

## JOB DESCRIPTION

### 1. SUMMARY

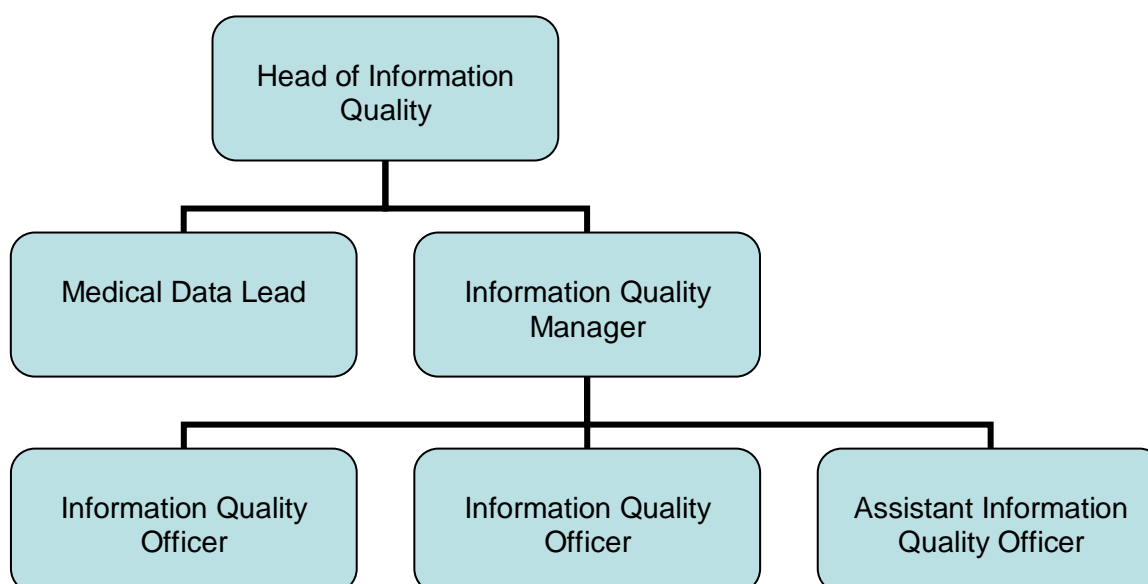
<b>Job Title:</b>	Assistant Information Quality Officer
<b>Grade:</b>	Band 4
<b>Hours:</b>	37.5
<b>Directorate:</b>	Corporate Services – Health Informatics
<b>Reports to:</b>	Head of Information Quality
<b>Accountable to:</b>	Director of Health Informatics

### 2. JOB PURPOSE

- Assist the Information Quality Team with Kitemarking, leading on individual sampling as agreed by the team in line with the IQT work programme.
- Assist with National Benchmarking Projects, leading on individual data collections contributing to the overall submission, and support with data corrections, reporting specifications and Benchmarking outputs.
- Assist the Information Quality Officers with oversight of the clinical coding contract.
- Assist the CNIO and CSOs with the delivery of projects across the portfolio including projects aligned to various oversight meetings and committees.
- Provide ongoing support to Clinical Services in the delivery of high-quality data.
- Investigating data errors and patterns and, escalate these accordingly.
- Contribute to making changes to processes and ways of working as required.

### 3. ORGANISATIONAL STRUCTURE

The post holder will be line managed by the Information Quality Manager within the Information Quality Team management structure.



### 4. MAIN DUTIES & RESPONSIBILITIES:

#### General Support

- Take responsibility for design and maintenance of Excel spread sheets and databases to

support monitoring of Clinical Services Data Quality.

- Design and produce high quality documentation, using Microsoft Office and SystmOne, including confidential reports, letters, spread sheets.
- Liaising with leads in corporate and operational services regarding requirements and chasing outstanding information on behalf of the relevant team members as required.
- Acting as a point of contact for teams, dealing and responding effectively with queries from stakeholders and passing on relevant information to appropriate team members.
- Facilitation of meetings including taking notes and producing minutes, ensuring accurate records of attendance are kept and timely dissemination of agendas and meetings papers.
- Contribute ideas for improving the planning of service activities, processes and systems.
- Liaising with multi agencies in line with partnership working.
- Cross cover for other members of the team when on leave /sickness.
- To participate in regular supervision and annual PDR.
- To be responsible for own development and seek opportunities to develop knowledge and skills.

