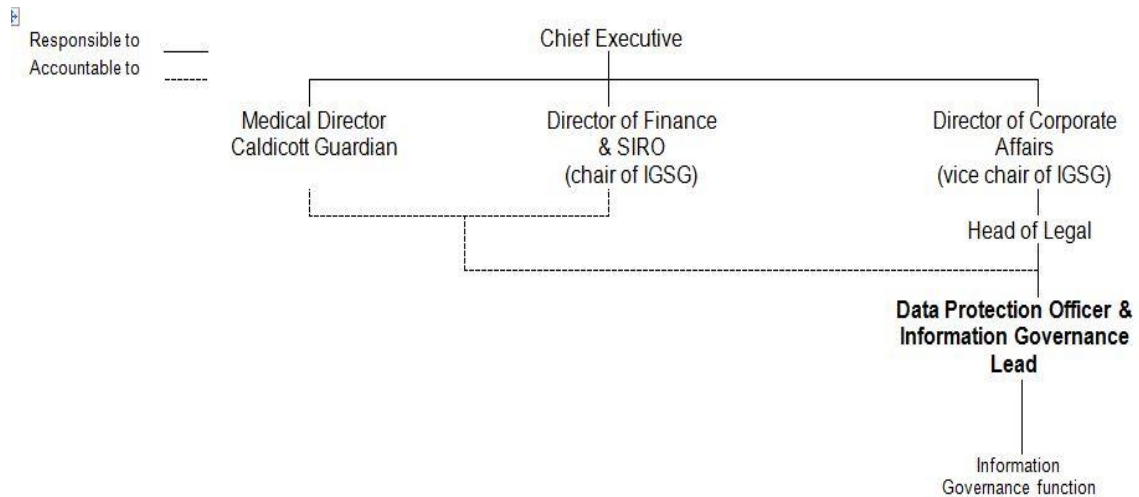
As Lead IG expert for the Trust, provide strategic leadership for IG across the Trust, bringing together information governance management, confidentiality and data protection assurance into a comprehensive work programme that supports the Trust's business planning. This includes the STP and ESBT project work.

To represent the Trust and be the point of contact when working throughout the local health economy, including partner-organisations (both NHS and non-NHS), the general public, and regulatory organisations, including the Information Commissioner's Office (ICO).

To ensure that the Trust is compliant with the Information Governance Toolkit (IGT) and other relevant IG assessment frameworks.

For the Trust, monitor compliance with policies against the DP legislation; analysing and presenting complex and contentious information to the Trust Board and committees.

Department Structure



Communications and Working Relationships

People with whom the postholder interacts on a regular basis.

With Whom: E.g.	Frequency	Purpose
Other IG, Legal staff	Daily/as required	Managing staff, giving advice, supervision and facilitation, team work planning and organisation

SIRO and CG and Manager	Daily/as required	Giving both legal and best practice advice and recommendations. Management supervision, work planning.
Other Trust Staff	Daily/as required	Monitoring, advising, encouraging and facilitating
External Organisations e.g. other Trusts, ICO	Daily/as required	Working and liaising with IG colleagues in other organisations, members of the public and patient representatives and the Information Commissioner's Office (ICO)
Patients, Service Users and the general public	Regularly	First point of contact for the public as DPO, and working with patient representatives on documentation.
	As required	As part of investigation and giving advice following an actual or potential IG breaches; this can be very complex and emotional

Key Duties and Responsibilities

Data Protection Officer:

This is a mandatory role, outlined within Data Protection legislation.

1. As expert lead for the Trust, inform and advise the Trust Board and staff about their obligations to comply with General Data Protection Regulation (GDPR) and other data protection legislation, even when there may be conflicting views on the use of information.
2. Develop and implement the Trust's Data Protection Officer policy and underpinning framework. Oversee the rollout of the policy and framework throughout the Trust both in the short-term to achieve compliance with the General Data Protection Regulation (GDPR) and other data protection legislation and in the long-term to support the Sustainability and Transformation Plan (STP) and East Sussex Better Together (ESBT) programme.
3. Present reports to the Board and other committees summarising complex, contentious and confidential information.
4. Carry out regular and systematic monitoring compliance with the GDPR and other data protection legislation, including reporting on complex, and sensitive information, to IGSG and escalating breaches at Board level.
5. Within a risk assessment framework, review and advise on Privacy Impact

Assessments (PIAs). This may include making changes to processes and policy to ensure compliance.

6. For the Trust, to be the primary contact on liaison and cooperation with the Information Commissioner's Office, to ensure on-going compliance and in connection with any IG breaches and investigations.
7. Prepare and deliver tailored training presentations and documentation to the Trust Board and the whole Trust.

