JOB DESCRIPTION

JOB DETAILS

Job Title	Data Quality Officer
Reports to	Information and Data Quality Manager
Band	4
Department/Directorate	Digital Services

JOB PURPOSE

Good data quality is essential for delivering high quality patient care and patient safety. Quality data plays a role in improving services and decision making, as well as being able to identify trends and patterns, draw comparisons, predict future events and outcomes, and evaluate services.

The post holder will identify areas where data quality needs to be improved and the subsequent actions to be taken, and carry out corrections to hospital systems where incorrect or missing data are identified.

They will assist with the implementation and maintenance of data quality and assurance projects across the Trust, developing and adopting new sustainable solutions to ensure effective and measurable improvements are achieved in information and data quality.

KEY WORKING RELATIONSHIPS

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

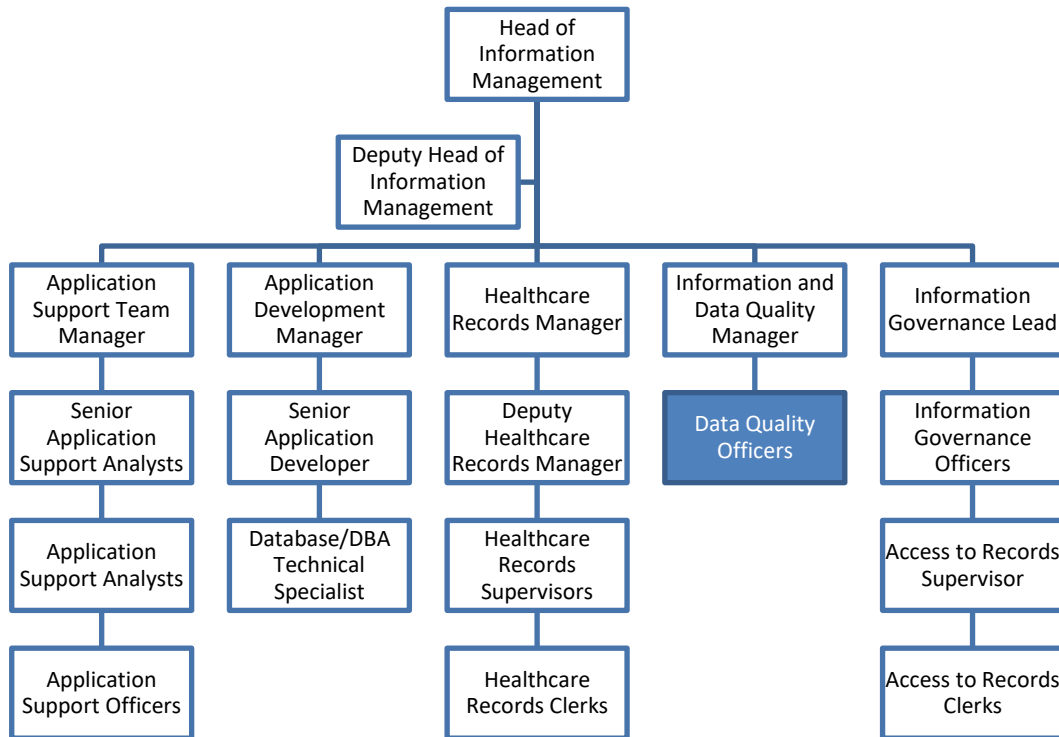Of particular importance are working relationships with:

Internal to the Trust

- Clinical Staff
- Administrative Staff
- Service Managers
- Application Support
- Healthcare Records
- Business Intelligence
- Information Governance
- Digital Services
- Colleagues at RD&E Hospital

External to the Trust

- GP Practices
- Other NHS and Social Care organisations
- Epic technical experts
- NHS England
- NHS Digital

ORGANISATIONAL CHART

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                    Head of
                  Information
                  Management
                        |
            Deputy Head of
              Information
              Management
                        |
    ┌───────────┬───────────┬───────────┬───────────┐
Application   Application   Healthcare   Information   Information
Support Team  Development   Records      and          Governance
Manager       Manager       Manager      Data Quality  Lead
                                         Manager
    |             |             |             |             |
Senior        Senior        Deputy        Data Quality  Information
Application   Application   Healthcare    Officers      Governance
Support       Developer     Records                     Officers
Analysts                    Manager
    |             |             |                           |
Application   Database/DBA  Healthcare                   Access to Records
Support       Technical     Records                      Supervisor
Analysts      Specialist    Supervisors
    |                           |                           |
Application                  Healthcare                   Access to Records
Support                      Records                      Clerks
Officers                     Clerks
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KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Monitor data quality workqueues in Epic and take the necessary action to resolve issues.

- Receive and manage chart correction tickets and liaise with other teams as necessary to resolve issues. Carry out corrections to Epic or other systems where incorrect or missing data are identified.

- Analyse information identifying areas of poor performance, trends of performance and providing benchmarks against other organisations.

- Monitor external data quality reports (e.g. SUS dashboards, DQMI, HED reports) to identify issues of data quality or completeness.

- Prepare and submit files to the Demographics Batch Service for batch tracing.

- Receive death notification reports and action them on Epic or other systems as necessary.

- Support the operational and corporate teams within the Trust in developing robust processes for data collection that are accurate and timely.

- Contribute to the development of a data quality culture in the organisation by highlighting data issues, working to develop solutions and ensuring routine audit / validation of all data.

- Identify and deliver training relating to staff capability to capture accurate, timely and complete data.

- Work with operational and corporate teams within the Trust to formulate and monitor improvement plans in relation to data quality.

