



Coventry City Council

Job Description

Job Title:	Information Governance Advisor (Welfare Caller)	Job Number:	P1329D
Service:	Law & Governance	Post Number:	
		Grade:	Grade 4

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the umbrella and spirit of Community COVID Advisors, accountable to (COVID-19) Team Leaders, you will be supporting our communities to keep safe and provide local information so that a targeted response can be mobilised as needed to keep Coventry Safe. You will be responsible to advise, communicate and raise awareness for information governance, with particular emphasis on Health and Social Care Department preventative measures against COVID 19 and Public Health England guidance. This will be achieved through:

- Offering support and advice to communities, public and businesses by supporting the management, communication and awareness of Department of Health and Social Care arrangements in support of COVID 19 preventative measures and best practice.
- Raising awareness and understanding of COVID-19 issues, standards, policy and best practice within the Council and other partner agencies.
- Day-to-day operation of COVID-19 Taskforce systems and procedures and Department of Health & Social Care Welfare checks.
- Update and maintenance of processes and systems in relation to COVID-19 and Welfare Check intelligence and feedback.
- Monitoring compliance with corporate and Department of Health & Social Care information and corporate policies.
- Providing advice and guidance on compliance with relevant Department of Health & Social Care measures and Welfare (COVID-19).

Main Duties and Responsibilities:

1. Responsible for processing information and intelligence, including communication with public, businesses and internal teams, advising, informing and explaining COVID-19 guidance measures, as appropriate.

2. Represent and champion the Council's commitment in keeping communities safe in respect of COVID-19 advice and guidance and cascading input from contacts across Council directorates or associated communication routes.
 3. Provide support to residents, businesses and other council employees and teams on a range of intelligence in relation to COVID-19 including governance compliance issues. Assist in applying corporate information governance standards for the authority / Department of Health and Social Care and promote good practice and fair processing.
 4. Provide information and guidance to other service areas on any COVID-19 issues or related queries.
 5. Work with other service areas and Department of Health & Social Care to undertake the Welfare telephone check calls and ensure information is provided in line with Department of Health and Social Care standards.
 6. Compile management information and analyse Department of Health & Social Care and corporate information as part of the Welfare Check process.
 7. Actively participate in the Community COVID Advisor and Welfare Check project (or any future evolving related projects), that have a cross-Council impact, including duties such as telephone/interviewing and desk research, data gathering, analysis of output and documentation of results, maintaining close liaison with directorate business teams.
 8. Support the team's work to ensure effective provision for individuals' information rights under Data Protection and Freedom of Information Acts, and Environmental Information Regulations.
 9. Support other advisors in the absence of the COVID-19 Team Leader as and when required.
 10. Represent the team, Council and Department of Health & Social Care as ambassadors to promote COVID-19 safe communities.
 11. Help maintain positive relations within our communities, internal staff and partner agencies.
 12. Represent the Authority at networking and benchmarking groups, sharing learning gained with the team and across the Council if required.
 13. Support team members where necessary in providing guidance and information and updates on risks and issues for the team in relation to the work.
 14. Assist with the ongoing implementation of the Community COVID 19 support network and task force.
 15. Undertake relevant training e.g. Data Protection, GDPR, Health & Safety at Work and take responsibility for maintaining your up to date knowledge and guidance in relation to COVID-19 and preventative measures in place, in association with Government and Department of Health and Social Care information.
 16. Assist in ensuring COVID-19 Information Governance guidance material is kept up-to-date.
 17. Any other duties and responsibilities within the range of the salary grade.
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All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Team Leader

Date Reviewed: August 2005

Updated: June 2021



Coventry City Council

Person Specification

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		Grade:	Grade 4

Area	Description
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Knowledge:	<ul style="list-style-type: none"> An up-to-date understanding of the issues, concepts and Government and Department of Health and Social Care guidance in relation to COVID-19.
	<ul style="list-style-type: none"> An appreciation of the digital requirements using IT systems and /or other digital processes to support information governance requirements.
	<ul style="list-style-type: none"> An awareness of other environment enforcement and regulations in relation to community support and businesses.
	<ul style="list-style-type: none"> An understanding of information governance standards including GDPR, data protection, privacy legislation (Human Rights Act 2000), records management, etc.
	<ul style="list-style-type: none"> An awareness of customer needs, including those with specific language or capability needs.

Skills and Abilities:	<ul style="list-style-type: none"> Ability to work as a team player, but able to prioritise own workload with the minimum of supervision.
	<ul style="list-style-type: none"> Well-developed communication skills at all levels within the Council and effectively to build rapport and relationships in the community.
	<ul style="list-style-type: none"> Digitally enabled to use digital tools to communicate and record information

Skills and Abilities: (Continued)	<ul style="list-style-type: none"> Ability to work well under pressure, in challenging situations and able to meet deadlines.
	<ul style="list-style-type: none"> Ability to analyse data and produce findings in a communicative format.

Experience:	<ul style="list-style-type: none"> Experience in adhering to relevant information governance discipline or of interpreting requirements of guidance and legislation.
	<ul style="list-style-type: none"> Practical experience in the use of digital tools and methods of communication.
	<ul style="list-style-type: none"> Understanding of information sharing protocols.
	<ul style="list-style-type: none"> Recent experience of delivering a customer service.
	<ul style="list-style-type: none"> Communicating to, and working effectively with, management and colleagues at all levels within an organisation and external customers.

Educational:	• Good educational background preferably to 'A' level or equivalent.
	• Professional qualification in relevant field e.g. Business Administration, Customer Service or equivalent experience in relevant field.
	• Demonstrate commitment to continuing personal and professional development.
Special Requirements:	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Date Reviewed: August 2005

Updated: June 2021