Information Governance Lead:

1. Develop, at a strategic level, the Trust's Information Governance Policy and framework, in line with legislation and best practice.
2. Using specialist legal research skills to interpret current legislation and case law relating to data protection; presenting the implications as summaries to the Trust Board and committees in plain English.
3. Use a project management approach to manage a range of initiatives including (but not limited to) in the short-term the new data project legislation and guidance; in the medium-term compliance with the new Data Security and Protection Toolkit and in the long-term the Accountable Care Organisation objectives.
4. Proactively represent the Trust in providing highly specialist advice and facilitating the information governance work stream for joint working across the local health economy; including (but not limited to): STP (Sustainability Transformation Plan) and ESBT (East Sussex Better Together programmes).
5. Implement and lead on the Trust's annual information governance work programme. Including the embedding of IG best practice at all levels of the Trust.
6. As the Trust expert, advise and support the Trust's Directors who hold the designated roles of Senior Information Risk Owner (SIRO) and Caldicott Guardian (CG) on DP legislation, information governance, compliance and related issues.
7. Line management of the Trust's Information Governance function. This will include (but not limited to): recruitment, supervision, staff development and training, performance and discipline etc
8. As the system administrator, direct the collation and systematic recording of information governance toolkit (IGT) evidence by requirement owners. Where appropriate encourage collaborative working between teams.
9. Report on compliance with the DP legislation and information governance framework (including the IGT and any other relevant assessments to the Information Governance Steering Group (IGSG), Audit Committee, Trust Board and any other relevant groups.
10. As the Trust lead, write and review information sharing protocols (ISPs) to ensure that they are compliant with legislation; escalate any potential information risks and offer mitigating solutions as appropriate.

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11. To provide expert advice as required on new IT systems, working with programme boards and evaluation projects as required.
 12. Be the first point of contact and work with the Trust's auditors during any information governance and data protection audits.
 13. Direct and advise the Information Governance Steering Group (IGSG). Chair the Data Security and Protection Review Group (DS&P Review Group) and other groups as required. This may include the Digital Steering Group, Health Records, some Project Management Boards.
 14. Coordinate the identification, recording, escalation and mitigation of information governance risks.
 15. Act as first point of contact for breaches of data protection and participate (as necessary) in investigations of breaches. To be the Trust's representative with the regulatory body, the Information Commissioner's Office (ICO). Some breaches involve highly sensitive information and highly complex issues that require tact and tenacity to reach the root causes; this may include working with staff and members of the public. Investigations into the misuse of confidential information are highly emotional for both staff and patients. Ensure that lessons learnt are disseminated and actions are followed up.
 16. Develop a programme of spot checks and audits, which will include access to all Trust IT systems and paper records and may necessitate cross-matching in spreadsheets. These may be carried out on any site where Trust staff are working. The findings of audits will identify weaknesses in compliance and be used to improve the information governance function, both inward-facing and external-facing.
 17. Regularly analyse and verify complex data, triangulating between different data sets to identify potential breaches in the processing of patient information. Summarise the findings of analyses and present the findings to senior staff in action plans.
 18. Responsible for the development and implementation of the Trust's information governance training programme, including mandatory training.
 19. Understand complex working practices in both clinical and non-clinical areas and challenge practice if it falls short of compliance levels.
 20. Attend IG meetings external to the Trust as required to both represent the Trust and to be able to feedback from meetings to the Trust.

General Duties & Responsibilities applicable to all job descriptions

- To demonstrate a highly competent level of inter-personnel skills (eg, tact and diplomacy) when handling complex information which may include patient and staff sensitive issues.
- Maintaining confidentiality, whilst working in an open plan environment.
- To be familiar with and adhere to the policies and procedures of the Trust.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment: Elements which are a frequent or regular part of the role					
Driving	x	Lifting		Verbal aggression	x
Use of PC/VDU	x	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	x
Pushing/pulling		Lone working		Providing professional emotional support	x
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	x
Repetitive movement	x	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	x
Food handling		Night working		Working in confined spaces (e.g. roof spaces)	

Statement:

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Managers Signature

Date

Post holders Signature

Date

East Sussex Healthcare 
NHS Trust

Person Specification

Job Title: Data Protection Officer & Information Governance Lead	Grade: A&C Band tbc
Department: IG/Legal Office	Date: August 2017

*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training			
Educated to Masters, or substantial experience to comparable level	A/R	DPA and/or FOI ISEB qualification	A/R

