#### **JOB DESCRIPTION TEMPLATE**

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| JOB IDENTIFICATION |
| Job Title: Emergency, Acute & General Medicine Data Manager  Responsible to: Clinical Service Manager ED  Department(s): Emergency, Acute & General Medicine  Directorate: Emergency, Acute & General Medicine  Operating Division: RIE  Job Reference: 151503  No of Job Holders: 1 of 1 wte  Last Update (insert date): March 2023 |

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| 2. JOB PURPOSE |
| To support the Directorate Management Team by anticipating future data requirements and responding to data requests in a timely manner.  Provide support to the Directorate by ensuring that outputs generated by the data management function are of a consistently high standard to support the care delivery process. This includes the scoping of hardware/software to support information management and the implementation of new methodologies where appropriate.  The postholder is expected to interrogate RIE performance against the national Emergency Access Standard in addition to other national and organisational objectives such as complaints management, SAS Turnaround times, sickness absence and quality metrics to ensure that the Directorate is provided with timely, accurate and robust data to support site and Directorate performance and workforce management.  Provide support for research and audit within the Directorate including statistical advice and analytical skills.  To develop in conjunction with key stakeholders, future service provision and planning for the service. |

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| **3. DIMENSIONS** |
| The postholder has professional and managerial responsibility for the complaints officer within the Emergency, Acute & General Medicine Directorate. This includes the direct supervision and line management of the complaints officer. The postholder is expected to always provide professional leadership and act as a role model.  The postholder manages, analyses and formats data for use across all areas within the Emergency, Acute & General Medicine Directorate. At times advice may be required from the postholder for other departments/directorates to facilitate data management in these other areas and for the RIE and NHS Board.  The postholder has management responsibility for this function and manages 1.0 wte staff.  The postholder is responsible for preparing and cross checking all reports containing performance data prepared for RIE governance forums, NHS Board governance forums, NHS Board executives, Scottish Government and Public Health Scotland. The postholder’s workload also involves representation of the Directorate at regional and national forums.  The postholder will make a positive active contribution to a variety of bodies including directorate, site and board wide multidisciplinary team meetings.  The Lothian University Hospitals Division delivers services within the environment of a university teaching hospital setting.  The post holder has financial responsibilities and must demonstrate efficient use of resources to deliver services and is an authorised signatory up to the value of £2000. |
| 4. ORGANISATIONAL POSITION |
| AMGM Clinical Service Manager  Clinical Directors  CNM  Complaints Officer ED AMGM Data Manager(this post) ED Clinical Service Manager |

