**JOB DESCRIPTION**

**DATA MANAGER**

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| 1. **JOB IDENTIFICATION**   Job Title: Data Manager Band 6  Responsible to: Clinical Services Manager  Department: Critical Care  Directorate: Surgery & Anaesthetics |
| **2. JOB PURPOSE** |
| * A key member of the Data Management team for Critical Care services in managing the Ward Watcher information system and the requirements of data management. * A dedicated role which includes the management of patient management systems, service reporting, information audit and national clinical information. * Responsible for a range of activities to directly support the operation of clinical information through collection, collation, validation and updating of clinical systems while utilising communication links. * A responsible role within the Sub Directorate of the Critical Care structure to provide an effective service. |
| **3. ROLE OF DEPARTMENT** |
| * The main purpose of the department is to provide management and service information from predominantly the Ward Watcher information system * The post holder will be expected to undertake roles that will enhance the services in data management and reporting. * The post holder will work as part of the integrated team have a particular responsibility for promoting and providing effective information which can help focus on improving service quality and play a leading role in the continuous improvement of our systems. |

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| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Provides a comprehensive clinical data management service for Critical Care.  Collect, validate and analyse patient data to provide a range of routine and ad-hoc information to support internal performance, operational management, research, audit and mandatory national reporting ensuring adequate information governance.  Submissions and reports are required on a routine and ad-hoc bases with frequencies ranging from weekly, monthly to annually.  The main areas of data management will focus around activities within Critical Care, however, other services may draw on the experience of the post holder.  The critical care unit within RAH is 12 bedded HDU, 9-11 bedded ICU. IRH critical care unit is 9 beds level 2 HDU beds with the facility to stabilise and transfer patients who may require level 3 care. All the units within Clyde support multi specialties. The Ward Watcher application is operational across all critical care units within GG&C providing quality information, report extraction and national audit benchmarking.  .  The post holder will be expected to contribute effectively and progress existing and future information applications as directed by NHS GGC and SICSAG strategy. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| * Effectively liaise with the SICSAG Ward Watcher support team to ensure smooth running of the application while working closely with clinical teams. * Resolve routine operational and technical problems within the Ward Watcher application liaising with clinical staff, IT colleagues to reach suitable resolutions. * Lead on Ward WAtcher application developments derived from identification of service needs or proposals from the multi-disciplinary team and ensure smooth implementation. * Work collaboratively with colleagues and liaise directly with to agree technical and process specifications, expected outcomes, timescales. Supplier performance will be monitored and reviewed against support contracts. * Deliver tailored training and development programmes for groups and individuals to ensure accurate data quality. Assist clinical and secretarial staff in the use of applications. * Carry out detailed testing of any new systems or modifications to existing systems. * Produce and disseminate appropriate reports through retrieval and analysis of complex information from various data sources. * Maintain and develop robust routine reporting mechanisms for the Critical care services to analyse and report on activity. * Produce and present information in a suitable format for the management team in accordance with agreed timescales. * Maintain and improve communication with others to ensure system specifications, data capture, spreadsheet and database designs is appropriate and suitable for the intended purpose. * Servicing meetings to include formal minute taking and action decisions as appropriate to the post. * Although the post is based in The RAH, travel to other IRH and other sites within GG&C may be required. * Is an effective team player supporting colleagues as required * Ensure compliance with the Data Protection Act and the Computer Misuse Act and all security procedures, to protect sensitive and confidential data from disclosure. * Undertake any other duties as are delegated from time to time. |
| **7a. EQUIPMENT AND MACHINERY** |
| * Personal Computer/Laptop * Scanner/Photocopier/General Office Equipment |
| **7b. SYSTEMS** |
| The post holder will be expected to use the following software applications:   * TrakCare, Clinical Portal, Opera, Ward Watcher and Carevue * The post requires advanced use of computers and software including highly developed knowledge of data capture and analysis using MS Access and Excel. * Ability to create and update training material and procedural documentation using the appropriate software. |
| **8. DECISIONS AND JUDGEMENTS** |
| * Adhere to NHS GG&C policies and procedures and work in accordance with standard procedures, national legislation, protocols and departmental guidelines. * Work effectively within a team environment while operating independently on some aspects of the role. * The post holder will be responsible for managing their own workload, prioritising requests and ensuring timetables for collection, analysis and dissemination of information for various reports are followed. * They will have to re-prioritise their workload frequently as urgent ad-hoc requests for information are assigned to them. * Ability to process incoming correspondence/calls in a calm, polite and friendly manner using discretion and exercising judgement for assessment of importance/urgency. * Participate in the TURAS programme while progressing with a programme of continuous professional development. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder will communicate extensively across all specialities and departments using a variety of methods within the division as well as a range of external agencies.  Expected to communicate with external stakeholders to ensure smooth running of the applications and improve data quality.  Maintain regular communication with line manager to report on current progress and agreed objectives. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills and demands**   * Daily requirement to concentrate for up to 2 hours at a time; carrying out calculations or analysing of complex data sets, writing reports/letters. Often required to respond to specific urgent requests, this will usually require change from one activity to another on request. The ability to make sound judgements, deal with unpredictable interruptions and meet deadlines. Must keep abreast of new techniques and developments in related work fields. * Retrieval and handling of notes including case notes. * Travel between hospital sites may be required. * Occasionally attend relevant national annual meetings   **Mental demands**   * High levels of concentration required when carrying out complex analysis of clinical data whilst receiving interruptions from phone calls and enquiries. * Intense concentration required when designing databases to optimum specification to enable effective analysis of data.   **Emotional demands**   * Accommodating and responding to personal dynamics and the understanding of working within a complex organisation. * Occasional exposure to distressing or emotional circumstances in relation to clinical audit and reporting. May deal with data of a distressing nature on occasions. * Occasional exposure to challenging circumstances during difficult negotiations, training etc. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * The challenge is managing a varied workload within tight deadlines and having to be reactive to the daily priorities. * Establishing good communication systems/processes to help ensure ongoing cohesive working. * Ensure agreed priorities are met through efficient and effective systems. * The role requires long periods of concentration to ensure high standards in data accuracy. * Ability to deal with conflicting service requirements. |

