National Services Scotland

**JOB DESCRIPTION**

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| **1. JOB DETAILS**  |  |
| Job Title: | Cancer Information Officer  |
| Immediate Senior Officer/Line Manager: | Senior Cancer Information Officer |
| Department(s): | Digital & Data Innovation, Disease Registration & Genealogy |
| Division: | Information ServicesRegionally based throughout Scotland |

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| **2. JOB PURPOSE** |
| To play a key role in the collection and management of national cancer data in order to support direct patient care and the information requirements for a range of customers including NHS Scotland, the Scottish Government, the United Kingdom & Ireland Association of Cancer Registries (UKIACR) and other partner organisations.To collect information on new cases of cancer incidence in Scotland (cancer registrations) and to review and quality assure national cancer datasets. |

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| **3. DIMENSIONS** |  |
| The post-holder will be a member of an outposted team of up to 10 staff who are located out with PHS premises and are geographically located within hospitals spread over a number of Health Board areas. Outpostedstaff are divided into 3 regions and can be required to help in other areas/regions, by means of remote virtual connections, to ensure the timely collection of data. The post-holder will work autonomously to:* Manage a workload in the region of 3000 - 4000 potential new registrations (referred to as ‘provisional’ registrations) in order to confirm approximately 1200 – 2500 new cancer registrations per annum. The customers for these data include genetic clinics, Scottish Government, NHS Boards, Office of National Statistics, European Network of Cancer Registries, International Agency for Research on Cancer, researchers, clinicians, health care professionals, local authorities and members of the public.
* Review and quality assure national cancer datasets approximately 150 patient records annually. The customers for these data are the Regional Cancer Networks, NHS Boards, Scottish Government, NHS Scotland and members of the public.
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| **4. ORGANISATION CHART** |
| Information ManagerSenior Cancer Information OfficerSenior Cancer Information OfficerSenior Cancer Information OfficerCancer Information Officer (s)Cancer Information Officer (s)Cancer Information Officer (s) |

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| **5. ROLE OF THE DEPARTMENT** |
| PHS provides health information, health intelligence, statistical services and advice that support the NHS in progressing quality improvement in health and care and facilitates robust planning and decision making.PHS works in partnership with a wide range of organisations – NHSScotland, NHS Boards, hospitals, general practitioners, Community Health Partnerships, local authorities, voluntary organisations, and many other care and service providers to build the national database, using national datasets to support the collection and management of information.**Our Vision**: To be a valued partner in improving the health and social wellbeing of the people of Scotland by providing a high quality intelligence service.**Our Purpose**: PHS purpose is to deliver effective national and specialist intelligence services to improve the health and wellbeing of people in Scotland.There are four main services within PHS which have been set up to meet these challenges. Cancer Information Officers will work largely within Data Management.Responsibilities of the Data Management Service Teams are: **Data Management** * Delivery of Data Management Services across PHS and provision of support to NHS Scotland for submission of national data.
* Delivering modernisation of the national data in line with the National Information & Intelligence Framework for Health and Social Care

Regionally based staff will be responsible for :* Cancer Registration: verification of the cancer diagnosis and abstraction of registration details from medical case notes and clinical information systems.
* Quality Assurance of Cancer datasets: Undertaking quality assurance of locally collected data and feeding back results.
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| 1. **KEY RESULT AREAS**
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| 1. Play a key role in the collection and management of national cancer data in order to support direct patient care and the information requirements for a range of customers including NHS Health Boards and Scottish Government.
2. The post-holder will use the Scottish Cancer Registry system, SOCRATES, to register and confirm tumours for their area of responsibility meeting targets and ensuring these data are accurate, timely and in accordance with the Cancer Registration Guidelines. They will also be required to participate in local testing of SOCRATES to ensure effective running of the system.
3. The post-holder will investigate gaps and inconsistencies between the SOCRATES system and the recorded medical history in patient notes and interrogate electronic patient record management systems (e.g. Clinical Portal, SCI Store, Trakcare, Labs, ChemoCare and Radiotherapy systems) to obtain additional information required to accurately register and stage tumours.
4. Analyse and interpret patient information from electronic patient records and medical case notes using in depth skills and knowledge of the disease of cancer and national dataset definitions to establish the most appropriate clinical codes to assign for data collection; e.g. International Classification of Diseases 10th Revision (ICD-10), International Classification of Diseases for Oncology (ICD-O3), International Union Against Cancer (UICC) TNM classification of tumours
5. The post-holder will quality assure samples of national cancer datasets submitted by NHS Boards by interrogating and interpreting clinical information held on various electronic patient records for verification. The post-holder will manage the quality assurance of these data using a web-based system QUADS (Quality Assurance Database System) to record their findings. The post-holder will give verbal feedback on their QA findings to the NHS Boards ensuring that the timetable for the national programme of work is met.
6. Work with the senior cancer registration staff, by participating in the Cancer Registration Quality Assurance programme where, the post holder’s work will be evaluated to ensure that data of the highest quality is recorded in the Scottish Cancer Registry system, SOCRATES.
7. The post-holder is required to keep abreast of relevant developments in cancer and understand how these relate to the role. This could result in proposing changes to the SOCRATES system and new working procedures.
8. Plan and co-ordinate visits to NHS hospitals, private hospitals and Primary Care organisations within Cancer Network area of responsibility. This is necessary to ensure availability and access to patient medical case notes and electronic patient records for the purposes of cancer registration and to review and quality assure national cancer data.
9. Contact with clinicians, NHS health professionals and research bodies to ensure their data queries are passed to the relevant service for action.
10. The post-holder, when required, contributes to on the job training in cancer registration practice, clinical coding, SOCRATES and medical terminology to new members of staff. They will also be expected to attend and contribute to regional meetings and will be required to take minutes of these meetings.
11. The post-holder is required to work flexibly and it is expected that the post-holder will work on specific ad-hoc projects, as necessary, for the management and delivery of projects led by the Strategic Development area.
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| **7. ASSIGNMENT AND REVIEW OF WORK and DECISIONS AND JUDGEMENTS** |
| The post-holder is operationally remote from their team and their line manager due to the geographical dispersion of the team in NHS Board premises within their region and out with Public Health Scotland premises. The post-holder has autonomy to manage his/her own work and will adjust priorities accordingly to meet national programmes and targets, self managing conflicting demands, referring to the Senior Cancer Information Officer only when necessary. The post-holder will be flexible and will provide cover at NHS Boards that are not their designated region/base when required.Formal line management reporting for the post-holder will be to the Senior Cancer Information Officer. On a daily basis the post-holder will not be supervised but will monitor and review their personal productivity and workload highlighting any potential problems that might contribute to non-achievement of targets to their line manager. The post-holder will meet regularly with their team and line manager to discuss team issues, productivity and workload and national programmes of work.In the course of their work, the post-holder records data, using their experience and judgement within the boundaries of national guidelines and protocols and discusses any unresolved clinical or definitional issues with their line manager and the Central Cancer Data Services Team.The post-holder will use their initiative in making decisions and will seek clarification on coding issues if necessary. They will also participate in the Cancer Registration QA process carried out by PHS to ensure that information is being interpreted and recorded consistently and correctly.The post-holder may be required to work flexibly in short term project teams out with their usual service area, working with staff from other areas of PHS to take forward short-life development projects. The post-holder will participate in the formal objective setting and performance appraisal process within PHS and will take a proactive approach in the formulation of a personal development plan.  |

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| **8. COMMUNICATIONS AND RELATIONSHIPS** |
| InternalThe main internal contacts of the job are within the work group:* Frequent contact with central office for cancer registration data management, quality issues and system issues.
* Regular meetings with line manager to discuss progress, quality assurance and discuss personal development
* Frequent contact with team members to exchange information and share knowledge
* Regular meetings with team members
* Frequent contact with senior staff within PHS
* Contact with Genetics Genealogy team members
* Coaching and skills transfer with new members of staff

ExternalThe main external contacts of the job are:1. Medical Records / Information Managers in NHS Boards and Primary Care to obtain access to electronic systems and medical case notes.
2. Pathology staff, clinicians and other Health Board staff for clarification on cancer queries
* NHS Board staff to support and quality assure the data and to give verbal feedback in a tactful and professional manner
* The post-holder will develop and maintain a good working relationship with NHS Boards in order to promote the group's work and the high quality service that PHS provides.
* Local authorities/Health and Social Care Partnerships when completing ad-hoc project work
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| **9. MOST CHALLENGING PARTS OF THE JOB** |
| Using experience and knowledge of the disease of cancer and the national datasets the post-holder uses their judgement to interpret electronic patient records, identifying gaps and inconsistencies in records and persevering until records for national audit quality assurance and cancer registration are complete, accurate and compliant with the appropriate standards. The post-holder must scrutinise and weigh up all the evidence to make a definitive decision to record a provisional registration as a new cancer or not, deriving information from a range of sources e.g. pathology, radiotherapy, SMR data all of which can give conflicting messages.Developing contacts and maintaining good relationships with NHS Board staff (as a non-board employee) in order to promote the importance of the work of PHSBuilding and maintaining relationships with NHS Board staff in order to negotiate access to electronic hospital systems including PMS, Pathology, SCI Store etc. and to maintain IT support for these systems.Keeping up to date with relevant developments in cancer care.Daily exposure to data that can be upsetting. |

