NHS
University Hospitals of North Midlands
NHS Trust

Job Description and Person Specification

PROUD TO CARE

Together

Compassion

Safe

Improving

Join the UHNM Family

University Hospitals of North Midlands NHS Trust is one of the largest and most modern in the country. We serve around three million people and we're highly regarded for our facilities, teaching and research.

The Trust has around 1,450 inpatient beds across two sites in Stoke-on-Trent and Stafford. Our 11,000 strong workforce provide emergency treatment, planned operations and medical care from Royal Stoke University Hospital and County Hospital in Stafford.

We are a specialist Major Trauma Centre for the North Midlands and North Wales. Happy staff make for happy patients, and with the help of both we have put together a wide range of development and support packages aimed at ensuring that everyone. The Trust has the opportunity to fulfil their potential and meet their aspirations as well as the tools to provide great care.

Our mission to provide the very best health care includes recruiting the best people. Our goal is to be a world-class centre of achievement, where patients receive the highest standards of care and the best people come to learn, work and research.

The Trust also has a vibrant charity arm, UHNM Charity, which provides funds to enable University Hospitals of North Midlands NHS Trust to purchase state-of-the-art medical equipment and to enhance and improve patient experience and comfort.

Many of our staff are passionate about the service they provide and want to be part of something special. You can find out more about how our staff and patients are helping to improve the health, comfort and hospital experience of local people every day at www.uhnmcharity.org.uk

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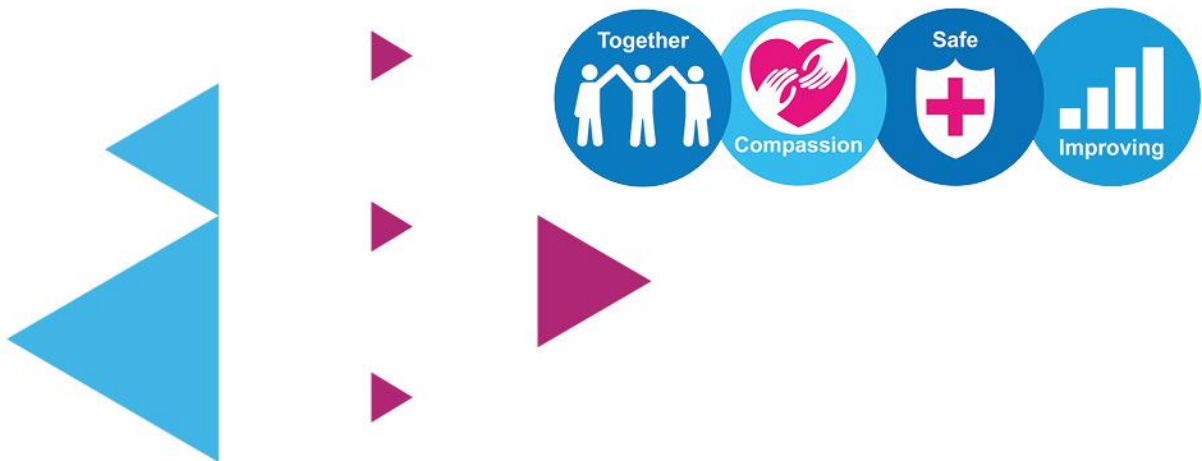
Values & Promises

We have four core values and promises that were co-created by our staff, patients and carers.

Together
- We are a Team – I will be considerate, help others to achieve our goals and support others to make positive changes
- We are Appreciative – I will acknowledge and thank people for their efforts and contributions
- We are Inclusive – I will be open and honest, welcome people's views and opinions and involve people in decisions that affect them

Compassion
- We are Supportive – I will be empathetic and reassuring. I will support and encourage people when they need it
- We are Respectful – I will treat people fairly, with respect and dignity, protect their privacy and help them to feel comfortable
- We are Friendly – I will be welcoming and approachable. I will make eye contact, say hello and introduce myself #hellomyname is

Safe
- We Communicate Well – I will explain clearly, share relevant and timely information and keep people updated
- We are Organised – I will plan ahead, manage my time well and be prompt in what I do
- We Speak Up – I will contribute to ensuring healthy and constructive feedback for all so we can feel safe to challenge inappropriate care and behaviour and promote our values

Improving
- We Listen – I will welcome people's views and ideas, invite people to ask questions and share their opinions and respond to what I hear
- We Learn – I will share best practice, celebrate good performance and support others to use their skills, learn and grow
- We Take Responsibility – I will have a positive attitude, act and encourage people to take the initiative and make improvements

Division: Central Functions

Job Title: DSP Facilitator (Systems)

Band: 5

Location: IM&T Department, RSUH

Hours: 37.5 hours per week (Monday – Friday)

Managerially accountable to: DSP Manager (Systems)

Professionally accountable to: Head of DSP/ DPO

Role Summary

The post holder will support the Data, Security & Protection (DSP) Manager with the implementation of DSP standards and legislation across the Trust by:

- providing support to the DSP Manager in the implementation and promotion of the Trust's DSP agenda and policies;
- assisting in the completion of the annual Data Security & Protection (DSP) toolkit;
- completing an annual data flows report and maintaining an up to date data flows register for all Trust departments, acting on any areas of concern;
- providing advice and assistance in the audit and completion of information sharing agreements, data privacy impact assessments and digital technology assessments across the Trust;
- facilitating DSP training across the Trust and updating statistics for compliance rates;
- assisting in managing DSP risks;
- providing advice regarding data processing and general DSP queries, and liaising with Trust staff as necessary to promote DSP best practice and legal requirements;
- providing statistical information for key performance indicators for the Trust's Executive DSP Group;
- attending and contributing to the DSP Operational Group and other Trust and regional meetings as necessary;
- Assisting in the annual audit programme and liaising with clinical teams where areas for improvement have been identified;
- Co-ordinating and supporting the DSP Manager with specialist projects.
- Undertake manual handling assessments for DSP and Health Records Teams

Key Areas/Tasks

Key Areas/Tasks

- Communicate complex, possibly contentious DSP performance updates and issues to the management team, operatonal group meetings or to Directorate information asset owners.

- Communicate and liaise with all staff groups at all levels across the Trust to provide advice on all aspects of DSP, and to escalate issues to the DSP Manager as necessary.

- Represent the department to all users in a polite and helpful manner either noting requirements to be passed to the appropriate DSP member or dealing with requests as appropriate.

- Liaise with external contacts regarding DSP, as required.

- Attend and contribute to the Trust's DSP Operational Group, Cyber Security Operational Group and other Trust or regional meetings as necessary.

- Assist in ensuring the DSP pages on the intranet and Trust internet pages are kept up to date and relevant.

- Support in monitoring, developing, and reviewing corporate strategies, policies and systems to ensure appropriate compliance with relevant national legislation and NHS guidance, and ensuring that associated risk is successfully managed.

- Support the DSP Manager with the analysis and interpretation of national and local DSP initiatives and manage the implementation of these initiatives.

- Maintain effective working relationships with Trust staff, patients and the public.

- Assist in monitoring the Trust's incident reporting system, taking action as required with the guidance.

- Liaise with Trust departments and managers as necessary to investigate possible DSP breaches, and report to the DSP Manager to discuss possible action plans.

- Analyse a wide range of business critical information, requiring comparison to a range of options.

- Produce detailed reports to identify gaps in current compliance and develop action plans to address these.

- Provide information and reports to colleagues, Divisional Meetings, Directorate Meetings and Trust meetings as required.

- Manage the DSP asset register to ensure it meets compliance with latest guidance.

- Support the DSP Manager in identifying priorities and risks suitable for inclusion in the annual audit programme.

- Plan and co-ordinate multi-professional meetings to ensure appropriate review and completion of DSP documentation, as part of the due diligence process, prior to procuring a digital system.

- Organise and prioritise own workload, ensuring timely completion of tasks.

- Manage the DSP evidence document management library to include uploading and validation of evidence in readiness for DSP toolkit submission.

- Manage the asset folder and associated documentation, to include uploading and validation of items

- Lead and implement on DSP projects, as required, ensuring these are implemented within agreed timeframes.

- Support the DSP Manager with the identification and implementation of digital systems/ processes where a digital need has been identified within the team.

- Assist the DSP Manager in the coordination and implementation of the DSP systems improvement plan.

- Organise and maintain relevant DSP databases and registers (eg, DSP toolkit, Asset Register, etc).

- Use key board skills as part of the job role.

- Use advanced IT skills when manipulating data.

- Manipulate and analyse data, utilising 365 tools such as sharepoint / excel / forms and power apps

- Ability to sit at a desk/screen for long periods of time.

- Ability to participate as a member of the DSP team, visiting a number of clinical and non-clinical areas across both sites, to meet requirements of the DSP toolkit and latest legislation.

- Ensure a high level of service at all times to internal and external colleagues, to clients, patients and the general public.

- Provide support and cover, during periods of absence, to maintain continuity of service.

- Assist patients and staff in accessing personal/health information as appropriate.

- Maintain good working relationships and work as an effective team member.

- Ensure own work is of a high standard.

- Participate in annual appraisals.

- Support and advise staff in the investigation of adverse incidents, ensuring completion within the agreed timeframes and actions implemented.

- Implement DSP policies and procedures within own work area and identify areas for improvement.

- Ensure maximum learning is gained and measures are taken to improve data, security and protection for patients and staff.

- Conform with Trust and Divisional policies in respect of confidentiality, health and safety, and data protection.

- Actively work towards achieving standards set by the Department and to be proactive in identifying areas for improvement.

- Challenge in a positive manner current working practices and promote a culture of continuous improvement.

- Adapt to change within your own and the Department's environment.

- Participate in the collection, validation, analysis and presentation of DSP information for the Executive DSP Group and the DSP toolkit.

- Maintain information systems in relation to allocated projects.

- Ensure data is stored, shared and accessed in line with best practice and identify risks or non compliance.

- Ensure data is stored, shared and accessed in line with the Trusts agreed information classification and labelling arrangements.

- Maintain a good working knowledge of the Trusts 365 and sharepoint environment

- Provide DSP training to raise awareness and promote best practice.

- Responsible for maintaining DSP systems sharepoint site, ensuring correct storage and retrieval of information.

- Produce statistical information relating to DSP to support the requirements of the Trust.

- Ensure information is processed in accordance with DSP procedures.

- Support the annual review of all DSP documentation.

- Undertake relevant DSP audits, surveys, and patient/staff questionnaires, as required.

- Investigate and analyse potentially complex incidents at a first line level or escalate to DSP Manager and provide appropriate support to remediate.

- Work autonomously within appropriate occupational guidelines/protocols and procedures.

- Manage own workload with limited supervision

- Work to own initiative to support the implementation of the DSP Framework.

- Manage conflicting priorities

- Undertake light physical effort such as sitting, standing and walking.

- Frequent concentration required in checking documents as part of post holders predictable work pattern.

- Frequent concentration required for writing in depth complex reports as part of post holders predictable work pattern.

- Frequent concentration required for data inputting, analysis of information and production of statistics, using data from multiple data sources, as part of post holders predictable work pattern.

- Frequent interruption through the demands of meetings, department needs, providing advice in situations that can be classed as potentially urgent.

- Action or escalate to the DSP Manager on the occasion where the postholder is indirectly exposed to external or internal contentious/distressing requests (for information) from patients (including complaints), the public (including MPs and the media) or staff.

- High level of VDU use is required on a continuous basis in fulfilling the duties of the post

- Work in a variety of areas across both hospital sites.

- Undertake manual handling assessments for DSP and Health Records Team. Support the Head of DSP and Health Records in meeting the required Health and Safety legislation as outlined in Trust policies.

Personal/Professional Development

- To take every reasonable opportunity to maintain and improve your professional knowledge and competence
- To participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.

Health and Safety

- To take reasonable care for your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- To co-operate with University Hospitals of North Midlands (NHS) Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to.
- To comply and adhere to individual and role specific responsibilities as stated in the Trust Health and Safety Policy (HS01) and all other Health and Safety related policies.

Equality and Diversity

UHNM is committed to the implementation of the Equality, Diversity and Inclusion Policy Which ensures equal opportunities for all. UHNM is also committed to embracing diversity and eliminating discrimination in both its role as an employer and as a provider of services. It aims to create a culture that respects and values each other's differences, promotes dignity, equality and diversity and encourages individuals to develop and maximise their potential. All staff are required to observe this policy in their behaviour to other workers and patients/service users

Infection Prevention

Infection Prevention is the obligation of every employee both clinical and non-clinical at the University Hospitals North Midlands NHS Trust. Driving down healthcare associated infection is everyone's responsibility and all staff are required to adhere to the Trust's Infection Prevention policy

All staff employed by the UHNM Trust have the following responsibilities:

Trust Dress Code
- Trust approved uniform/dress code must be adhered to
- When in clinical areas **all** staff must be bare below the elbow, without wrist watches, stoned rings, wrist jewellery, false nails, nail polish or plaster casts
- No personal bags to be worn during clinical duties

Hand Hygiene
- Decontaminate your hands as the per 'The five moments of hand hygiene'

Own Practice
- Lead by example
- Encourage and praise good practice
- Be prepared to accept advice about your own practice

Decontamination
- Ensure that equipment you have been using or about to use has been decontaminated effectively
- Ensure that you are aware of the Trust approved cleaning products, and follow a safe system of works

Trust Policies
- Ensure that you know and strictly follow relevant Infection Prevention policies for your role and apply standard precautions at all times, which is available in the Infection Prevention Manual on the UHNM intranet

Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality

All staff are responsible for ensuring they are familiar with and adhere to the Trust's policies, procedures and guidelines with regards to the Data Protection Act, General Data Protection Regulation (GDPR) and the NHS Code of Confidentiality. This includes confidentiality, information security, cyber security, secondary use and management of records.

Staff have a responsibility in protecting the "rights and freedom" of natural persons (i.e. live individuals) and to ensure that personal data is not processed without their knowledge, and, wherever possible, that it is processed with their consent. Processing includes holding, obtaining, recording, using and disclosing of information and applies to all forms of media, including paper and images. It applies to both patient and staff information

Hence staff must ensure confidentiality is maintained at all times, data is recorded accurately and you only access this information as part of your job role

Safeguarding Children, Young People and Adults with care and support needs

All staff are responsible for ensuring that they are familiar with and adhere to the Trusts Safeguarding Children and Adults policies, procedures and guidelines. All health professionals who come into contact with children, parents, adults with care and support needs and carers in the course of their work have a responsibility to safeguard and promote

their welfare as directed by the Children Acts 1989/2004 and the Care Act 2014. Health professionals also have a responsibility even when the health professional does not work directly with a child or adult with care and support needs but may be seeing their parent, carer or other significant adult.

All staff are required to attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to their role

This job description is not intended to be an exhaustive list and may be subject to change from time to time. All documents referred to throughout this Job Description can be found on the Trust's intranet, or alternatively copies can be obtained from the Human Resources Directorate

Sustainability

Sustainability and Corporate Social Responsibility are fundamental to the way the University Hospitals of North Midlands NHS Trust (UHNM) work. The Trust has developed a Sustainable Development Management Plan (SDMP): '*Our 2020 Vision: Our Sustainable Future'* with a vision to become the most sustainable NHS Trust by 2020. In order to achieve this, we need the support of all staff. As a member of staff, it is your responsibility to minimise the Trust's environmental impact and to ensure that Trust resources are used efficiently with minimum wastage throughout daily activities. This will include minimising waste production through printing and photocopying less, reducing water waste and when waste is produced, it is your responsibility to segregate all clinical waste correctly and recycle. Switch off lights and equipment when not in use, report all faults and heating / cooling concerns promptly to the Estates Helpdesk and where possible minimise business travel. Where the role includes the ordering and use of supplies or equipment the post holder will consider the environmental impact of purchases.

