Senior Officer

## Job details

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| Job title: | Information Governance Senior Officer |
| Term: | Fixed term for 1 year |
| Department: | Governance  This may be a static or rotational post but will include working across all four Governance domains to meet the needs of the department. |
| Location: | Remote with occasional travel |
| Reporting to: | Information Governance Lead |
| Direct reports: | None |
| Accountable to: | Director of Governance and Quality |
| Job purpose: | To act as a senior non-clinical officer within the Governance department ensuring key activities are completed in relation to the Governance agenda, framework, and strategy. To support Governance Leads, Directors and the wider team to achieve their objectives with regards to the four key domains identified within the governance structure. These are:   * + Experience & Feedback   + Information Governance   + Safety & Risk   + Quality & Compliance |
| Role and Responsibilities | **Information Governance**  **Support the IG Lead and wider team to:**  Scrutinise, monitor, review and report on IG activities including  protocols, procedures, statutory and regulatory compliance. These  include but are not exclusive to:   * + Record of processing activities (ROPA)   + Data protection impact assessments (DPIA)   + Data sharing agreements (DSA)   + IG audits   + ISO 9001 and 27001 compliance   + Governance of clinical information   + Due diligence compliance   + Ensuring record archiving   + Managing and processing subject access requests and ensuring these meet statutory timeframes and SLA’s   + Supporting with data breach incident investigations   + Collation of documentation including surveys, toolkits, questionnaires   + Understand the use of systems and processes throughout the organisation including the different patient management systems, Radar risk management system and the ticketing system   + Produce monthly reports relevant to this domain for the Leadership team and wider business as required   + Other ad hoc duties |
|  | **Experience & Feedback**  **Support the Experience & Feedback Lead and wider team to:**  Scrutinise, monitor, review and report on experience and feedback.  activities including protocols, procedures, statutory and regulatory  compliance. These include but are not exclusive to:  **Complaints**   * + Process complaints as reported, allocating them and liaising with the investigator to ensure SLAs are met and appropriate actions have been taken to close these off.   + Ensure investigations and responses are appropriate, checked and sent out within SLA’s.   + Ensure serious complaints are processed as reported, ensuring immediate actions/allocation in accordance with Radar permissions for investigation. This may involve telephone escalation.   + In conjunction with Operational/Clinical teams, implement improvement plans with SMART objectives where compliance is not achieved, and follow through until compliance has been met to ensure loop closure.   + Ensure lessons learned are captured and shared with designated people.   + Ensure complaints are escalated accordingly e.g., Ombudsman   + Compiling reports, analysing, and presenting data.   + Supporting with training where required.   **Shared decision making/service user centred values/access to care**   * + Support processes that enhance service users’ shared decision making, involvement in care decisions, accessible processes ensuring the service users journey and experience of VHG are positive.   + Collaborate with key stakeholders to improve the service user and community voice (e.g., working with service user ambassadors)   + Increasing ways where service user engagement can mould future decisions/quality improvement.   **Feedback**   * + Extract, synthesise and distribute PSQ/F&F and other service user and carer feedback data as applicable.   + Obtain feedback externally from customers e.g., GP satisfaction surveys   + Support new and innovative ways of obtaining feedback.   + Produce monthly reports relevant to this domain for the Leadership team and wider business as required.   + Other ad hoc duties |
|  | **Safety & Risk**  **Support the Safety & Risk Lead and wider team to:**  Scrutinise, monitor, review and report on safety and risk activities including protocols, procedures, statutory and regulatory compliance. These include but are not exclusive to:  **Incidents, serious incidents, significant events and near misses**   * + Process incidents as reported, allocating them and liaising with the investigator to ensure SLAs are met and appropriate actions have been taken to close these off.   + Ensure investigations and responses are appropriate, checked and allocated within Radar within SLA’s.   + Process serious incidents as reported, ensuring immediate actions where appropriate and allocating them in accordance with Radar permissions for investigation. This may involve telephone escalation.   + Ensure Critical Incident Reports/Non-Conformances are investigated, and actions are checked and completed within SLA’s.   + In conjunction with Operational/Clinical teams, implement improvement plans with SMART objectives where compliance is not achieved and follow through until compliance has been met to ensure loop closure.   + Ensure lessons learned are captured and shared with designated individuals.   + Support PSIRF/LFPSE national requirements working with key stakeholders to create specific documents and processes as directed.   + Monitor Duty of Candour/coroners events/hearings ensuring appropriate documentation is accessible and recorded.   + Support the population of RCA’s/Deep dives as directed by the Lead and wider team.   + Support the lead ensuring the RCA action log is completed and concerns are closed off within designated timeframe.   **Safety Alerts**   * + Support the lead to ensure appropriate safety alerts are disseminated and actioned accordingly. Ensure Safety Alerts log is up to date and legible.   **Business Continuity Plans**   * + Support the lead to ensure BCP’s are in place, audited, and tested according to schedule.   **Litigation**   * + Support nominated people in the effective management of litigation claims and notifications of potential claims including storing documentation and offering/delegating administrative support.   **Risk Registers**   * + Assist in the population of the Governance risk register and carry out audit/snap-checks in other services.   **Medicines Management**   * + Support the clinical team to ensure medicines management and other related compliance and audit checks are completed and compliant.   **Infection Prevention & Control**   * + Support the IPC Lead to meet IPC objectives, regulatory and statutory compliance and the annual IPC plan   + Other ad hoc duties   **Reports/documentation**  Produce monthly reports relevant to this domain for the Leadership team and wider business as required. |
|  | **Quality & Compliance Support the Quality & Compliance Lead and wider team to:**  Scrutinise, monitor, review and report on quality and compliance activities including protocols, procedures, statutory and regulatory compliance. These include but are not exclusive to:  **Documentation/reports**   * + Document control including management of the register.   + Completion of quality reports for internal meetings (e.g., QGG data) and external customers, presenting these as required   + Produce monthly reports relevant to this domain for the Leadership team and wider business as required.   + Support the team for all quality assurance/quality improvement tasks on a rolling basis.   + Support the Leads and wider team with preparation/reports for key meetings (e.g., QGG monthly). This will include assisting with agenda items, actions and ensuring minutes are taken.   + Feed into any VHG groups who require compliance information/ support as agreed by the Lead.   + Support the gathering/collation of the annual NHS Quality Account   **Clinical and non-clinical audit**   * + Ensure recording and reporting on compliance of all clinical and non-clinical audits across the business. Clinical relates to all clinical environments for MSK, Dermatology and MH and any other clinical portfolio that VHG may expand into.   + Workforce compliance, working in collaboration with HR and L&D to ensure mandatory training, DBS and professional body checks are completed.   + Ensure management of the central audit schedule and register   + In conjunction with Service Leads/Line Managers/Clinical Leads ensure improvement plans with SMART objectives are completed and logged within agreed timeframes. Escalate concerns where compliance is not achieved and follow this through for loop closure and shared learning. Add to risk registers as applicable.   + Other ad hoc duties   Accreditations/Certifications   * Support key stakeholders and the wider team in maintaining accreditations e.g., ISO 9001 Quality Management System/ISO 27001/CQC compliance/business compliance   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * + Be aware of the impact of your behaviour on others.   + Ensure that others are treated with fairness, dignity, and respect.   + Maintain and develop your knowledge about what EDI is and why it is important.   + Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.   + Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.   + Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** |  |  |
| **Experience** | * + At least one year’s experience in a compliance role relevant to the four domains   + Use of Microsoft and other E-Systems including excel spreadsheets.   + Use of record keeping systems   + Understanding of statutory and regulatory requirements within healthcare and why these are important.   + Training and development of others |  |
| **Skills/knowledge** | * Understand the importance of SLA, KPI’s and meeting deadlines. * IT literate – intermediate level minimum * Ability to lead due diligence and information gathering processes. * Ability to lead audits. * Ability to lead quality improvement plans/mitigation plans/RCA logs |  |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Ongoing personal learning and development * Evidence of values that are consistent with the NHS constitution, VHG values and vision. * Interpersonal skills to engage and develop working alliances with colleagues and key stakeholders. * Evidence of an openness to learning new knowledge and skills. * Excellent verbal and written communication skills * High level of enthusiasm, motivation, and drive * Ability to work under pressure and using own initiative. * A commitment to supporting and facilitating diversity and inclusion within the team. * Excellent time management skills * Approachable, compassionate, and empathetic |  |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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