### **Supporting the Information Quality Work Programme**

- Assist with the delivery of projects identified within oversight meetings as directed by line management structure.
- Understand the impact of data quality on key trust-wide targets, contributing to a programme of work aimed at improving the quality of patient related data held which accurately reflects the Trust's service delivery and patient care.
- Assist with routine detailed data quality audit and sampling of activity data in line with Trust priorities and support the production of a summary report for Board level meetings.
- Ensure that any known data quality errors are corrected and that centralised Health Informatics reporting is fit for purpose and accurately represents activity data.
- Assist the Information Quality Officers in the application and monitoring of data quality kitemarks for indicators that have been reviewed via the work programme.
- Assist the team to ensure high levels of compliance with current data capture and data quality SOPs, policies and best practice guidance are achieved.
- Contribute to guidance for staff across the Trust to ensure that external and internal reporting requirements and procedures are communicated using simple user-friendly language and methods so that they are understood and fulfilled.
- Assist with and contribute to the development of reports to a variety of audiences which evaluate and identify where system enhancements are required to improve data quality.

### **Data Quality**

- Pro-actively investigating data quality problems and bringing problems to the respective teams.
- Facilitate data quality checks, identifying themes and trends and liaising with appropriate people to resolve issues.
- Liaising with the Reporting / Performance team to clarify the nature of data quality issues, suggesting methods of improvements.
- Engaging with the clinical teams / Reporting to support the development of a data aware workforce.
- Suggest improvements to the local services to improve data quality and reduce the burden on clinical staff inputting into the systems.

### **NHS Benchmarking**

- Contribute to the extensive programme of NHS Benchmarking Network projects, including leading on individual data collections contributing to the overall submission, as directed by the Information Quality Officers.
- Act as a point of contact for staff involved in the data collection process and offer support to

ensure deadlines are met.

- Ensure that robust validation processes are in place to support the accurate collection of data submitted as part of the benchmarking programme.
- Assist Information Quality Officers with the distribution of reports published by the NHS Benchmarking Network and the detailed analysis of output from projects in conjunction with care groups.
- Create contextualised presentations to support key findings from output reports.
- Represent the organisation at key benchmarking events and promoting wider attendance from appropriate clinical areas.
- Assist the Information Quality Officers to ensure that mechanisms are in place to highlight the visibility of benchmarking within the organisation and to ensure data continues to be used to inform service development and improvement.

### **Clinical Coding**

- Assist Information Quality Officers with the Trust clinical coding improvement and delivery arrangements in line with national guidelines and coding service level agreement.

## **5. DECISIONS AND JUDGEMENTS**

- Use own initiative within set boundaries of the post
- Organisational and prioritising skills used as appropriate
- Use discretion when dealing with clinicians, managers, and commissioners
- Ability to prioritise workload and manage conflicting demands

## **6. COMMUNICATION AND WORKING RELATIONSHIPS**

### **Internal**

- Operational staff including Care Group management structures.
- Corporate teams including the wider Health Informatics portfolio, Nursing and Quality, Contracting, Performance and CQUIN, Finance, , Change & Transformation Team, Strategy, Corporate Affairs, Human Resources, Research, Learning and Development

### **External**

- Members of NHS England, ICBs (Integrated Care Boards) and ICSs (Integrated Care Systems)
- National Benchmarking Team
- Members of Local Authorities
- Members of other Trusts
- Private sector contractors, as providers or commissioners

## **7. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Prioritising workload and multi-tasking
- Working to tight deadlines and meeting multiple staff demands within timescales
- Communicating effectively with clinicians, managers, corporate services and external stakeholders.

## **8. HEALTH & SAFETY**

- To act in accordance with the Trust's policies, procedures, and guidelines.
- Have regard to the Health & Safety at Work Act.
- To report and record any untoward incidents occurring in the work environment.

- To always maintain a professional and personable manner.
- To always comply with confidentiality and comply with Access to Health Records and the Data Protection Act.

## **9. EQUAL OPPORTUNITIES STATEMENT**

Rotherham, Doncaster, and South Humber NHS Foundation Trust support the principle of equal opportunities in employment.

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, marital status, age, disability, race, colour, nationality, ethnic origin or religious belief, nor is disadvantaged by conditions or requirements which cannot be shown to be justifiable in job related or operational terms.

## **10. SYSTEMS AND EQUIPMENT**

- Use a range of Microsoft programmes to ensure effective and professional production of all documentation, emails and diary management
- Use of the internet as required
- Use of telephone system/answering machine
- Use of photocopier / printer / scanner, SystmOne, TPP
- Online Ordering and requisitioning system
- ESR
- Safeguard

## **11. REVIEW**

All job descriptions are intended to be flexible and should be reviewed from time to time. Post holders are expected to be flexible and must be prepared to carry out similar or related tasks that do not fall within the duties outlined. The job description should be reviewed and amended in consultation with the post holder.