- Conduct and assist in regular auditing to comply with the Data Quality Policy. Assist in ensuring the Data Quality Policy is implemented and the monitor the implementation of the policy.

- Develop data quality audit tools and using these to conduct 'deep dive' analyses into services to identify areas of poor data quality.

- Develop and produce routine internal and external reports ensuring key facts are reported.

- Manipulate data and produce relevant analysis using tools such as Excel and SQL, presenting the resulting analysis in a way that eases understanding and comprehension.

- Prepare reports for the Data Assurance Group. Present reports at the Data Assurance Group meetings and other governance groups as required.

- Bring to the attention of the Information and Data Quality Manager any serious matters relating to data quality or completeness.

- Ensure data are input within the rules laid down in the NHS Data Dictionary. Bring to attention of the Information and Data Quality Manager any guidelines, policies or practices that may be at odds with the NHS Data Dictionary.

- Follow guidelines for working with confidential data at all times. Respect the requirements of the General Data Protection Regulations 2018. Be aware of and work within the policies and procedures adopted by the Trust.

- Any other duties that may from time to time be required by the Information and Data Quality Manager.

FREEDOM TO ACT

- Work within standard operating procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the line manager.

- Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

COMMUNICATION/RELATIONSHIP SKILLS

- Complex communication with a range of people on complex matters.

- Adhere to the organisation's standards of customer care. Courteously and efficiently receive enquiries, communicate effectively with staff at all levels internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.

- Exchange confidential information with staff within partner agency organisations where agreement and co-operation are required. The post holder may also be expected to participate in consultation with staff relevant regarding changes to area of work.

- Behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

- Judgements on complex facts requiring interpretation and comparing options.

- Identify, analyse and evaluate data quality issues which may impact on information provision and, through experience, judge what action needs to be taken in terms of user input correction or whether further investigation is required to understand outcome variations.

- Follow up data quality issues with relevant teams. May require post-holder to suggest changes to working practices both within own department and Trust-wide as a result.

PLANNING/ORGANISATIONAL SKILLS

- Planning and prioritise own workload on an ongoing basis and adjust tasks or activities daily as the situation requires, escalating to line manager if necessary.

- Allocate work to other staff as appropriate, arranging staff cover as and when necessary.

PATIENT/CLIENT CARE

- Put the patient, as the first priority, at the centre of all activities. The post holder will have infrequent contact with patients/clients on the wards and will provide non-medical information and advice

POLICY/SERVICE DEVELOPMENT

- Follow Trust policies and participate in policy and service development. The post holder will propose changes and implement policies and working practices for own area.

- Support improvement planning processes working closely with managers to identify action plans and ensure that Trust governance processes are adhered to.

FINANCIAL/PHYSICAL RESOURCES

- Monitor stock levels of stationery, receive post and report maintenance faults.

- Ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

- Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year.

- Provide cover for other team members during periods of absence.

- Demonstrate duties to new starters, and allocate and check work of other data quality staff. Provide on the job training for new staff and work experience students.

INFORMATION RESOURCES

- Daily use of information systems relevant to the work area to produce documents and reports; input, store and maintain information. Analysing information on a daily basis.

- May be required to assist in modifying systems and processes.

RESEARCH AND DEVELOPMENT

- Comply with Trust's requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

- Advanced keyboard skills to operate a range of computer software.

PHYSICAL EFFORT

- Light physical effort. Computer and VDU use for the majority of the working day.

MENTAL EFFORT

- Frequently required to concentrate for long periods of time.

- The work pattern is unpredictable, with frequent interruption to deal with queries on a range of matters.

EMOTIONAL EFFORT

- Occasionally manage difficult situations, which may need to be referred to a senior member of staff. Rare exposure to distressing information.

WORKING CONDITIONS

- Working in an office environment using computer equipment for long periods.

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:
- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Data Quality Officer
Band	4

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Educated to GCSE Grade C or above in Mathematics and a range of other subjects including English	X	
• NVQ 3 Business Administration or Statistics or equivalent qualification or experience	X	
• ECDL or other IT qualification		X
KNOWLEDGE/SKILLS		
• Very good IT skills	X	
• Good working knowledge of Microsoft Excel and other Microsoft Office and web-based packages	X	
• Able to follow complex instructions	X	
• Able to analyse, interpret and present complex information from large data sets	X	
• Able to work with a high degree of accuracy and to demonstrate attention to detail	X	
• Good understanding of data quality issues	X	
• Knowledge of basic statistics	X	
• Knowledge of NHS data definitions		X
• Knowledge of Microsoft Access/SQL and programming techniques		X
• Good presentation skills		X
EXPERIENCE		
• Significant clerical/administrative experience within customer care environment or similar	X	
• Experience in an analytical role servicing information requirements in a complex environment		X
• Experience of report design and production		X
• Previous NHS experience		X
• Experience of using NHS hospital systems		X
PERSONAL ATTRIBUTES		
• Excellent interpersonal and communication skills, both written and verbal, with a wide range of people	X	
• Able to plan and prioritise own workload and meet deadlines	X	

	X	
• Able to maintain high levels of concentration for long periods of time	X	
• Good organisational skills	X	
• Able to work independently and as part of a Team	X	
• Flexible and adaptable to change	X	
• Able to demonstrate a diplomatic caring attitude whilst maintaining confidentiality	X	
OTHER REQUIREMENTS • The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust	X	
• Willing to undertake training relevant to the post	X	
• Able to travel to other locations as required	X	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	Y	X			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y	X			