

Job Description

JOB TITLE:	Information Rights Assistant.
BAND:	Band 3
BASE:	Blackpool Victoria Hospital
RESPONSIBLE TO:	Head of Information Governance
ACCOUNTABLE TO:	Information Governance Manager
CRB DISCLOSURE:	'This post does not require a CRB disclosure'

INFECTION PREVENTION AND CONTROL:

The post holder must comply with all relevant policies, procedures and training on infection prevention and control.

JOB SUMMARY:

To action information requests and respond to enquiries required under the Data Protection Act 1998 (DPA), Access to Health Records Act 1990 (AHR) and Freedom of Information Act 2000 (FOI), and the new Data Protection Regulations (GDPR). This will require knowledge and understanding of other relevant legislation e.g. The Medical Reports Act 1988.

This post provides a supporting role in the development of information governance in the Trust, with particular focus on information right issues.

DUTIES AND RESPONSIBILITIES

To ensure that all duties allocated to the Data Access Team are completed in a timely and satisfactory manner, as per the relevant Trust Policies, Procedures and departmental Standard Operating Procedures (SOP's).

To log requests for personal information, validating the identity of the requestor

To search for requested information using the Trust electronic and paper systems

To identify and copy requested information, using the photocopier and ensuring the appropriate quality before disclosure.

To review requested information and assess for third party or sensitive data, bringing it to the attention of the relevant clinician/s or allied health professionals.

To seek appropriate authority / consent for release of information within the correct timescales.

Ensure that requests for information are handled in accordance with relevant legislation and Trust Policies and Procedures, this to include the appropriate secure method of transfer.

Ensure any refusal for disclosure under DPA, AHR or FOI is accompanied with the appropriate reasons for non-disclosure by liaising with the appropriate health professional(s) or Asset Owner(s) and the Data Access Team Manager.

To arrange and facilitate viewings of health records on behalf of applicants.

To aid in the production and updating on a regular basis of the Data Access departmental procedures.

To support the orientation and training of staff with regards to the Data Access Processes and associated legislation and guidance.

To provide advice and guidance on the application of DPA, AHR, FOI, GDPR along with other relevant legislation, seeking assistance from within the senior IG team as required.

To bring to the attention of the Data Access Team Manager any potential breaches of associated legislation.

To assist in the production of regular written and statistical reports including recommendations for improvement on the activity of the Information Access Service.

To undertake activities to support quality improvements in relation to Information access.

To assist in publicising the Information Access Service.

To handle all queries and any complaints in a timely, effective and sympathetic manner.

Additional information

10. Physical Effort

The ability to:

- withstand the pressure of working in a busy department.
- remain seated for long periods in order to undertake allocated duties.
- handle large numbers of paper based health records.
- remain focused whilst interrogating a range of computers systems.
- photocopying and checking large batches of patient information

11. Mental Effort

The post holder will be required to interpret and process complex information requests and feedback to applicants and colleagues if there are any potential problems. This whilst providing solutions to support the application of the information access rights afforded by:

- Data Protection Act 1998
- Access to Health Records Act 1990
- Freedom of Information Act 2000.

This will include consideration of other relevant legislation such as:

- Mental Capacity Act 2005
- Childrens Act 2004
- Health and Social Care Act 2015

12. Working Conditions

This post is office based, the post holder will have their own workstation.

13. Emotional Effort

The post holder will be exposed to sensitive and upsetting information. They will on occasions have to deal with applicants whose behaviour can be challenging and difficult.

The post holder will be required to display empathy and understanding when dealing with applicants.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer is always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust's Disciplinary Procedure and may result in dismissal.

3. Legislation

Carry out any requirements within the duties applicable to the Data Protection Act, 1998, Access to Health Records Act 1990 and the Freedom of Information Act 2000.

4. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

5. Equality & Diversity

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of the Trust's Equality and Diversity Strategies and Policies.

6. Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. Harassment & Bullying

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

8. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in doubt about a possible conflict of interest.

9. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

9. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

10. Smoke-free Policy

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

13. Safeguarding (do NOT change this section)

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who will be required to undertake Enhanced Disclosure via the Criminal Records Bureau (CRB).