

## SWANSEA BAY UNIVERSITY HEALTH BOARD

### JOB DESCRIPTION

#### JOB DETAILS:

<b>Job Title</b>	Data Co-ordinator
<b>Pay Band</b>	Band 4
<b>Division/Directorate</b>	To Be Confirmed
<b>Department</b>	Digital Intelligence

#### ORGANISATIONAL ARRANGEMENTS:

<b>Managerially Accountable to:</b>	Head of Data Intelligence
<b>Reports to: Name Line Manager</b>	Data Reporting Manager
<b>Professionally Responsible to:</b>	Head of Data Intelligence

#### Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

#### Job Summary/Job Purpose:

- To assist in the provision of a comprehensive corporate information service, ensuring the highest quality information is available.
- To support the Digital Intelligence internal and external reporting requirements for the Health Board.
- Support the analysis of trend based data, incorporating many sources of information and aspects including where information may not be readily available. Will exercise own judgement in the assumptions made in the production of this information.

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## **DUTIES/RESPONSIBILITIES:**

### **1. Key Tasks and Responsibilities of the Post**

#### **1.1 Planning**

- Liaise with the services in order to ensure information requirements are fully understood and included in the specifications for the delivery of information reporting outputs.
- Identify, communicate, prioritise and rectify problems in line with agreed processes.
- Participate in the formulation of implementation plans for the introduction of reporting solutions / analytics.
- Where necessary plan and perform information collection, reporting and analysis demonstrations.
- Interpret and determine information needs and develop new and innovative methods of using information flows which meet these requirements.
- Assist in the development of information systems relating to on-going and new projects.

#### **1.2 Information Service**

- As a member of the Information Team, contribute to a seamless response to the needs of the Service Group, maintaining a professional approach and leading by example at all times.
- Promote the department and the Service Group at all times.
- Contribute fully to the provision of a comprehensive Digital Intelligence service in support of the corporate, contractual, clinical, performance management and improvement objectives for the Service Group.
- Support colleagues in the production of the routine operational data requirements and “ad hoc” information requests throughout the Service Group.
- Assist in the creation and production of health information reports and complex data analysis using computer software, programme languages such as SQL and web technologies to support reporting requirements applying statistical analysis methods where appropriate.
- Support Information colleagues in the continued ongoing development of Information delivery within the Service Group.
- Participate in the development and use of new and innovative methods of using data/information flows within the Service Group.
- Develop an understanding of the processing, use and application of data and information used within the Service Group.
- Undertake work with the Directorates within the Service Group assessing their information needs and developing systems to meet their information requirements.
- Assist in the ongoing review of information services, systems and resources across the Service Group with the objective of ensuring a timely and accurate response to the full range of information requirements.
- Ensure formal change control procedures are adhered to in the production and quality assurance of statistical analysis and information reporting outputs.
- Responsible for ensuring information reporting requirements are met within agreed

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timescales.

- Ensure available information is accurate, up-to-date and fit for purpose.
- Participate in the evaluation and utilisation of data and information currently available within the information portal, Dashboards, data repository and other patient and data management systems.
- Liaise with the information team to identify where additional automated data or dashboards could be enhanced or improved to meet Service Group needs.

### **1.3 Data Quality**

- Support the ongoing validity, accuracy and integrity of data used to support improvement, with the objective of ensuring an accurate response to information requirements, both within the organisation and to external agencies.
- Adhere to the Health Board Data Quality policy by highlighting and investigating data anomalies and inconsistencies as part of the information production process.
- Support information colleagues in the continual review and improvement of routine information production, ensuring data validity and consistency checks are inbuilt at all stages of the process.
- Adhere to a change control and quality assurance policy.
- Keep abreast of national policies/guidance and best practice to assess impact and where relevant propose changes to corporate information reporting guidelines.

