

## Job Description



<b>Job Title:</b>	<b>Data and IT Officer</b>
<b>Reports to:</b>	Associate Director of Quality and Corporate Services (ADQC)
<b>Location:</b>	Bury Hospice, Rochdale Old Road, Bury, BL9 7RG
<b>Purpose of Role:</b>	This post will support the Quality and Data team in the delivery of quality, audit, risk and improvement requirements for the Hospice ensuring compliance with regulatory, national and local legislation
<b>Hours:</b>	Full-time (37.5 hrs)
<b>Salary:</b>	£29,500 (WTE) – Band 4 Equivalent

### **Scope of Role:**

The post holder will take the lead role for the management, maintenance and development of clinical and non-clinical IT data systems across Bury Hospice services. Maintaining and developing new data extracts and processes. Providing routine data integrity and ensuring the production of accurate and timely data and information to meet the hospice clinical, operational and HR needs.

### **Job Summary:**

To be responsible for all Hospice IT hardware and software programmes and ensure consistent access for all departments across the hospice.

To support the quality and compliance function in all aspects of compliance including GDPR.

To manage and further develop the clinical reporting process, ensuring regular and robust information is available and used to direct current and future activity and providing exception reporting to enable corrective action where necessary.

Manage the process of data collection for key performance measures, reporting on KPI's to inform the hospice strategic data set, both clinically and non-clinically.

To be responsible for the management and development of the clinical data systems and provision of clinical data sets and dashboards in line with strategic goals and requirements.

To support the quality and compliance team in maintenance and development of the “Staff Care” e-rostering/HR system and the production of associated reports to the Senior Leadership Team.

To be active within the Quality and Data team with the support in the collation of and uploading evidence for the CQC and any other regulatory bodies and support staff and colleagues as appropriate.

To be the main point of contact for the external IT support provider, playing an active part in troubleshooting, highlighting and escalating areas of concern to senior leadership where appropriate.

### **Principal Duties and Responsibilities**

- Manage and provide statistical reporting information for all hospice needs both internally and externally for the Senior Leadership Team, Heads of Service, ICB, Hospice UK and other stakeholders.
- Manage and actively develop Hospice clinical and non-clinical IT information systems/platforms ensuring accurate and timely inputting and updating of status, events and individual information.
- Provide systems support to colleagues utilising the iCare, staffcare, Vantage and Bluestream software programmes.
- Manage, support and document IT related training for clinical systems, ensuring all staff are competent to use the systems.
- Configure bespoke update training packages where appropriate in liaison with clinical managers.
- Ensure all staff have basic IT competence to enable them to conduct e-learning packages.
- To support in ensuring compliance with and submission of the IG Toolkit
- Develop and maintain effective IT related policies / procedures and develop user manuals to assist staff induction.
- To maintain overall responsibility for all systems which provide service user performance management of the hospice and ensure robust information governance
- Pro-actively identify data quality issues within existing clinical systems and highlight any areas of concern with regard to the impact of data quality issues on the accuracy of analytical reporting and undertake appropriate action to eliminate data quality issues.
- Support the organisation to demonstrate organisational compliance with GDPR principles, implementing technical measures to protect information, maintain security and completing regular data protection impact assessments.
- To review, negotiate and provide feedback regarding Information Sharing Agreements/data processing agreements for the customers’ base and between other NHS organisations, Social Care and relevant agencies/organisations within the boundaries allowed by law.
- To ensure procedures are in place for the efficient and effective provision of information on all mandatory and internal reporting requirements. Ensuring all mandatory reporting requirements are submitted within the documented deadlines.
- To actively participate and support the Associate Director of Quality and Corporate services in the development, implementation and co-ordination of performance improvement initiatives.