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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| * Qualifications to HND level / Experience of 3 years or more in a similar role * Good knowledge of medical terminology and clinical knowledge relating to Critical Care and working practice. * Follow Standard Operating Procedures, Occupational Policies and Departmental Procedures. * Ability to maintain confidentiality. * Ability to work under pressure and prioritise. * Appropriate IT skills with a proficient working knowledge of MS Office especially Access and Excel. * Experience of clinical information systems. * Excellent keyboard skills, with speed and accuracy an advantage * Well developed workload planning and organisational skills * Excellent communication skills (oral and written). * Organising meetings * Work on own initiative and as part of a team. |
| **13. JOB DESCRIPTION AGREEMENT**  A separate job description will need to be signed off by each job holder to whom the job description applies.  **Job Holder’s Signature: Date:**  **Head of Department Signature: Date:** |

**PERSON SPECIFICATION FORM**

**Job Title:** Data Manager (Band 5)

**Department:** Cardiac, Critical Care, Theatre and Neonatology

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| **Qualifications** | **Essential** | **Desirable** |
| HND or equivalent in an administrative/ statistical subject | Yes |  |
| Medical terminology | Yes |  |
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| **Experience** | **Essential** | **Desirable** |
| 3 years experience in a similar role, NHS or other public service experience would be an advantage. | Yes |  |
| Working knowledge of MS Office to an advanced level in particular Excel and Access. | Yes |  |
| Experience of (clinical) information management in the NHS |  | Yes |
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| **Behavioural Competencies** | **Essential** | **Desirable** |
| Good written and oral communication skills | Yes |  |
| Ability to work under pressure | Yes |  |
| Ability to follow direct and precise guidelines | Yes |  |
| Adaptable and self motivated |  | Yes |
| Good time keeping and responsible attitude. | Yes |  |

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| **Other** | **Essential** | **Desirable** |
| Excellent ability to work within a team | Yes |  |
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**Addendum**

The post holder will support both Data Management and Quality Improvement for Critical Care servcies and to develop and deliver a function that facilitates both national and local clinical audit and other quality improvement activities in healthcare provision across these services within GG&C. The purpose of this service will be to support clinical staff to improve the quality and effectiveness of their individual clinical audit and clinical care.