### **1.4 Communication**

- Provide and receive information which involves the analysis, interpretation and resolution of problems.
- Assist in ensuring effective communication is maintained within the Service Group.
- Contribute to and participate in Service Group forums where appropriate in order to update staff on any Information issues.
- Ensure Service Group administrative processes are adhered to.
- Identify and report potential risks for inclusion onto the Service Groups Risk register.

### **1.5 Departmental Procedures**

- Adhere to the departmental electronic filing structures and contribute to the establishment and review of standards for the use of electronic filing across the Service Group.
- Undertake evaluation and redevelop where necessary the procedures within the service area. These redevelopments may impact on all service areas within the Service Group and throughout the Health Board.

### **1.6 Human Resources**

- Allocate work to and support junior members of staff as appropriate.
- Deliver support and training on statistical information and analytical methods to other

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Service Group staff as required

### **1.7 Continuing Professional Development**

- Develop a personal development plan annually as part of the Personal Development Review process.
- Keep skills up to date and relevant in order to carry out appropriate tasks in the areas of informatics and desktop applications.
- Use available resources to keep abreast of digital and service improvement topics (Intranet, internet, reading materials, conferences etc.).
- Ensure continuation of personal development, through appropriate formal and informal training as and when necessary.
- Keep up to date with legislation in relation to data protection, Caldicott principles and confidentiality, Human Rights Act, Freedom of Information Act etc. and the latest E-policies.

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## PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Qualifications</b>	Diploma or equivalent experience  Evidence of further development and or education and training		Application form and pre employment checks
<b>Knowledge</b>	Knowledge of information requirements and standards within a healthcare environment.  Understanding of information analysis techniques.		
<b>Experience</b>	Experience in the processing and analysis of information, preferably in a health care setting.  Experience of working with multidisciplinary stakeholders.  A good general understanding of clinical and non-clinical informatics processes.  Experience of measurement tools and techniques.	Knowledge of Patient Administration Systems (PAS)	Application form and interview
<b>Aptitude and Abilities</b>	Excellent IT and analytical skills with knowledge of IT tools such as, SQL and MS Office.  Understanding of Data Warehousing, relational Databases, information systems, Dashboard development and design.  Excellent verbal, written & presentation skills  Track record of delivering high quality work in demanding timescales  Ability to develop and maintain effective team working and working relationships	Ability to speak Welsh	Interview

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	Ability to travel to meet the requirements of the post.		
<b>Values</b>	<p>Shows empathy and compassion towards others – a natural disposition to put yourself in someone else’s shoes. Sees and treats others as individuals (patient, families, colleagues) and treats people with dignity and respect.</p> <p>Shows resilience, adaptability and flexible approach as situations arise and positivity when times are tough.</p> <p>Shows respect for others’ views and appreciate others’ inputs and encourage colleagues to display our values.</p> <p>Motivated to use initiative to recognise problems and seek solutions whilst understanding the importance of empowering and enabling others (patients, families, colleagues).</p> <p>Friendly and helpful disposition, awareness of how our own and others’ behaviours impact on people’s experiences and the organisation’s reputation.</p> <p>Willing to seek out learning, give and accept constructive feedback and committed to continuous improvement.</p>		Application Form Interview References
<b>Other</b>	<p>Ability to relate to staff of all disciplines and seniority and build creditability with a wide range of professionals</p> <p>Self-motivated and enthusiastic professional</p>		Application form and interview

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	<p>Innovative thinker, with proven problem solving skills</p> <p>Be able to prioritise workload and effectively manage competing demands</p> <p>Be self-aware and appreciative of the impact of your behaviours on those around you</p> <p>Able to deal with challenge constructively</p> <p>Ability to meet the travel needs of the post</p> <p>Ability to work autonomously using own discretion</p>		
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#### **GENERAL REQUIREMENTS**

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

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- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have \* direct / indirect contact with\* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau \*Standard / Enhance Disclosure Check as part of the HB/Trust's pre-employment check procedure. \*Delete as appropriate.

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If the post holder does not require a DBS Disclosure Check, delete as appropriate.

- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

**Flexibility Statement:** The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

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