

JOB DESCRIPTION

<u>JOB TITLE:</u>	Disclosures Processor – Administration Officer
<u>GRADE:</u>	Band 3
<u>DEPARTMENT</u>	Informatics
<u>LOCATION:</u>	St Nicholas Hospital
<u>RESPONSIBLE TO:</u>	Disclosures Supervisor
<u>ACCOUNTABLE TO</u>	Medico Legal Complex Case Lead

MAIN PURPOSE OF THE JOB

The post holder will process all requests for information ensuring compliance with statutory frameworks and timeframes including but not limited to DPA 2018, General Data Protection Regulations, Access to Health Records Act 1990, and Freedom of information Act 2000.

The post holder will, acknowledge receipt of requests, collate the required information, liaise with the appropriate healthcare professionals and requester, prepare the records for disclosure which will include any redaction of information as directed by the decision maker.

They will be expected to provide proactive good quality clerical and administrative support within the small specialist team and will work within well-defined administration systems.

They will deal with service users, carers and advocates, operational and corporate colleagues and external agencies through the disclosure process.

Provision of administrative support to the Data Protection Officer for the Trust.

Provide cross cover to the Records Department

VISION AND VALUES

Our Vision is: “We Strive to provide the BEST CARE, delivered by the BEST PEOPLE, to achieve the BEST OUTCOMES”

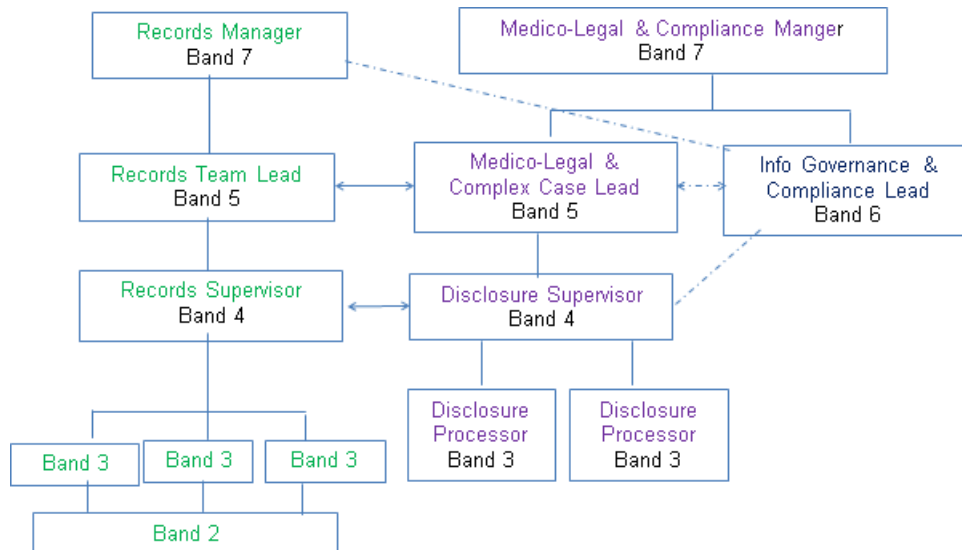
Our Values are:-

- Caring Compassionate
- Respectful

- Honest and Transparent

OUR SHARED PURPOSE IS TO MAXIMISE OUR CONTRIBUTION TO **HIGH QUALITY, COMPASSIONATE CARE** AND TO ACHIEVE **EXCELLENT HEALTH AND WELLBEING OUTCOMES**

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

Communicate effectively with service users, staff and a range of external agencies

Provide and receive standard and routine information relating to legislation

Communicate basic legislation and NHS regulations and Trust policy in an understandable form

Communicate personal and contentious information, using tact, persuasion and emphatic skills with patients & members of staff

Internal

Medical staff

Nursing Staff

Ward Managers

Heads of Department

Directors

External

Home office

Tribunal Service

Local authorities

Police

Solicitors

IMHAs/IMCAs

Service users

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Significant experience in an office environment preferably within the NHS

NVQ Level 3 (Administration) or equivalent experience

RSA 11 or equivalent

Knowledge and experience of patient administration systems or a range of administration procedures acquired through work based experience, training and ongoing supervision

Knowledge and experience of working with statutory frameworks and timeframes for including but not limited to DPA 2018, General Data Protection Regulations, Access to Health Records Act 1990, and Freedom of information Act 2000.