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| **10. SYSTEMS** |
| * Post-holder uses networked Scottish Cancer Registration System, SOCRATES, QUADS and CHI24 for all aspects of work
* Post-holder uses NHS Board local networked systems for access to patient electronic records.
* Input findings from quality assurance of national audit data sets into databases.
* Identify ways to improve existing systems in terms of quality, timeliness, completeness and reliability of data.
* Investigate data collection problems and take appropriate action to ensure the integrity of information processing is maintained
* Post-holder may be required to create and/or participate in ad-hoc collection systems to facilitate data collection for specific projects and research
* Support the development of new databases and specific projects involving data development, liaising with senior colleagues
* Microsoft Office, NHSMail, TSP and Crown for administrative purposes.
* Work, store and transmit data in accordance with data protection, freedom of information andconfidentiality principles.
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| **11. PHYSICAL, MENTAL, EMOTIONAL EFFORT** |
| **Physical:*** Daily requirement for sitting in a restricted position reading electronic patient records and inputting data at a VDU for approximately 5 – 6 hours a day.
* Travel to other hospitals other than main base may be required 2/3 times per year although this may increase as this is dependent on the location of the base and additional locations covered by the post holder. Travel time is usually between 1 – 2 hours at a time and occasionally longer journeys to Edinburgh.

**Mental*:**** Frequent requirement to concentrate intensively for periods of 5 to 6 hours (plus statutory breaks) while reading electronic patient records, abstracting information, making decisions on correct clinical codes to record and keying this information into information systems.
* Frequent requirement to keep up to date with, clinical coding practice, data sets and data definitions and current working practices.
* Constantly working under pressure to meet regional and national cancer registration deadlines, and meet national timetable for quality assurance programmes.

**Emotional:*** Daily exposure to confidential data contained in patient records. This can often be particularly upsetting.
* Frequently exposed to confrontational situations when giving feedback to NHS Boards on QA of cancer audit as a result of differences of opinion on data definitions interpretations etc.
* As an outposted PHS employee working in NHS Board accommodation the post-holder can feel isolated.
* The patient may be known to the post-holder.
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| **12. ENVIRONMENTAL/WORKING CONDITIONS & MACHINERY AND EQUIPMENT** |
| Daily requirement to use office equipment in standard office conditions provided by NHS Boards. These can be noisy and cramped.* VDU for database, collecting information and communication.
* Printer for generating printed copy of data from which to work.

Staff can be given an inappropriate place to work e.g. not in a secure area for confidentiality and security of data and therefore the post-holder has to maintain strict vigilance with regards to confidentiality guidelines.The post-holder who is outposted in hospital accommodation does not have daily face to face contact with their line manager, colleagues, technical support, IT support and other administrative support services. The post-holder is dependent on IT networks and telephone from headquarters for their first line of support and in the case of faulty equipment often have to wait days for a replacement which has an impact on their ability to meet targets. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| At entry level:* Educated to HNC/HND level, or with equivalent experience, working in a health records/information role.
* Knowledge of anatomy and medical terminology, interpretation skills and analysis of medical information contained in electronic patient records and medical case notes
* Experience in the use of hospital administration and clinical systems
* Experience in the use of software packages such as Microsoft Office
* Demonstrate effective organisational, problem solving, and communication skills
* Proven track record of working on ones own as well as part of a team

Demonstrate a commitment to personal development particularly in relation to ongoing developments in the field of cancerIn order to reach the appropriate level of skills and knowledge necessary to perform the full duties of the job, the post-holder will be required to make the best use of opportunities to train, develop in post to:* Acquire a sound knowledge of cancer registration procedures and processes to perform registrations online
* Acquire a sound knowledge of the national cancer datasets and their definitions to perform QA of these data
* Acquire a sound knowledge of the disease of cancer, including oncology terminology and treatment pathways.
* Acquire a sound knowledge of clinical coding and cancer classifications such as ICD-O3/TNM.
* Develop coaching skills to enable supervision and training of other staff e.g. newer colleagues
* Participate in training programmes to ensure knowledge of the diagnosis and treatment of cancer is always up to date.

To broaden skills, knowledge and experience, the post-holder will be given the chance to work in other NHS areas as opportunities arise, e.g. through PHS’s short life development projects or by undertaking secondments to other business areas or organisations. |
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| **14. JOB DESCRIPTION AGREEMENT** |  |
| Job Holder’s Signature: | Date: |
| Head of Department Signature: | Date: |
| HR Representative’s Signature: | Date: |