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| 5. ROLE OF DEPARTMENT |
| The RIE Emergency, Acute & General Medicine Directorate comprises of the busiest Emergency Department in NHS Scotland, the Acute Medical Unit, Interface services and 3 in-patient general medical wards.  The RIE Emergency Department is the major A/E centre for Lothians area. Patient attendance is approximately 135,000 per year or 365 per day. The department patient group ranges between minor orthopaedic presentations to acute medical admissions and major surgical trauma.  The Acute Medical Unit purpose is to facilitate the recovery and rehabilitation of the acutely ill medical patient as quickly and efficiently as possible  Ward 207: To facilitate the recovery and rehabilitation of the acutely ill medical patient as quickly and efficiently as possible.  Ward 208 To facilitate the recovery and rehabilitation of the acutely ill medical patient as quickly and efficiently as possible  OPD2 is an outpatient facility for General Medical outpatients  Psychological Medicine: To provide a high quality, safe and supportive service to meet the needs of both inpatients and outpatients requiring Psychological Medicine input at Edinburgh Royal Infirmary  The Emergency, Acute & General Medicine Directorate must meet a number of Scottish Government and locally set targets. The data team is responsible for the collection of this data and preparing comprehensive reports highlighting negative and positive performance and informing discussions around improvements. |
| 6. RESULT AREAS |
| Management and Leadership  1. Day to day / line management of direct report/s within the Emergency, Acute & General Medicine Directorate. This includes responsibility for recruitment, induction, appraisal, performance management, absence management, first-level grievance/discipline and training on technical (e.g. statistical methodologies, programming languages) and clinical developments. 2. Act as a central point of reference for clinicians in the development and utilisation of data sources. Ensure systems are in place to share learning and support the implementation and development of improvements, action plans and training as a result of any complaints. 3. In conjunction with the Clinical Nurse Managers and Clinical Service Managers, collate information to assess the quality of care provided across the Directorate and support improvement plans with relevant data. 4. To have knowledge and provide expertise to clinical and non-clinical staff on national datasets, ensuring a full understanding of ED and AMGM Flow pathways and the RIE flow pathways. 5. Act as the first point of contact for ad-hoc data requests. The post-holder will remain responsible for the quality of such outputs. Analysis, interpretation and presentation of data related to DATIX, Complaints and SAE’s across the front door Directorate. This data will support focus for delivery of improvements. 6. Responsible for the monitoring, management and implementation of the Complaints Management Policy and Procedures, supporting the complaints administration assistant and wider team to respond efficiently and effectively in a timely manner. Provide support to patients, their families, carers and advocates throughout the process. Acting as a point of contact to enable them to provide appropriate feedback, or through the complaints process identify any issues and negotiate realistic outcomes for all concerned. 7. Responsible for the periodical updating and implementation of the information management strategy of the directorate ensuring that this fits with the corporate objectives of the Directorate and Division. 8. Act as a central point of reference between the directorate and ISD, PHS, LAS, Government for data requests and the implementation of national data standards/software. 9. Act as a central resource for the Directorate providing guidance on the development and construction of outcome and process measures. 10. Lead, motivate, develop and retain the complaints officer utilising objective setting, appraisal and ensure appropriate training and education.  General Duties  1. Using database skills and electronic sources of data, to be responsible for developing, implementing and sustaining data capture processes aiming to integrate these into routine clinical processes. 2. To create, manage, develop and modify audit databases used for the recording of data. To utilise database features to query, analyse and report data requested by the Directorate Management Team. 3. Responsible for the collection, analysis and interpretation of performance of data and statics e.g. 4 hour EAS, ED attendances, AMGM admissions and discharges, ED and AMU length of stay. 4. Be responsible for the monitoring of the service budget against bank, agency and locum spend. Providing analysis and interpretation of data against current vacancies/gaps across the Directorate. 5. To prepare audit reports in a variety of formats (written reports, tables, charts, presentations) to support the Directorate Management Team in the monitoring of service delivery. 6. Contribute, as part of the multidisciplinary team, to the development, implementation and maintenance of policies, procedures, standards and protocols of the Directorate and Division to ensure adherence to, and delivery of the highest level of patient care always. 7. To effectively and efficiently manage the use of the data management resource to ensure that appropriate skill mix is always maintained. 8. To be responsible for the control and monitoring of the information technology usage within the directorate ensuring provision of a high quality and cost-effective service. 9. Analysis, interpretation, and presentation of data related to DATIX, Complaints and Significant Adverse Events Directorate.  This data will support focus for delivery of improvements. 10. Ensure systems are in place to share learning and support the implementation and development of improvements, action plans and training as a result of any complaints. |