SWITCH to a Sustainable UHNM is a campaign that focuses on the sustainability of the Trust and how we can use resources more effectively to provide better patient care, improve our health and work place. SWITCH is looking to recruit as many Champions as possible to help to bring the campaign to colleagues in their departments / wards and bring SWITCH to life. If you are interested in becoming a SWITCH Champion please contact switch@uhns.nhs.uk

Disruptive Incident & Business Continuity

The Trust needs to be able to plan for, and respond to a wide range of incidents and emergencies that could affect health or patient care. These could be anything from severe weather to an infectious disease outbreak or a major transport accident.

All staff are required to have an awareness of the Trust's business continuity arrangements, as a minimum. All staff will be required to;
- To know how to identify a business continuity incident and the method for reporting;
- To have an awareness of local business continuity arrangements;

- To participate in awareness, training and exercises, as required;

In the event of a disruptive incident, all Trust employees will be required to attend work if they are fit and well and able to do so in line with a Trust risk assessment   Those who are clinically qualified will be required to work flexibly across the Trust to meet the service need in clinical areas. This will include front line clinical staff who will be expected to cover alternative duties as and when required in order to ensure that all essential services are maintained.

Signed Employee _____   Print _____   Date _____

Signed Manager _____   Print _____   Date _____

Data, Security & Protection Facilitator

Person Specification

	Specification	Criteria		Evidence
		Essential	Desirable	
Essential Qualifications	• Educated to degree level or equivalent level of educational attainment, or ability to demonstrate equivalent experience and training	✓		A
	• Evidence of higher level study at Masters Level; Alternatively working knowledge and experience at an equivalent level		✓	A
	• Portfolio of certified/accredited professional development activity undertaken in relevant areas		✓	A
Knowledge, Skills, Training and Experience	• Experience of communicating with the Information Commissioner's Office and other relevant external third parties (council, government, police, system providers, etc).	✓		A/I
	• Experience in asset management to include information sharing agreements, data privacy impact assessments and contract reviews.	✓		A/I
	• Proficient in the use of Microsoft office: Word, Excel, access and Power-point	✓		A
	• Good working knowledge of other software applications		✓	A/I
	• Involvement with inspections, accreditations and external reviews		✓	A/I
	• Involvement with investigations and action		✓	A/I

Criteria	E	D	Method
planning			
• Ability to identify/manage DSP risks, and negotiate solutions.		✔	A/I
• Experience in the management, sharing and monitoring of large amounts of data and information.	✔		A/I
• Knowledge of the DSP agenda including the DSP toolkit and the requirements placed upon NHS bodies.	✔		A/I
• Good understanding of the wider data, security & protection agenda.		✔	A/I
• Experience of delivering projects and reports within set timescales		✔	A/I
• Report writing to all levels of the organisation	✔		A/I
• Good understanding of wider governance agenda	✔		A/I
• Use of effective project & change management methods	✔		A/I
• Good oral, written and presentation skills.	✔		A/I
• Good observational skills			A/I
• Analytical problem solving skills.	✔		A/I
• Ability to recognise and resolve problems, referring where appropriate.	✔		A/I
• Undertaken some form of evaluation; such as audit	✔		A/I
• Good understanding of information and privacy risks	✔		A/I
• Experience of using systems such as DATIX, SharePoint and Excel to ensure information is in a usable format.	✔		A/I
• Experience of analysing data and presenting in a user friendly format	✔		A/I
• Experience of working in an NHS organisation		✔	A/I
• Ability to work as part of the wider team	✔		A/I

Personal Qualities				
Personal Qualities	• The ability to diplomatically deal with users and other Trust staff.	✔		I
	• Ability to manage own work and prioritise in order to meet deadlines.	✔		I
	• Requires flexible attitude to prioritisation of workload due to the dynamic nature of the service	✔		I
	• Multi-tasking ability required to deal with multiple incidents awaiting resolution.	✔		I
	• Ability to handle confidential information Competent in the Microsoft Office 365 suite of programmes	✔		I
	• Ability to travel to and work across multiple sites	✔		I