

Families & Communities



<i>Families and Communities Children and Families</i>		
Post Title	Grade	Role Type
Access to Personal Information Officer	G6	

Our Vision – A county where big ambitions, great connections and greener living give everyone the opportunity to prosper, be healthy and happy

Our Outcomes – Everyone in Staffordshire will:

- Have access to more good jobs and share the benefit of economic growth
- Be healthier and more independent for longer
- Feel safer, happier and more supported in their community

Our Values – Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- **Ambitious** – We are ambitious for our communities and citizens
- **Courageous** – We recognise our challenges and are prepared to make courageous decisions
- **Empowering** – We empower and support our people by giving them the opportunity to do their jobs well.
- We will work to ensure that Staffordshire education and skills system is the passport to opportunity for our children and young people
- We will work to ensure that Staffordshire Looked after children and are cared for in their family or extended family network
- We will recognise that Statutory interventions are a last resort
- We will work towards ensuring that Staffordshire children where possible are cared for within Staffordshire
- We will recognise and build upon the strengths of Staffordshire children and families

About the Service

Our aim is to create an environment where families are supported to stay together safely and live well in their communities by building on their strengths.

This is the right thing to do. Families tell us they do not want to be in services and evidence says that lives are better when needs can be met early within the family or community.

Working in this way is also more sustainable. We can support more families to live better lives if we focus on addressing needs as early as we can. This report details the changes we have already made across the children and families system.

We will continue to build a strengths-based approach which will promote a culture of inclusion and support to enable children to achieve their best outcomes.

Reporting Relationships

Responsible to: Access to Personal Information Manager

Responsible for: N/A

About the role

The Access to Personal Information Officer will be required to respond to subject access requests, and requests to rectify or erase records held within the children's system. The post holder will be handling highly sensitive information and as such will be required to build a relationship with the requestor to clarify their request and help them to understand their past through the release of information.

Key Accountabilities:

1. Conducting and coordinating the delivery of subject access requests for Specialist Social Care Services within an agreed timescale, in line with GDPR.
2. Using relevant IT case management systems to check Childrens files, redact relevant information and prepare the information for release to the requestor; following current guidance, policy and procedures and in line with GDPR
3. Deal with requests from the public in a timely and consistent way with professionalism and empathy
4. Provide necessary support to the requestor receiving the subject access information and offer guidance through the case file process and the post release of files that they may require.
5. Identify requests that would benefit from the specialist support of a social worker and refer them to the Senior Access to Personal Information Officer.
6. Support and provide guidance on statutory checks on relevant case management systems and making recommendations that need to be delivered in line with the agreed Statutory Checks policy and procedure.
7. Supporting the Information Governance Unit and Legal Services in checking relevant IT systems for data and information requests in a timely and efficient approach
8. Support and provide guidance on information sharing requests on open and closed cases on behalf of the line manager and follow appropriate legislation and policies.

Professional Accountabilities:

The post holder is required to contribute to the achievement of the Council objectives through:

Financial Management

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

People Management

Engaging with People Management policies and processes

Equalities

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

Climate Change

Delivering energy conservation practices in line with the Council's climate change strategy.

Health and Safety

Ensuring a work environment that protects people's health and safety and that promotes welfare and which is in accordance with the Council's Health & Safety policy.






Safeguarding

Commitment to safeguarding and promoting the welfare of vulnerable groups.

The content of this Job Description and Person Specification will be reviewed on a regular basis.

I = Assessed at Interview

[illegible]

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
	Qualifications/Professional membership <ul style="list-style-type: none"> To possess appropriate level 3 qualification or relevant experience. 	A/I
 	Knowledge and Experience <ul style="list-style-type: none"> Understanding of the impact of GDPR and Freedom of Information requirements on social work practice Experience of working in a Team environment to produce relevant reports and plans Experience of dealing with members of the public in an empathetic way Experience in a range of aspects of a social care role to support adults and young people accessing personal information Understanding of the key pieces of legislation in place in respect of children's welfare and safeguarding Experience of working in partnership with colleagues and external organisations that require personal information Sound knowledge of child development Understanding of service quality standards and performance management processes Extensive knowledge, understanding and application of IT programmes such as MS Word, Excel, Powerpoint and Outlook 	A/I A/I A/I A/I A/I A/I A/I A/I A/I
 	Skills <ul style="list-style-type: none"> An ability to prioritise work and manage competing demands High level recording and report writing skills Have excellent interpersonal and engagement skills Working in partnership with colleagues to achieve aims and priorities Excellent Communication skills to share data and information Quality checking and validation processes 	A/I A/I A/I A/I A/I A/I



If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview.

We are proud to display the **Disability Confidence Symbol**, which is a recognition given by Jobcentre plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention and career development of disabled people.

If you need a copy of this information in large print, Braille, another language, on cassette or disc, please ask us by contacting
Shared Services on 01905 947446