- To assist the Associate Director of Quality and Corporate services in the identification of patient related outcomes and co-ordinate reports, activities and outcome reports to actively drive overall improvement and best practice.
- To support the Associate Director of Quality and Corporate services to prepare an annual Quality Account.
- To oversee service user experience feedback mechanisms (eg, I WantGreatCare.) Ensuring the collated information is prepared in a timely manner for Clinical Governance Committee and stored electronically.
- Interpret and present key quality/audit data in a timely manner for the Senior Leadership Team.
- To support the data elements relating to the compilation of the CQC submission.
- To provide in depth knowledge and expertise, and ongoing systems administration and systems support for the e-Rostering/HR product “Staff Care” to users and Workforce.
- To maximise the benefits of the e-Rostering/HR system, facilitating the continual development and improvement of functionality and use of the system across the organisation.
- Support payroll function with monthly extract functions from “Staff Care”, ensuring data flow is comprehensive, timely and accurate.
- Provide ongoing systems management for the hospice e-Rostering system, liaising with the software supplier and support to resolve any ad hoc systems issues / problems and escalate these as appropriate.
- To provide day to day IT systems support and troubleshooting; identifying and analysing problems and developing / communicating solutions.
- To be responsible for ensuring all aspects of system housekeeping, data integrity and security are managed.
- Manage and review system utilisation and error reports assessing risks and benefits associated with the system
- Manage system upgrades including assessment of functionality change, testing, communications, supplier liaison, implementation co-ordination and training and deal with complex queries escalated from managers.
- Work with external providers and IT support to ensure interfaces between the clinical systems and any other relevant systems/devices are fully tested and operating correctly following upgrades, new installations and routine servicing.
- Any other duties commensurate with the post outlined in the job description. Any changes will be made with reasonable notice, taking into account the circumstances of the Hospice and the post-holder.

## Our Values

To be successful and improve on our already strong foundations, we need to live our values and ensure they are reflected in all we do:



### ORGANISATIONAL RESPONSIBILITIES

- To adhere to all Bury Hospice standards, policies and procedures
- To take responsibility for own personal learning and development, and to support the learning and development of others and the organisation as a whole; a commitment to completing all training required and refreshing training as appropriate
- To conduct all work in a manner reflective of the organisational values and behaviours
- To comply with General Data Protection Regulation (GDPR); an understanding of and commitment to the appropriate handling of all confidential data
- To raise and escalate any safeguarding concerns appropriately and in accordance with Bury Hospice's Safeguarding Policy
- To comply with Bury Hospice's Health & Safety policy, ensuring all duties are carried out using safe and appropriate working practices in adherence with statutory regulations and guidelines
- To promote awareness of, and respect for, equality and diversity in accordance with Bury Hospice policies and procedures
- To follow Hospice processes in relation to incident reporting with the understanding that this enables continual learning and improvement across all operations
- To protect service users, visitors, employees and volunteers by observing Infection Prevention and Control policies and procedures
- To embrace the organisational culture of volunteering and to understand the responsibilities of all employees in relation to role managing volunteers
- To organise your own work and to ensure that it is accurate, meeting all quality targets and required deadlines

This job description is not exhaustive and serves only to highlight the main requirements of the role. The line manager may stipulate other reasonable requirements; the job description will be reviewed regularly and may be subject to change.

## Person Specification



**Role: Data and IT Admin**

It will be determined whether an applicant meets all of the required criteria from a combination of information provided during the initial application and interview process.

ATTRIBUTES		Essential	Desirable
QUALIFICATIONS	Relevant academic achievement with IT and / or data management (as appropriate)	✓	
KNOWLEDGE, EXPERIENCE & SKILLS	<ul style="list-style-type: none"> <li>• Practical experience of administration, data extrapolation, producing succinct reports in MS word and Excel</li> <li>• Advanced IT skills including skills such as database management, document management and secure drives</li> <li>• Some knowledge of risk management, clinical and corporate governance and its impact on the organisation</li> <li>• Clear understanding of the national and local healthcare agenda</li> <li>• Ability to interpret and apply national and local policy</li> <li>• Experience working in a multiple disciplinary organisation</li> <li>• Demonstrable experience in managing risk</li> <li>• Knowledge of IT systems within a healthcare setting</li> <li>• Knowledge of project management</li> <li>• Knowledge of proof-reading, understanding policy and procedures</li> <li>• Track record of embracing and supporting change management</li> </ul>	<ul style="list-style-type: none"> <li>✓</li> <li>✓</li> <li></li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> </ul>	<ul style="list-style-type: none"> <li></li> <li></li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li>✓</li> <li></li> <li></li> <li></li> </ul>

ATTRIBUTES		Essential	Desirable
	<ul style="list-style-type: none"> <li>● Ability to build relations and influence people at all levels.</li> <li>● Excellent organisational skills with the ability to work calmly and methodically when under pressure</li> </ul>	✓	
PERSONAL QUALITIES	<ul style="list-style-type: none"> <li>● A naturally collaborative team player</li> <li>● High personal integrity and commitment</li> <li>● Empathy with the aims and values of the Hospice</li> </ul>	✓ ✓ ✓	

### PRE-EMPLOYMENT CHECK

Upon offer of employment this post will be subject to satisfactory references and enhanced check with the Disclosure and Barring Service.