# NHS FORTH VALLEY



# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title: Information Co-ordinator**

**Responsible to: Support Services Manager**

**Department: Mental Health Unit**

**Job Reference: BN-AC-296b**

**2. JOB PURPOSE**

The post-holder will work collaboratively with the Mental Health Unit senior management team and take responsibility for the co-ordination and management of all aspects of data recording and relevant processes in order to ensure excellence in patient care and service performance.

The post-holder will be required to develop, implement and utilise user-friendly and accessible data management systems.

The post-holder will provide regular reports to ensure that data is relevant to informing audit, governance, quality assurance and service development. The data will be relevant to patient access times and the delivery of national waiting times.

The post-holder will be responsible for ensuring that data is accurate and up-to-date and for providing the Mental Health Management Team and Scottish Government with data relevant to national reporting requirements.

**3. KEY DUTIES**

Specific responsibilities of the post-holder include:

* Monitoring waiting lists and ensuring their accuracy and completeness, identifying changes and any potential problems
* Liaising with all areas involved in patient waiting list management by providing advice and support to secure targets.
* Assisting in the implementation of processes to collect activity figures and figures on demand for the service and related care pathways
* Contribute and maintain the risk management databases and assist managers with operational processes relating to risk plans
* To ensure accurate and up to date data on Patient Administration systems complying with the Referral Management Guidelines as documented in the Patient Access Policy.
* To assist in the setting up of any consultant, and specialist clinics on the appropriate system.
* To monitor data recording systems for any waiting list initiative clinics using the appropriate system and responsible for ensuring that patients are appointed and clinic preparation is carried out for these clinics timeously.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The job holder may from time to time be asked to undertake other reasonable duties as appropriate. Any changes will be made in discussion with the job holder.

**Responsibilities**

* **Policy and Service**

**There is a responsibility to:**

* Actively manage and report data relating to waiting lists, which is collected by clinical and reception staff, providing regular reports to the Mental Health Unit Management Group
* Undertake effective forward planning to ensure that the administrative needs of the service are met and carry out a range of effective administration processes to support the delivery of high quality patient care.
* To assist with risk management processes and upkeep of Safeguard and internal risk databases and plans.
* Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity.
* **Finance and Physical Assets**

**There is a responsibility to:**

Monitor stock levels and report the requirement for replacement equipment to ensure that the necessary tools are available within the area.

Be familiar with the use, storage and maintenance of all equipment used within the area of work and ensure standards of Infection Control and Health and Safety are maintained.

* **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

* develop and monitor plans to improve data management practice, including the delivery of training across the service where required
* **Information Resources**

**There is a responsibility to:**

Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.

Ensure that information is dealt with in an appropriate, sensitive and confidential manner at all times.

Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures.

* **Research and Development**

**There is a responsibility to:**

* Carry out audits of data quality as required e.g. completion of outcome codes on outpatient clinic data and percentage of data with completed procedure codes.
* Be aware of any audit and research in progress within the area and contribute to these as delegated by the Line Manager as appropriate.

**Skills**

* **Physical**

**There is a responsibility to:**

Be familiar with the use, storage and maintenance of all equipment used within the area of work.

* **Communication**

**There is a responsibility to:**

* Highlight any problem areas that data quality checks identify to administrative colleagues, the Line Manager, the Senior Management Team, Information Services- and/or Trakcare team as appropriate
* Contribute to planned waiting list initiatives ensuring that resources are optimised and effective communication is maintained with all staff and patients involved.
* Support the learning and training for all colleagues with regard to data entry and administrative processes
* Attend and participate in team meetings as required, including provision of minute taking and assistance to the management team in preparation for team meetings
* Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment and culture and adapt these to meet the needs of any given situation.
* Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.
* **Analytical and Judgements**

**There is a requirement to:**

* Provide regular statistical information and reports on performance,
alerting others where there are specific problems that need to be managed
* Analyse and compare monthly data, investigating disparities and reporting and taking corrective action as appropriate.
* To compare manual data with Patient Administration Systems data, investigating discrepancies and implementing procedures to prevent recurrences.
* Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager.
* **Planning and Organising**

**There is a requirement to:**

* Identify opportunities for improving service delivery using data and collaborating across the Mental Health Unit to develop data collection to support this

**Effort and Environment**

* **Physical**

**There is a requirement to:**

Sit for long periods working intensely on computers with a variety of software packages and organisational systems.

For some manual handling i.e. accessing filing rooms and case note handling.

* **Mental**

**There is a requirement to:**

Problem solve and understand the root cause of data issues.

Concentration is required throughout every working day when checking, correcting and analysing information. Interruptions are frequent from staff requesting ad hoc information or reports, causing the post-holder to change tasks.

Be responsive and flexible to the unpredictable work demands to achieve deadlines. Ongoing review of workload is required to ensure objectives are met.

Take responsibility for obtaining, communicating and presenting information to and on behalf of the manager.

* **Emotional**

**There is a requirement to:**

Motivate to encourage collaborative working and improve performance where there may be resistance to change.

This section should describe the nature, level, frequency and duration of demands for the emotional effort required to undertake clinical or non-clinical duties that are considered as distressing and/or emotionally demanding.

* **Working Conditions**

The role is largely office based

**4. FREEDOM TO ACT WITHIN THE JOB**

* Work is self-directed, prioritised by the post-holder in collaboration with line manager, Support Services Team and Psychology Management Team to meet the needs of the service.
* Developing solutions to issues that arise will be done in collaboration with relevant colleagues within Psychological Services, Trakcare and Information Services
* There will be regular informal discussions and reviews of work with the Line Manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.
* There is a requirement to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the Organisation.

**5. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

* Experience in a similar information/business administration role
* Formal qualification at HNC level or equivalent level of experience in a healthcare environment
* Proficient IT skills
* Knowledge of information sources within NHS
* Excellent communication skills
* Proficient in report writing and presenting data
* Comprehensive knowledge in the use of Microsoft Office suite i.e. Word, Excel, Powerpoint
* Organisational skills to ensure files and records are kept in accordance with policies and procedures
* Time management skills are essential to prioritise competing demands and meet deadlines.
* Ability to work independently and as part of a multidisciplinary team

**6. DEPARTMENT ORGANISATION CHART**

 Business Support Manager

Support Services Manager

Information Co-ordinator