

Job Description for a Data Quality Administrator – Wye Surgery Nov 2020

JOB DESCRIPTION

TITLE OF POST:	Data Quality Administrator
SALARY :	As Agreed
HOURS OF EMPLOYMENT :	32 hours per week (08.00 – 17.00 Tuesday – Friday)
APPOINTMENT :	Permanent contract
RESPONSIBLE TO:	Practice Manager
ACCOUNTABLE TO:	PARTNERS

JOB SUMMARY

Working as part of the practices Administration Team in maintaining and improving relevant, high quality data to ensure cost effective services are being run, using the practices appropriate IT systems.

Demonstrate skills in computer technology and software systems as used in General Practice and work within their professional boundaries under supervision from the Practice Manager and Partners.

To be responsible for administrative support in monitoring the Practices Chronic Disease Recall system and audit searches, this will require knowledge of specialised medical/scientific terminology and computer systems.

To provide administrative support to the Practice team and to maintain a positive and helpful attitude at all times. To carry out other duties as assigned.

1. SCOPE AND PURPOSE OF THE ROLE

- To assist the practice in developing the use of information technology to enable it to meet modernisation targets, maximise income and improve patient care.
- In conjunction with the Practice Manager and Partners establish a set of protocols for the practice, to ensure the accurate input of data and enable access of information as necessary

2. JOB DIMENSIONS

- To ensure the efficient running of the practice computer system, carrying out searches, audits and recalls as required by the doctors, nurses and manager.
- To manage own workload in general practice responding to patient and practice need and ensuring ease of access to services.
- To help with the development and use of information technology alongside the IT Administrator, for ease of use within general practice
- In conjunction with the Practice Manager and Partners ensure you maintain adequate attendance of training courses or communication with the Computer System Supplier & outside agencies, to ensure that your own standards of capability are high.

4. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

See person specification

5. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

A. ADMINISTRATION ROLE:

The post-holder will:

- Produce reports at intervals to be established or on an ad-hoc basis.
- Ensure data is consistently entered and run searches to find anomalies
- Pro-actively initiate data quality improvement projects
- Follow up own action points and notify staff of their arising actions from audits and meetings
- These will include some of the following:
 - Audit/data/disease groups
 - Recalls
 - Workload analysis
 - Appointments
- Design and run searches and reports as defined by the partners and/or the practice manager
- Help develop templates, using read codes for the purpose of extracting data from the computer for the use of audits
- Sustain & maintain high standards of the computer clinical system in an accurate and secure manner i.e. data record keeping

- Be aware of the Data Protection Act and of its importance and relevance to General Practice and to advise on upgrading or renewing as appropriate.
- Assist in general office duties as required due to absence or annual leave.
- Perform any other duties as assigned

Competencies

- Sound knowledge of Windows and MS Office
- Knowledge of QOF, CQRS, Ardens and EMIS
- Awareness of data security and GDPR requirements
- IT literate
- Good verbal and written communication skills
- Problem solving skills
- Flexible approach, team player, good sense of humour

B. TEACHING AND MENTORING ROLE:

The post-holder will:

- Contribute to the planning and implementation of the teaching for existing staff and new staff such as Medical Students, NP students, GP registrars, Foundation Doctors, Health Care Assistants, Reception and Admin staff.

C. PROFESSIONAL ROLE:

The post-holder will:

- Participate in continuing professional development opportunities to ensure that up-to-date evidence-based knowledge and competence in all aspects of the role is maintained
- Develop and maintain a Personal Learning Plan
- Participate in any training programme implemented by the practice as part of this employment.
- Participate in annual appraisal reviews.
- Record accurate data in patients records in accordance with Practice policy and guidelines
- Work collaboratively with colleagues within and external to the practice.
- Pro-actively promote the role within the Practice, and externally to key stakeholders and agencies
- Encourage and develop teamwork within the practice.
- Participate in practice meetings and practice management meetings, as and when required. The only reason for not attending practice meetings will be annual, study or sick leave.