* The post holder will utilise their clinical knowledge and experience to integrate systematic approaches to evaluation and develop, with effective teamwork, work based learning to enhance a workplace culture that actively supports clinical audit and implements its findings.
* They will apply their clinical knowledge and skills to improve data quality. This will include taking the lead with senior key clinicians to effectively compile and analyse comprehensive clinical databases.
* They will be responsible for establishing, maintaining and reviewing clinical audit standard operating procedures within the workplace. Clinical background is essential for this role.
* Co-ordinate and maintain quality assurance processes to ensure data integrity and interpret anomalies through analysis using a variety of applications and medical information for external audit bodies.
* Maintain and improve communication with others to ensure that system specifications, data capture, spreadsheet and database designs are appropriate and suitable for the intended purpose.
* Clinical Audit – The post holder will manage the above activities to ensure data quality and integrity. This will be assessed and reported to external auditors on an annual basis. They will also be responsible for investigating recommendations arising from evaluation audits and implement measures where appropriate to improve quality of audit and care.
* Work with clinical colleagues to ascertain and agree datasets required for clinical research projects and ensure these are in keeping with clinical governance, data protections and information security policies.
* Regularly review data to provide quality control of submitted information and bring data to senior clinical staff to obtain their agreement on the veracity of the data.

**Nursing responsibilities**

The nurse:-

Communication

Will apply the principles of good communication, which justify the trust and confidence of the public, and will establish and maintain effective relationships with patients, relatives, nursing colleagues and members of the multidisciplinary team.

* They will practice in accordance with NMC Code of Professional Conduct, Guidelines and policies, they will ensure patient and family confidentiality at all times and participate in clinical communication/education of patients and colleagues.
* They will also develop presentation and IT skills, participating fully in ward and multidisciplinary meetings.

Quality Assured Patient Care

The nurse will deliver a quality assured systematic approach to care. They will be able to self assess their own performance, recognising their abilities and limitations.

* They will participate in research and audit projects to ensure their practice is evidence based.
* They will demonstrate an awareness of legal and professional responsibilities within nursing practice.
* The nurse will be supportive and approachable to all staff members and participate in collaborative care delivery and report any untoward incident to senior colleagues.

Professional Development

The nurse will assume responsibility for ensuring clinical acumen and skills, maximising opportunities for professional development.

* They will develop and maintain their own personal and professional profile, identifying their own education and training needs, attaining PREPP requirements.
* They will also be aware of lifelong learning and training opportunities and demonstrate responsibility for their own personal development.
* They will demonstrate an understanding of Division wide health care issues

Decisions and Judgements

The nurse is accountable for her own actions, as outlined by the NMC, and is professionally accountable to the Neonatal Lead Nurse.

**PERSON SPECIFICATION FORM**

**Job Title:** Data Manager/Quality Nurse (Band 6)

**Department:** Cardiac, Critical Care, Theatre and Neonatology

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| **Qualifications** | **Essential** | **Desirable** |
| Registered Nurse/Neonatal Midwife | Yes |  |
| Registered Neonatal Nurse | Yes |  |
| Evidence of formal ongoing professional development | Yes |  |
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| **Experience** | **Essential** | **Desirable** |
| 3 years experience in a clinical role within NHS. | Yes |  |
| Ability to demonstrate clinical expertise and sound knowledge of clinical issues. | Yes |  |
| Proven leadership experience. Experience of teaching and mentoring staff | Yes |  |
| Working knowledge of MS Office to an advanced level in particular Excel and Access. | Yes |  |
| Experience of (clinical) information management in the NHS |  | Yes |
| Knowledgeable experience of audit and research |  | Yes |

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| **Behavioural Competencies** | **Essential** | **Desirable** |
| Good written and oral communication skills | Yes |  |
| Ability to work under pressure/prioritise and organise tasks | Yes |  |
| Ability to follow direct and precise guidelines | Yes |  |
| Adaptable and self motivated |  | Yes |
| Good time keeping and responsible attitude. | Yes |  |
| Innovative and participates with practice and policy change |  |  |

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| **Other** | **Essential** | **Desirable** |
| Excellent ability to work within a team | Yes |  |
| Interaction with multi-disciplinary teams | Yes |  |
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