<p>Recognised qualification(s) in information governance and data protection field(s)</p> <p>Extensive knowledge of the NHS information governance framework and the Information Governance Toolkit</p>		<p>Continued CPD to reflect changes in legislation and guidance</p> <p>PG Cert in Data Protection Law and Information Governance</p>	
<p>Experience</p> <p>Extensive experience of working in the field of information governance at both strategic and practical levels</p> <p>Experience of developing and implementing organisation-wide information governance strategies, policies and procedures</p> <p>Experience of developing information governance training and awareness programmes for staff</p> <p>Experience of gaining and maintaining a clear understanding of business objectives</p> <p>Experience of cross-team and cross-discipline working</p>	A/R	<p>Experience of liaising and working with the Information Commissioner's Office on information governance breaches</p>	A/I
<p>Skills/Knowledge/Abilities</p> <p>Established leadership and managerial skills</p> <p>Good decision making, planning and organisational skills</p> <p>Ability to prioritise between competing demands and allocate resources accordingly</p>	<p>A/I/ A/R</p>	<p>Ability to work as an independent adviser to the Board for DPO issues</p> <p>Expert knowledge of IG legislation</p> <p>Ability to analyse and interpret complex data</p> <p>IT qualification, eg ECDL</p> <p>Knowledge of various clinical systems and Datix, including incident and RFI modules</p>	A/R
<p>Other</p> <p>Team working and ability to motivate others</p> <p>Reliable work record</p> <p>Flexible around working hours</p> <p>Disclosure and Barring Service clearance if</p>	A/R		

applicable			
Ability and willingness to work at any trust site			

Managers Signature

Date

Post holders Signature

Date

Job Description

Job Reference:

Job Title: Information Governance Auditor/Administrator

AfC Pay Band: Band 5

Hours: 30 hours per week

Department: Information Governance/Legal

Location: Information Governance/Legal Office, Eastbourne DGH, but the post holder may be required to work at any other site for which East Sussex Healthcare NHS Trust has responsibility.

Accountable to: Head of Legal

Reports to: Information Governance Manager

Dimensions: Budget: N/A Staff: N/A

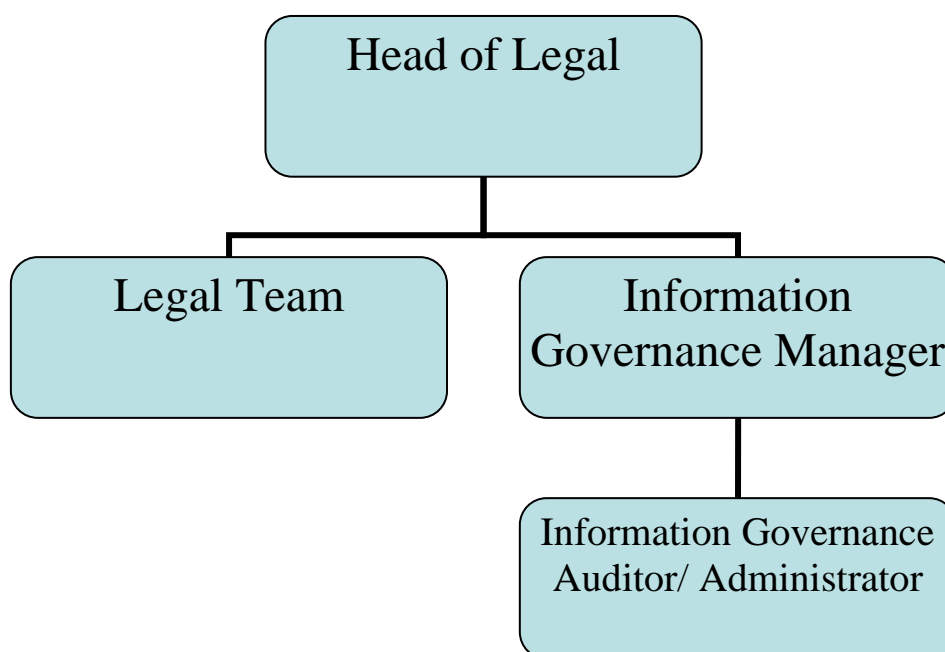
Assist with monitoring stock of stationery and consumables.

Job purpose: To work with clinicians and all levels of staff motivating them to develop and provide evidence that will prove compliance with the Information Governance Toolkit (IGT).

To develop presentation and training materials that are consistent with the NHS Digital materials, but also reflect Trust policy and can be tailored for different teams and levels of staff.

Work on own initiative undertaking audits on compliance with Data Protection legislation and Caldicott guidelines.

Department Structure



Communications and Working Relationships

People with whom the postholder interacts on a regular basis.

