

## Job Description

<b>Job Title:</b>	Information Governance Administration Assistant	
<b>Band:</b>	Band 2	
<b>Responsible to:</b>	Information Governance Manager/Data Protection Officer	
<b>Department:</b>	Information Governance	
<b>Directorate:</b>	Corporate-Finance	

### Our Values

	<b>Behaviour</b>	<b>How we will demonstrate this behaviour</b>
<b>Professionalism</b>	We will maintain the highest standards and develop ourselves and others	By demonstrating compassion and showing care, honesty and flexibility
<b>Respect</b>	We will create positive relationships	By being kind, open and collaborative
<b>Innovation</b>	We are forward thinking, research focused and effective	By using evidence to shape the way we work
<b>Dignity</b>	We will treat you as an individual	By taking the time to hear, listen and understand
<b>Empowerment</b>	We will support you	By enabling you to make effective, informed decisions and to build your resilience and independence

### Job Purpose

<p>Working as part of the Information Governance Team primarily supporting the Health Records Administrator in carrying out the Subject Access to Records and Health Records Management functions of Cambridgeshire &amp; Peterborough NHS Foundation Trust.</p>
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## **Main Tasks, Duties and Responsibilities**

Working to deadlines to perform the administrative functions involved in preparation of copies of Health Records in all formats for Subject Access Requests,

To perform administrative procedures for the Trust relating to the management of health records in compliance with the Trust Health Records Management Policy. Including the receipt of and archiving preparation of health records from across the Trust.

Photocopying of paper records and downloading of electronic records from the Trusts electronic health records system, assisting with redactions as directed, in accordance with the Trusts Subject Access to Records Policy..

Production of all supporting correspondence.

Maintain filing of records in all formats, ensuring that it is kept up to date at all times. In accordance with Trust procedures,.

Provide cover as directed by Line Manager for other members of the Information Governance Team in their absence and assist with their workloads as necessary and undertake such other duties as may be reasonably required in accordance with the grade of the post.

## **Systems**

Locating and retrieving both paper and electronic records from within the Trust libraries and electronic records system and from the Trusts Deep Archive supplier using their database.

Collate, input, update and maintain data within the Trust Subject Access to Records Data base.

## **Communication & Relationships**

Respond to staff and service user enquiries regarding subject access rights and general information governance enquiries as and when required, and in accordance with Trust procedures.

Ensure good customer service by providing a professional and effective telephone service, taking accurate messages and providing information and signposting as requested and appropriate.

## **Physical, mental, emotional & environmental demands of the job**

To frequently load quantities of health records into large trolleys, cages or archive boxes, to meet service delivery requirements.

To remove health records from the main Archives to create space and prepare them for offsite storage , in accordance with the Trust's Policies on the retention and destruction of health records.

## **Training & Development**

- To participate in regular supervision (clinical or management) in accordance with good practice guidelines and Trust policy.
- To participate in the Trust's annual Appraisal process.
- To attend all relevant mandatory training as and when required to do so.
- Assist the AHP Clinical Placements and Capacity Expansion Lead to work with education leads, managers, and supervisors to establish mechanisms for enhancing, developing and assessing the quality of AHP placements and learning.
- Assist with the delivery of work-based learning for learners across partner placement areas, as appropriate.
- Assist with the delivery of informal teaching as agreed within the trusts and the Universities.
- Work alongside the AHP Clinical Placements and Capacity Expansion Lead to provide support to AHP learners/supervisors/ assessors in practice across the non-medical professions.

## **Quality & Patient Safety**

- Protection of Children & Vulnerable Adults – To promote and safeguard the welfare of children, young people and vulnerable adults.
- Implementation of NICE guidance and other statutory / best practice guidelines. (if appropriate)
- Infection Control - To be responsible for the prevention and control of infection.
- Incident reporting - To report any incidents of harm or near miss in line with the Trust's incident reporting policy ensuring appropriate actions are taken to reduce the risk of reoccurrence.
- To contribute to the identification, management and reduction of risk in the area of responsibility.
- To ensure day to day practice reflects the highest standards of governance, clinical effectiveness, safety and patient experience.
- To ensure monitoring of quality and compliance with standards is demonstrable within the service on an ongoing basis.
- To be aware of the responsibility of all employees to maintain a safe and healthy environment for patients/ clients, visitors and staff.