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| 7a. EQUIPMENT AND MACHINERY |
| The main items of equipment used are:   * Personal computer * SQL server * Telephone * Photocopier * General items of office equipment |
| **7b. SYSTEMS** |
| Specific databases used include:   * Clinical Data Systems (e.g. Philips Tomcat/Dendrite) * PAS (TRAK) – Tracking patient’s movement, retrieval of patient demographics/hospital episode data * Direct input into national databases * TABLEAU management information system * LUHD Human Resources Management Information Systems (eESS/SSTS/TURAS) * ISD Scotland   Excellent understanding and use of a variety of systems and packages is required:   * Microsoft Access– Create, update, maintain, populate, query writing, form design, report design * Microsoft SQL Server Management Query writing (SQL), creating views, exporting * Business Objects - Query writing (SQL), form design, report design, scheduling, exporting * Microsoft Excel - Creating spreadsheets, pivots, arrays, formulae * Microsoft Word - Reporting * Microsoft Powerpoint ~~-~~ Presentations * Microsoft Project - Planning * Internet, Microsoft Outlook * SCI Store, SCI Gateway |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder reports to the Clinical Service Manager for ED and is accountable to the General Manager.  Line Management support is provided by monthly 1-2-1 meetings and annual appraisal.   * Annual appraisal from Clinical Service Manager for ED * Ad hoc meeting e.g. sickness/absence return from work as required   The postholder’s workload is largely self-generated in response to the needs of the clinical service, the Directorate Management Team, Clinical Directors and external agencies. The individual has a high degree of autonomy and must prioritise workload coming from a variety of sources, sometimes at short notice.  Requests for information are received both directly and indirectly by the postholder from key stakeholders within the Directorate received from Clinical Directors and Operational Managers of other directorates, as well as from managers in Lothian NHS Board and the West Lothian and Primary Care Divisions and from external agencies e.g. Scottish Government, Public Health Scotland. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The vast majority of day-to-day decisions are taken autonomously, without reference to the line manager. All routine and ad-hoc reporting is undertaken by the postholder although there will be scope for a large degree of delegation.  The postholder will make decisions on general statistical approaches to be used following liaison with appropriate stakeholders (e.g. senior clinicians). Analyse and use judgement with highly complex information, interpretating information and reaching workable solutions.  Additionally, the Directorate Management Team will be involved on the procurement of technological resources although the postholder will be ultimately responsible for the identification of financial resources and the maintenance of such systems. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Collation of resources of high data quality in order to provide information to groups and individuals such as the Directorate Management team, senior clinicians and external agencies. This requires considerable liaison and the resolution of innumerable data issues such as incomplete or missing data. The postholder must resolve these via a systematic and detailed analysis of source data. Often this may lead to the development of alternative strategies for the collection and collation of data. Manage competing demands against daily pressures and prioritise urgent requests to meet deadlines.  The post-holder also has a remit to ensure the Division meets obligations for the provision of data to external agencies on a regular basis  Tight deadlines for the production of data must be constantly met, often with little advance warning of what data is required. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **INTERNAL**   * **Data administrators –** Support the data administrators on a day-to-day basis. * **Clinicians –** Contact with clinicians will be frequent and two-way. * **Nursing and other health professionals –** Contact with nursing and other health professionals will be frequent and two-way. * **Directorate Management Team –** Liaise with the management team on service needs and requirements * **Senior Managers and Executives –** Regular contact * **Performance review staff –** Liaison with appropriate members of the Performance Review Team to ensure that locally held data is of a sufficiently high quality. * **Internal forums –** Regular contribution to a variety of forums of limited membership including, but not restricted to multidisciplinary department business meetings, financial and clinical governance meetings. * **Other key staff** within the division with whom the postholder will interact daily with include: the General Manager, Clinical Management Teams, medical staff, nursing staff, technical Staff and secretarial staff, Finance and Human Resources.   **EXTERNAL**   * **National working groups** convened pan Lothian and national focusing on delivery of Emergency Access Standard and Acute Medical strategies |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical –**  Approximately 90% of work time spent using a computer  A combination of sitting, standing and walking  Advanced keyboard skills requiring a high degree of speed and accuracy  **Mental –**  Concentration required when checking documents/patient notes and validating outputs provided by complaints administrator. Due to the nature of the Data Manager role, they will be subject to frequent interruptions from team members/Directorate Management Team/senior clinicians.  **Emotional -**  Dealing with conflicting political agendas/priorities of various staff groups.  Ensuring the accuracy and continual improvement of data quality ensuring staff entering data to do so accurately thereby, developing and maintaining healthy working relationships with a broad range of key stakeholders.  Supporting team members in the work environment  **Environmental –**  Exposure to Visual Display Units  Room / air temperature  Ergonomics |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Educated to degree level in Data Processing/Analysis, or equivalent relevant experience * Specialist knowledge of health data and familiarity with accessing data from diverse sources * Experience and in-depth understanding of NHS information and IT systems * Exceptional and advanced IT skills in relation to the major packages used by the directorate (MS Access, MS Excel, SQL Server, MS Word, MS Powerpoint, Business Objects) * Advanced knowledge of programming languages including, but not restricted to SQL, VBA, HTML, XML, XHTML, XML, ASP, ASP.NET, VB and VBA * Advanced statistical knowledge and ability to utilise statistical developments (e.g. statistical process control) * Highly-developed and effective communication skills with the ability to communicate with a wide range of key stakeholders * Influencing and communication skills * Innovative and self-motivated with good interpersonal skills |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |