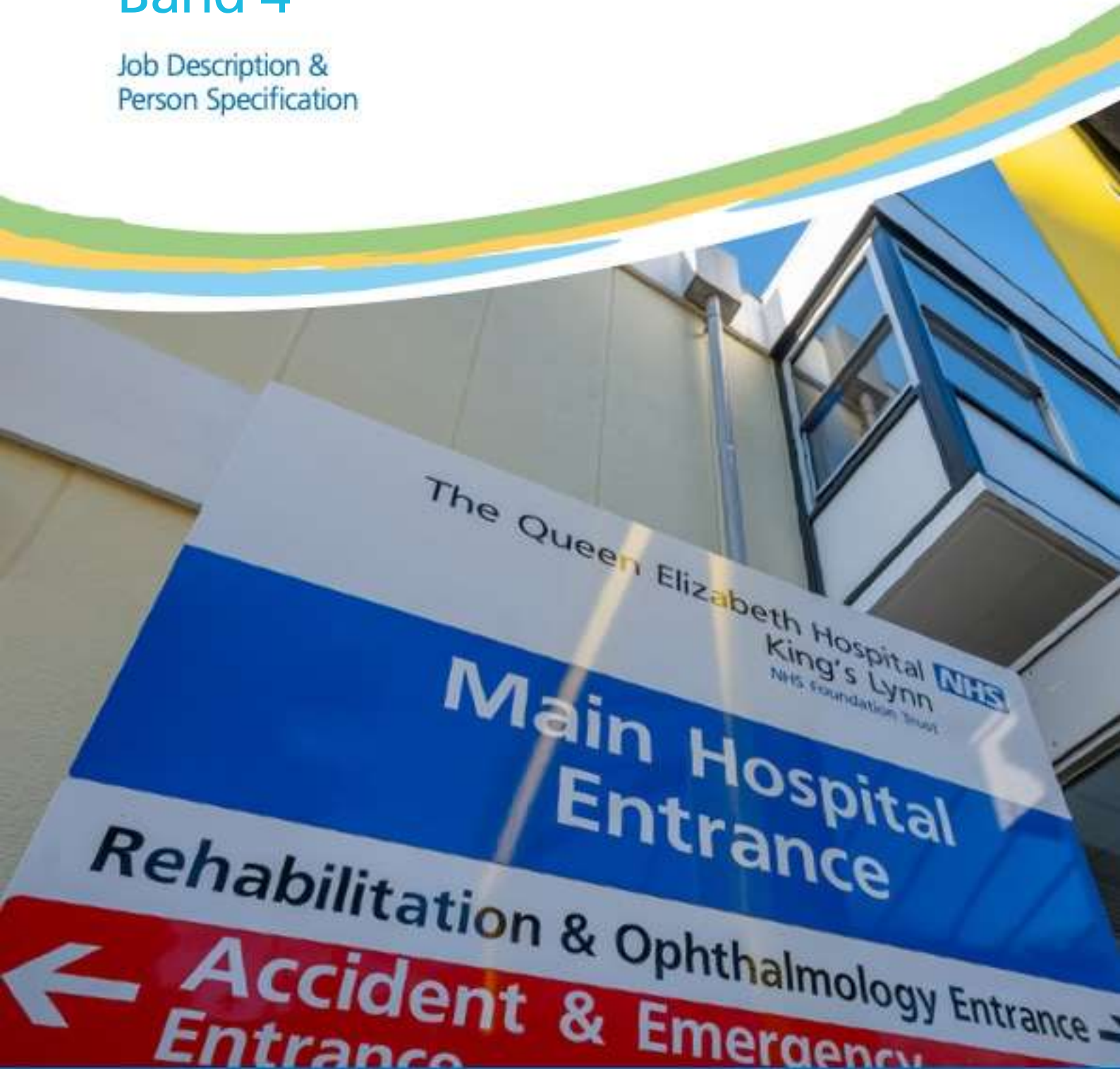


Data Quality Officer EPR Band 4

Job Description &
Person Specification



Our vision is to be the best rural District General Hospital
for patient and staff experience

Job Description

Job title:	Data Quality Officer
Grade:	Band 4
Department:	Information Services
Responsible to:	Senior Business Analyst EPR & Data Quality Lead
Professionally accountable to:	Head of Information, Planning & Performance
Hours:	37.5

Job Description

High quality data is important to the NHS and will support improvements in 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 Data Quality Officer role will play an integral part within the Information Services Team during this time of preparation. We are moving towards a new Integrated Care standard, and our primary role will be to ensure our data is of the highest quality in preparation for the migration to a new Electronic Patient Record (EPR) system and that our staff are confident in their data entry responsibilities.

Main Duties & Responsibilities

The post holder will be required to:

- Support the operational and business needs. This includes the introduction of new and developing services, new mandated datasets, and information returns.
- Maintain data consistency and integrity across all Queen Elizabeth Hospital systems to meet internal and external reporting requirements.
- To identify data quality issues from a range of reporting/systems across the Trust.
- Providing support to services where data quality issues are found, analysing highly complex information, and formulating action plans in conjunction with services and overseeing the progress of these.
- Use best practice to improve existing datasets and develop new data collections to support the changing data needs of customers
- Identify areas of weakness in the availability and quality of data and support resolution.
- Ensure that all information is subject to appropriate checking of standard operating procedures, maintaining relevant documentation and to contribute to the knowledge management and sharing within the team.
- Liaise with training colleagues on identified data quality issues to ensure training course are adapted to improve compliance and understanding, with

accompanying user guides as required. Viewing the need of specific users for 'refresher' training.

- Ensure that recognised and accepted data definitions and standards are consistently applied.
- Develop a good understanding of data quality issues and ensure systems are in place to identify potential issues early, report them and work to understand and resolve.
- Propose changes to improve existing systems in terms of quality, timeliness, and reliability of data.