- Participate in audits and inspections as appropriate.

5. Quality:

The post-holder will strive to maintain quality within the practice, and will:

- Alert other team members to issues of quality and risk
- Assess own performance and take accountability for own actions, either directly or under supervision
- Contribute to the effectiveness of the team by reflecting on own and team activities and making suggestions on ways to improve and enhance the team's performance
- Work effectively with individuals in other agencies to meet patients' needs
- Effectively manage own time, workload and resources.

6. HEALTH AND SAFETY/RISK MANAGEMENT

- The post-holder must comply at all times with the Practice's Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the organisations Incident Reporting System.
- The post-holder will comply with the Data Protection Act (1984) and the Access to Health Records Act (1990).

7. EQUALITY AND DIVERSITY

- The post-holder must co-operate with all policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

8. RESPECT FOR PATIENT CONFIDENTIALITY

- The post-holder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

9. COMMUNICATION & WORKING RELATIONSHIPS

- The post-holder will establish and maintain effective communication pathways with the following :

Internal

Managers
GPs both within the practice CCG as a whole
Practice Nurses
All Nursing Staff
All Practice Staff

External

The Data Quality Team
IT Helpdesk
Clinical system support team
CCG IT Trainers
Any other outside agency deemed appropriate

- Recognise people’s needs for alternative methods of communication and respond accordingly.

10. REHABILITATION OF OFFENDERS ACT 1994 (optional)

Because of the nature of the work, this post is exempt from the provisions of Section 4(2) of the Rehabilitation of Offenders Act 1994 (Exceptions) Order 1995. Applicants for posts are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act and in the event of employment any failure to disclose such convictions could result in disciplinary action or dismissal by the Practice. Any information given will be completely confidential and will be considered only in relation to an applicant of a position to which the order applies.

11. JOB DESCRIPTION AGREEMENT

This job description is intended to provide an outline of the key tasks and responsibilities only. There may be other duties required of the post-holder commensurate with the position. This description will be open to regular review and may be amended to take into account development within the Practice. All members of staff should be prepared to take on additional duties or relinquish existing duties in order to maintain the efficient running of the Practice.

Jobholder’s Signature:..... Date:.....

Line Managers Signature:..... Date:.....

Line Mangers Name : Position :

Planned review date for Job Description :

**Personal Specification:
Data Quality Administrator**

ESSENTIAL	DESIRABLE	ASSESSMENT METHOD
<p>Qualifications:</p> <ul style="list-style-type: none"> • GCSE standard or equivalent experience 	<ul style="list-style-type: none"> • NVQ in Business/Administration • 'A Level standard or equivalent 	<p>Original certificates,</p>
<p>Experience:</p> <ul style="list-style-type: none"> • Minimum of 2 years office/admin experience • Developing and managing databases • An understanding of audit • Evidence of working autonomously and as part of a team • Must be prepared to undertake further training 	<ul style="list-style-type: none"> • Working Knowledge of medical terminology • An understanding of clinical audit • Understanding of clinical system • Report writing experience • Formal IT Training 	
<p>Knowledge :</p> <ul style="list-style-type: none"> • Ability to learn and apply policies and procedures • Understanding of equal opportunity and diversity issues 	<ul style="list-style-type: none"> • Use and structure of read codes • Experience of use of a medical software package 	
<p>Skills:</p> <ul style="list-style-type: none"> • Excellent IT skills including Word and Excel • Proven organisational skills • Able to analyse and interpret audit information and report on findings and outcomes. • Excellent communication skills both written and verbal • Pleasant, helpful and effective telephone manner • Time management and ability to prioritise workload • Ability to work unsupervised and as part of a team • Awareness and maintenance of confidentiality • Professional approach to appearance and conduct • Enthusiastic • Ability to work flexible hours when required 	<ul style="list-style-type: none"> • Sickness level below 5% • Ability to maintain records and files • Ability to operate modern office equipment 	