With Whom: E.g.	Frequency	Purpose
Other IG, Legal and Assurance Team Members	Daily/as required	Messages and information, team work planning and organisation
Manager/Supervisor	Daily/as required	Management supervision, work planning, advice and support.
Other Trust Staff	Daily/as required	Messages and queries, advising, encouraging and facilitating
External Organisations e.g. other Trusts, ICO	Daily/as required	Messages and queries, liaison with IG colleagues in other organisations and the Information Commissioner's Office

Key Duties and Responsibilities

1. Act as first point of contact for trust staff seeking guidance on all aspects of information governance.
2. Act as first point of contact for breaches of data protection and participate in investigations of breaches, some breaches involve highly sensitive information

and highly complex issues that require tact and tenacity to reach the root causes.

3. Interpret the requirements of the Data Protection Act 1998 and successor legislation, Caldicott Principles and the Information Governance Toolkit (IGT) and successor assessment tool. Ensuring that IG policies are up to date.
4. Plan own workload to persuade and encourage all staff on all sites to submit appropriate documentation that evidences compliance with legislation and assessments.
5. Act as an Administrator for the NHS Digital IGT and develop and maintain a log of all evidence supplied by trust staff for the Information Governance Toolkit, making initial judgement on whether evidence is appropriate.
6. Review complex items of evidence from many teams, identifying where evidence is in-complete or conflicting, put in place remedial actions and producing performance reports as required.
7. Understand complex working practices in both clinical and non-clinical areas and challenge practice if it falls short of compliance levels
8. Ensure that where IGT requirements overlap with other assessments (eg, Cyber Security, CQC), evidence is consistent and available for inclusion in other assessments.
9. As necessary, to initiate, plan and co-ordinate activities/meetings with other professionals, eg, chasing up action plans in relation to IG evidence
10. Proactively engage with all trust staff (on any trust site) to achieve embedded awareness and improved compliance with information governance.
11. To support the IG Manager in fulfilling the role of Privacy Officer for the trust in receiving, interrogating and auditing software user reports and highlighting potential breaches in access rights of person identifiable information (PII).
12. Compile and monitor statistics (audit) use of access to Trust information systems. This will necessitate the development of spreadsheets (use of formulae, charts etc) and extracting reports from a selection of different IT systems.
13. Undertake spot checks and audits, which will include access to IT systems and paper records and may necessitate cross-matching in spreadsheets. These may be carried out on any site where Trust staff are working.
14. To ensure that all information risks and privacy impact assessments (PIAs and DIAs) are completed, reviewed and recorded.
15. Create and maintain registers including (but not exhaustive) PIAs, Information Sharing Protocols, Confidentiality Agreements.
16. Develop training materials and deliver specialist IG presentations and training to individuals and groups of staff (clinicians, non-clinicians at all levels).
17. To demonstrate a highly competent level of inter-personnel skills (eg, tact and

diplomacy) when handling complex information which may include patient and staff sensitive issues.

18. Maintaining confidentiality, whilst working in an open plan environment.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment: Elements which are a frequent or regular part of the role					
Driving	x	Lifting		Verbal aggression	
Use of PC/VDU	x	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	x	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (e.g. roof spaces)	

Statement:

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Managers Signature

Date

Post holders Signature

Date

East Sussex Healthcare  NHS Trust	
Person Specification	
Job Title: Information Governance Administrator/Auditor	Grade: A&C Band 4

Department: IG/Legal Office	Date: May 2017
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*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training 5 GCSEs (grade A – C) ‘A’ levels or equivalent in relevant subject Evidence of good numeracy and literacy Willingness to work and complete towards Administration NVQ or specific IG qualification Educated to degree level or equivalent demonstrable CPD and experience	A/R T	Recognised IT qualification (eg, ECDL, CLAIT, GCSE etc) IG-related qualification	A/R
Experience Evidence of previous administration/ secretarial or audit experience working without direct supervision. NHS experience Prioritisation of workload	A/R	Experience of handling confidential and sensitive information Production of formal minutes and action plans	A/R
Skills/Knowledge/Abilities Familiarity with IG legislation Excellent written and verbal communication skills Professional telephone manner Excellent word/text processing skills IT Literacy – expert/in depth, confident use of all MS packages (particularly excel, including charts and basic formulae) Able to work on own initiative within guidelines Good attention to detail Display tact, confidentiality and initiative	A/I/ A/R	Expert knowledge of IG legislation Ability to adapt to changing situation quickly Knowledge of Datix	A/R

Other Team working and ability to motivate others Reliable work record Flexible around working hours Disclosure and Barring Service clearance if applicable Ability and willingness to work at any trust site	A/R		

Managers Signature

Date

Post holders Signature

Date