Specific Data Quality Activities

- Develop and maintain reports and dashboards, highlighting data quality issues within core systems and data sets using a broad range of tools and techniques.
- Meet with relevant internal and external customers to promote these dashboards and reports and to help maintain focus within all Trust departments on the importance of data quality.
- To maintain knowledge of different data collections, collation and reporting options within the Trust that can be incorporated into regular data quality meetings and reporting.
- Contribute to the development of data sets and processes, communicate with users to ensure data reflects information needs.
- Work, store and transmit data in accordance with data protection, Caldicott Guardian, freedom of information systems and confidentiality principles.

Governance and Statutory Requirements

The post holder is expected to comply with the governance arrangements and policies and procedures of the organisation, available on the Trust intranet site.

Equal Opportunities and Diversity

The Trust has an absolute commitment to equal opportunities based on sound management practice, respect for the individual and legislative compliance. The post-holder must always carry out his/her responsibilities with regard to the Trust's Equal Opportunities Policy.

Health and Safety & Risk Management

Employees must be aware of the responsibilities placed upon them under the Health and Safety Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe working environment for patients, visitors, and employees.

Employees must wear personal protective equipment where provided.

All employees are expected to comply fully with the Trust and Departmental fire policies and procedures to meet their responsibilities in relation to fire safety. All staff are also expected to always maintain safe infection control practices.

All employees are responsible for reporting any accidents, untoward occurrences, and potential hazards to their Head of Department even when no injury or property damage has resulted.

Infection Control

All staff have a responsibility to contribute to the reduction of healthcare acquired infection by the adherence to best practice.

Staff are expected to comply with hand hygiene guidelines and ensure all equipment used for patient care is clean and fit for purpose.

Staff are requested to report any environmental concerns regarding breach of infection prevention guidelines to their line manager.

Information Governance

Confidentiality is both a moral and contractual obligation and applies both inside and outside of work. *Any matters of a confidential nature, and in particular any information relating to patients, individual staff records and details of contract prices and terms must, under no circumstances, be divulged or passed to any unauthorised persons at any time during your employment or afterwards.*

All notes, emails, records, and other documents, regardless of medium, are and shall remain the property of the Trust and shall be handed over by you to the Trust from time to time on demand and, in any event, upon termination of your employment. All assets issued to you (such as identity card, car parking pass, equipment, office keys etc) must be surrendered to the Trust upon termination of your employment and, where applicable, on change of employment within the Trust.

As a user of information, you must be aware of your responsibilities, both legal and other, and comply with all policies and procedures issued by the Trust and associated NHS Codes of Conduct and work within the principles outlined in the information governance framework. This includes information security (including encryption and, where applicable, home working and remote access), records management and information quality responsibilities.

Under the common law duty of confidentiality, you may be personally liable in a court of law for unauthorised disclosure of personal data. In addition, the wilful or negligent disclosure of confidential information or disregard for the Trust's information governance framework would be a breach of the disciplinary rules and could result in summary dismissal. Should you breach this clause after your employment has ended, the Trust may take legal action against you.

Safeguarding Children/ Vulnerable Adults

All Staff within the Trust share a commitment to safeguard and promote a Child's or Vulnerable Adult's wellbeing. As an organisation we need to ensure that all staff who encounter Children/Vulnerable Adults in their daily activities or provide services to adults with Children or Vulnerable Adults receives mandatory safeguarding training which is appropriate to their role. In addition to this you will be expected to work in accordance with the policies and procedures relating to Safeguarding Children/Vulnerable Adults that have been agreed by the Trust.

Values & Behaviours

All staff must be able to evidence that they possess and exhibit the behaviours which underpin the core values of the Trust

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER.

THIS JOB DESCRIPTION WILL BE REVIEWED ANNUALLY

Person specification				
Criteria	Essential/ Desirable	Means of assessment		
		A	I	Q
Qualifications/training and professional development				
Diploma level qualification in Administrative related field (or equivalent level of experience)	E	✓	✓	
English Language and Maths GCSE Standard	E	✓	✓	
ECDL or equivalent experience e.g. advanced experience of a range of IT packages such as Microsoft Applications, Word, Excel and Outlook	E	✓	✓	
Basic T-SQL skills	E	✓	✓	
Basic Microsoft PowerBI skills	D	✓	✓	
Intermediate T-SQL skills	D	✓	✓	
Experience				
Experience of data handling including sourcing, collecting, and interrogating of information	E	✓	✓	
Experience of interaction with all levels of staff	E	✓	✓	
Experience of patient pathways from receipt of referral to first treatment	D	✓	✓	
Previous NHS clerical/administration experience	D	✓	✓	
Skills, abilities, and knowledge				
Knowledge and understanding of datasets and data standards	E	✓	✓	
Ability to concentrate for long periods on complex data analysis	E	✓	✓	
Ability to negotiate with stakeholders on a routine basis	E	✓	✓	
Ability to manage and prioritise own workload to avoid duplication of effort across the team and to achieve appropriate deadlines	E	✓	✓	
Ability to work on own initiative as well as part of team	E	✓	✓	
Ability to set up and document new working processes, including user guides	E	✓	✓	
Awareness of the need for confidentiality both inside and outside the workplace	E	✓	✓	
Good communication and interpersonal skills	E	✓	✓	
Flexible approach to work including some remote working	E	✓	✓	
Ability to receive and understand complex information about a patient pathway or patient record	D	✓	✓	
Aptitude				
Must undertake all required mandatory training	E		✓	

Must participate in any training relevant to role, including off-site training	E	✓	✓	
Must be prepared to undertake additional training to develop knowledge in specific key areas e.g. RTT, navigation of Systems	E	✓	✓	