## **General**

- To maintain up to date knowledge of legislation, national and local policies and issues in relation to both the specific client group and mental health.
- To comply with the Professional Codes of Conduct and to be aware of changes in these. To maintain up to date knowledge of all relevant legislation and local policies and procedures implementing this.
- To ensure that all duties are carried out to the highest standard and in accordance with currently quality initiatives within the work area.
- To comply with all relevant Trust policies, procedures and guidelines, including those relating to Equal Opportunities, Health and Safety and Confidentiality of Information and to be aware of any changes in these.
- To comply at all times with the Trust's Information Governance related policies. Staffs are required to respect the confidentiality of information about staff, patients and Trust business and in particular the confidentiality and security of personal identifiable

information in line with the Data Protection Act. All staff are responsible for ensuring that any data created by them is timely, comprehensive, accurate, and fit for the purposes for which it is intended.

## **Equality & Diversity**

The Trust is committed to equality and diversity and works hard to make sure all staff and service users have access to an environment that is open and a free from discrimination. As a Trust we value the diversity of our staff and service users, and therefore recognise and appreciate that everyone associated with the Trust is different and so should be treated in ways that are consistent with their needs and preferences.

Therefore all staff are required to be aware of the Trust's Equality and Diversity Policy and the commitments and responsibilities the Trust has to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

We firmly believe that it makes good business sense to have a workforce representative of the communities we serve and so encourage applications from all sections of the community.

### **To be noted:**

- This is not an exhaustive list of duties and responsibilities, and the post holder may be required to undertake other duties, which fall within the grade of the job, in discussion with the manager.
- This job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.
- This post is subject to the Rehabilitation of Offenders Act 1974 (Exemption Order 1975) and as such it will be necessary for a submission for disclosure to be made to the Criminal Records Bureau to check for previous criminal convictions. The Trust is committed to the fair treatment of its staff, potential staff or users in line with its Equal Opportunities Policy and policy statement on the recruitment of ex-offenders.

## Person Specification

<b>Job Title:</b>	Information Governance Assistant Administrator
<b>Band:</b>	2
<b>Responsible to:</b>	Information Governance Manager/Data Protection Officer
<b>Department:</b>	Information Governance

Criteria	Essential	Desirable
Education / Qualifications	<ul style="list-style-type: none"> <li>Educated to GCE/GCSE standard.</li> <li>RSA Stage II/NVQ Level 2 in Administration or equivalent.</li> <li>Good command of written English.</li> <li>Basic understanding of Data Protection.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of General Data Protection Regulation and other related UK Legislation</li> <li>Qualification in Information Governance</li> </ul>
Experience	<ul style="list-style-type: none"> <li>Experience of working in a busy and demanding office environment.</li> <li>Experience of working to deadlines</li> <li>Experience of planning and organising own workload and of staff within own span of control.</li> </ul> <p>Experience of working in an environment where confidentiality and information security must be maintained.</p>	<ul style="list-style-type: none"> <li>Previous experience of working in a NHS Office environment.</li> <li>Experience in using computer programmes including Data Security &amp; Protection Toolkit</li> </ul>
Skills & Abilities	<ul style="list-style-type: none"> <li>Excellent communication skills.</li> <li>Good IT skills (MS Office).</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of SystmOne</li> </ul>

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	<ul style="list-style-type: none"> <li>• Excellent telephone manner.</li> <li>• Ability to adopt an appropriate style and method of communication and deal effectively with people.</li> <li>• Ability to work on own initiative.</li> <li>• Ability to work under pressure/stress.</li> <li>• Ability to work as part of a team.</li> <li>• Professional attitude towards other staff members and service users and their families.</li> <li>• Friendly and approachable.</li> </ul>	
Knowledge & Understanding	<ul style="list-style-type: none"> <li>• Clear understanding of information security and confidentiality and what is required to comply with this</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Information Governance terminology.</li> </ul>
Physical Requirements	<ul style="list-style-type: none"> <li>• Ability to lift and reach archiving boxes</li> </ul>	
Other	<ul style="list-style-type: none"> <li>• Ability to deal with review of content held within records which may contain distressing information.</li> <li>• Ability to travel to other Trust sites, if required.</li> </ul>	

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. The Trust believes in treating everyone with dignity and respect and encourages applications from all sectors of the community. We guarantee an interview to candidates with disabilities who meet the minimum essential criteria.