

JOB DESCRIPTION

Job Title:	Information Support Officer
Band:	3
Job Group:	Administration
Centre:	Emergency Centre
Location:	Royal Shrewsbury Hospital / Princess Royal Hospital
Responsible to:	Assistant Operational Manager
Accountable to:	Centre Manager
Date:	09/07/2021

Job Purpose

The post holder will support the Emergency Centre Management Team by validating and analyzing data, ensuring the submission accurately reflects the patient pathway.

To co-ordinate data collection and validation on behalf of the Emergency Departments and Acute Medicine to ensure the trust complies with local and national standards and targets.

The post holder will routinely work autonomously capturing, validating and analysing complex data in relation to key performance targets and UEC measures, they will produce in-depth reports, comparing a range of information, facts and outcomes for escalation to the Divisional team.

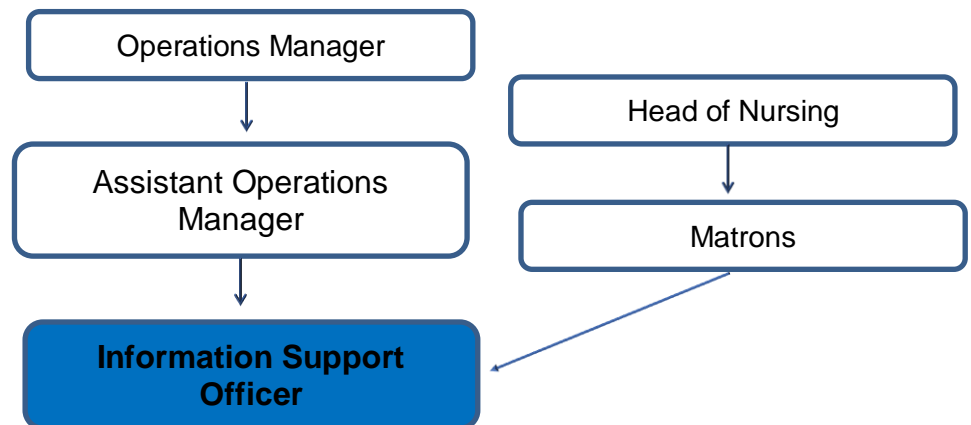
They will assist the Emergency Centre Management Team to ensure specific relevant information is collated to assist in delivering the Trust's overall strategic objectives.

The post holder will be responsible for the compilation and reporting of performance data as required, working to tight timescales and being able to provide information as requested.

The post holder will provide advice and training to the reception staff, ward clerks, medical and nursing teams regarding the requirements for accurate data entry. They will use the information they have extracted to target areas for improvement.

The post holder will work independently within clearly defined policies and procedures, with advice as required.

Organisational Chart



Main Duties and Responsibilities

1. General

- Daily validation of patient pathway in relation to 4 hour patient safety target for all patients attending the Emergency Departments and Urgent Treatment Centres.
- Daily validation of patient pathway in relation to Time to Be Seen standard
- Ensure accurate data is captured regarding patient waiting times.
- Weekly reporting for Long Attenders and completion of Harm Proformas for submission to the Emergency Centre Matrons.
- Populate breach spreadsheet and submit to the Head of Nursing and Centre Manager as appropriate
- Populate 12hour breaches spreadsheet and submit to the Emergency Centre Head of Nursing.
- To work with the Centre Management Team to implement best practice within the Emergency Centre, in relation to data quality.
- To take personal responsibility for self-development with regard to keeping up to date with computer software programmes and NHS issues.
- To perform all duties in the line with the Trust's Equal Opportunities Policy.
- Ensure confidentiality on all matters obtained during the course of employment.
- Prioritisation of workload as directed by the Centre Management Team

2. Data and Information

- Act as the Data Quality Lead for the validation of the Patient Pathway through ED
- To establish and co-ordinate a robust system for data collection.
- To ensure accurate data is captured and recorded to meet the standards for the management of patients, and to fulfil the local and national standards and targets.

- Analyse and compare the data extracted, identifying trends and failures in data quality.
- Using the data captured and the post holder's analytic skills, the post holder will deliver specific training to the appropriate staff group.
- To compile reports, these may include standard daily, weekly, monthly and quarterly reports along with any ad hoc reports as required.
- To utilise clinical systems to extract and capture all necessary information.

3. Quality and Service Improvement

- To support quality and service improvement within the Centre by working closely with the Assistant Operations Manager and other services and Centres to ensure effective patient care and the effective use of all Trust resources.
- Monitor and investigate data quality issues, rectifying data input issues during validation, whilst ensuring problems are brought to the attention of the appropriate manager.
- Analysis of a range of information in order to identify trends or highlight potential issues.
- Using the information extracted and validated, the post holder will propose new ways of working to improve the service in regards to data quality.
- Ensure exceptions and problems are escalated where appropriate

4. Representing the Centre and the Trust

- To act as an ambassador for the Centre within the Trust

5. Finance and Resources

- Responsibility to ensure that the Centre's assets and resources are used efficiently and economically.
- Responsibility to ensure that all business is carried out in accordance with the Trust's Standing Orders and Standing Financial Instructions.

6. Physical, Mental and Emotional Demands of the Post

- Daily indirect exposure to distressing, emotional and sensitive information. The post holder will access each patients CAS Card to validate the pathway
- Unpredictable work load, coping with frequent interruptions during periods of concentration, dealing with requests for data information and reports at short notice.
- There is a frequent requirement for sitting in a restricted position for a substantial proportion of the working time.

7. Working Conditions

- To work in normal office condition with a requirement to use VDU equipment more or less continuously on most days.
- To travel occasionally between Trust sites.

8. Equipment and systems

- To use normal office equipment.
- To use a range of electronic information systems and tools.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any

time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.

- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
 - you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Job Description Agreement

I have read and understood the duties that are expected of me.

Manager Name	Post holder Name
Signature	Signature