They will deal with service users, carers and advocates, operational and corporate colleagues and external agencies through the disclosure process

Good keyboard skills and competency in the use of Microsoft software packages including word, excel and outlook, will be expected

Working knowledge of the provisions of the legislation appertaining to the NHS and other related policy and guidance

Working knowledge and understanding of the NHS code of Confidentiality and related confidentiality guidance

Highly motivated team member with proven ability to work in a demanding environment without direct supervision

Good Interpersonal and verbal communication skills with the ability and confidence to deal with enquiries from patients and their relatives, health professionals, other staff groups and outside agencies

Must be willing to participate in ongoing development within own job role and identify personal training and development needs relevant to the post

ANALYTICAL AND JUDGEMENTAL SKILLS

A range of facts, judgements or situations, some of which require analysis

Staff or service user's queries regarding legislation associated with this function

A variety of administrative and clerical problems

PLANNING AND ORGANISATIONAL SKILLS

Maintain a register of all Information requests

Log and update all newly received data protection and freedom of information requests, and track progress

Monitor ongoing requests ensuring prioritisation to meet statutory deadlines

PHYSICAL SKILLS

Able to maintain a safe working environment

Literate and proficient to advanced level in standard IT applications, using good keyboard skills to create accurate documents, presentations and reports

Literate and proficient to standard level in IT applications, using keyboard skills to create accurate documents, presentations and reports

RESPONSIBILITIES FOR PATIENT/CLIENT CARE

Provide advice and guidance to service users/cares/staff and so on in areas of subject access and freedom of information

Provide face to face disclosure requests with services user's on a one to one basis

POLICY AND SERVICE DEVELOPMENT

Contributes to service development. Follows policies and procedures in own area and is expected to comment on any new/revised departmental procedures

FINANCIAL AND PHYSICAL RESOURCES

Maintains stock control. Reports building or maintenance issues via the works bureau

Helps to ensure all office equipment is in working order reporting any fault to the appropriate company

HUMAN RESOURCES

Demonstrates and explains own activities and procedures to new or less experienced staff

INFORMATION RESOURCES

Use of the Safeguard system

Rio System

PDT/NTW PI

RESEARCH AND DEVELOPMENT

Audits and reports on the application of Information requests monthly, to ensure compliance with legislation & conducts surveys as necessary

FREEDOM TO ACT

Work is managed not supervised

Works as part of a team

Works to Trust Policies, established practices and defined standards and departmental procedures.

Deals with enquiries.

PHYSICAL EFFORT

Inputting, extracting and analysing data using a variety of sources e.g. patient database, audits, documents and email. Requires sitting or standing in a restricted position for extended periods.

MENTAL EFFORT

Frequent requirement for concentration unpredictable work pattern.

Dealing with Service Users and practitioners, studying documentation, training.

EMOTIONAL EFFORT

Deals with distressed service users while they access their notes/information.

WORKING CONDITIONS

Sometimes requires travel to diverse geographic locations requirement to work and travel between trust sites regularly.

Requires use of VDU / computer.

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide.

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

1. **Justify the purpose (s) of every proposed use or transfer** - every proposed use or transfer of patient-identifiable information within an organisation should be clearly defined and scrutinised, with continuing uses regularly reviewed by an appropriate guardian.
2. **Don't use it unless it is absolutely necessary** - Patient-identifiable information should not be used unless there is no alternative, **where this is the case permission should be obtained.**

3. **Use the minimum** necessary - Where use of patient-identifiable information is considered to be essential, each individual item of information should be justified with the aim of reducing identification.
4. Access should be on a strict **need-to-know** basis - Only those individuals who need access to patient-identifiable information should have access to it, and they should only have access to the information items that they need to see.
5. Everyone with access to it should be **aware of their responsibilities** - Action should be taken to ensure that those handling patient-identifiable information are aware of their responsibilities and obligations to respect patient confidentiality.
6. **Understand and comply with the law** - Every use of patient-identifiable information must be lawful. Each department must have someone responsible for ensuring that the organisation complies with legal requirements.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature:**Date:**

Line Manager's Name:

Line Manager's Signature:**Date:**

PERSON SPECIFICATION

	<u>Essential</u>	<u>Desirable</u>
<u>Education and Qualification</u>	Background in Administration, Business, Law, Health or Social Work or 2 years in an office environment RSA II or equivalent NVQ Level 3 in administration or equivalent experience	Working towards a CCAB qualification
<u>Knowledge and Experience</u>	Experience of working in the NHS environment Knowledge of the DPA, GDPR, AHR, FOIA	Experience of multi agency/professional working Experience of working of the RiO information system, Safeguard, PDT, NTWPI and Health Records
<u>Skills and Competencies</u>	Excellent interpersonal and diplomacy skills Excellent presentation skills both written and verbal Information technology skills including email, internet, spreadsheets, database Communication & Organisational skills	
<u>Role/Team specific requirements</u>	Confident. Self-aware. Flexible Able to work in a rapidly changing environment. Self-confidence and resilience when dealing with difficult situations Ability to successfully implement and manage change Able to learn from constructive criticism	

	Ability to meet tight deadlines within a pressurised work environment	
<u>Personal Characteristics</u>	<p>Ability to work under pressure and meet tight deadlines</p> <p>Proven credibility to achieve and maintain quality relationships with consumers internal and external</p> <p>Highly motivated and enthusiastic</p> <p>Willing to learn and constantly updated knowledge base</p> <p>Understanding of sensitivity of this work</p> <p>Confidentiality</p> <p>Good team worker</p>	
<u>Additional Requirements</u>	Able to meet the mobility requirements of the post	