Job Description

Job Details

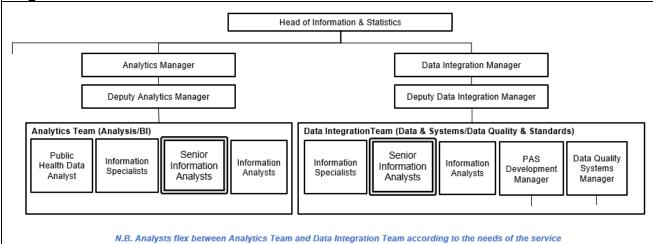|	
Job Title:	Senior Information Analyst
Business Unit:	Corproate Services
Department/Ward:	Information Services
Location:	Cobalt
Pay Band:	Band 6
CAJE No:	ADM1326

Main Purpose of the Job

- To provide a data and information service to senior managers and clinicians through analysis / interpretation of clinical data and and data flows.
- To assume responsibility for specific areas of work within the Information Services Analysis, BI, Data Integrations & Systems teams.
- To role model compassionate and inclusive leadership in order to shape the creation of a collective leadership culture within the trust. This means demonstrating a consistent leadership style which (a) engages, enables and empowers others (b) uses coaching to promote ownership of learning and quality improvement and (c) facilitates team working and collaboration within teams / departments and across organisational boundaries.

Dimensions

- Adminsitrative and clinical data systems, Trustwide.

Organisational Chart

N.B. Analysts flex between Analytics Team and Data Integration Team according to the needs of the service

1. Communications and Relationships

- The skills to understand and interpret clients' requirements for information and to present and communicate information in an appropriate manner given that the broad client base possesses a wide range of backgrounds and experience and that the information may be highly complex or sensitive.
- The ability to overcome barriers to understanding when communicating highly complex reports, statistical information and data structures / flows to non-information staff.
- Must be able to demonstrate the English language proficiency level required for this post

Within the Trust
- Executive Directors:
  - Required to discuss high level performance information and complex data flows collated from multiple sources
- General Managers/Service heads, Clinicians:
  - Highly complex and potentially sensitive clinical data identifying procedures and diagnoses, bed occupancy, outpatient clinic activity, waiting times, A&E data, community contacts.
  - Acts as a link Analyst to a business unit or particular digital system/project, supporting the lead Information Specialist for that area.
  - Acts as main contact for a particular aspect of the Trust's Information System
- Digital Services staff:
  - Highly complex technical information relating to systems and data flows
- Finance staff:
  - Hospital and community activity data for Service agreement monitoring,   'Payment by results', and Patient Level Costing monitoring
- Clinical Coding staff:
  - Identification of National procedure and diagnosis codes for analysis
- Medical Records staff:
  - Lists of patients for audit, identification of data quality issues

External bodies
- Commissioners (Information staff):
  - Issues connected with regular reporting
- NHS England / NHS Improvement:
  - Submitting and validating Statutory returns
- NHS Digital:
  - Submitting and validating Statutory minimum data sets
- Others:
  - Such as systems suppliers

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2.	Knowledge, Skills, Training and Experience

- Practical, statistical, analytical and numerical skills supported by an honours degree or equivalent experience, in a subject with a substantial numerate content as evidence that the post holder has achieved a high level of logical thinking and adaptability to learning sophisticated computer programming languages.
- Significant experience of working in the field of data and information including knowledge of complex systems and data models to enable the provision of advice to Senior Managers. This is specialist knowledge of data and information equivalent to a Postgraduate diploma.
- Well developed knowledge of the NHS patient administration processes, and how these can be supported by the Trust's administration systems (desireable – will be gained in post).
- Well developed knowledge of the NHS clinical system processes, and how these can be supported by the Trust's clinical systems (desireable – will be gained in post).
- Knowledge and experience (gained in post) of aspects of how clinical data is recorded which are unique to this Trust, combined with the understanding of how to translate this data into meaningful information.
- Highly advanced computing skills in a programming language (SQL or similar), Microsoft Office packages, database development, spreadsheets, email, internet and intranet, and the ability to adapt computing skills to any new software required
- In addition, the post holder develops in depth knowledge (gained in-house) of a particular area of the Trust's Information system (e.g. Cancer), so that they can act as the main contact for queries and requests in that area – gaining expertise in several areas over time.
- To lead, inspire and motivate others to high performance by agreeing clear goals and objectives, providing support and guidance and creating opportunities for development
- To contribute to the development of a culture of high engagement, where staff are empowered and entrusted to provide the best services and care for patients
- To promote and facilitate innovation and continuous improvement to deliver better services for service users and patients
- Accountability for the leadership of post holders staff / teams / departments
- You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role

     Desirable
- Knowledge of or experience in coaching and mentoring practices and tools
- Knowledge of or experience in Quality improvement tools, techniques and methods
- Postgraduate qualification in a relevant subject
- Member of a professional body
- Knowledge of clinical terminology;
- Experience of training a junior Information Analyst
- Previous experience of working in an NHS information role

3.	Analytical Skills

- The ability to interpret highly complex data and translate it into meaningful, useful information, and communicate effectively, orally and in writing, highly complex results. To assist the client in the interpretation of these results and to compare the range of options available.
- Practical experience of analysing large datasets developed in post
- Identify potential and actual data quality problems by utilising advanced analysis skills and to recommend/propose ideal solutions.

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4. Planning & Organisational Skills
• Ability to organise, prioritise and manage a complex, heavy workload which includes both regular tasks with tight deadlines and numerous non-routine client requests with various degrees of urgency.

5. Physical Skills
• Advanced keyboard skills, knowledge of 'shortcuts' and ability to touch type are essential for speed, accuracy and to avoid injury

6. Patient/Client care
• Incidental contact with patients/clients

7. Policy & Service Development
• Implements policies for own area and proposes policy or service changes which may impact beyond own area of activity

8. Financial & Physical Resources
• Safe and responsible use of equipment and resources in own area.

9. Human Resources
• Required to act as a panel member for interviews. • Provides regular ongoing specialist training to Information Analysts which cannot be delivered through external courses. • Deputises for more senior members of the team, as required.

10. Information Resources
• Design, create, develop, test and run Trust-wide information systems for patient data to meet the specifications of others, through the use of computer software (SPSS, SQL, HL7, databases, spreadsheets etc.) and knowledge of NHS data systems and local patient administration processes
• Access, analyse and present information from a range of systems and sources to provide timely, accurate and relevant information, with due regard to data security and confidentiality.
• Have awareness of Data Protection Act 1998 and information security issues including Caldicott, and work within guidelines.
• Process the gathering of information within the department in order to comply with an Information Request under Freedom of Information Act requirements.
• Act as the information support analyst link to one or more directorates and manage quality and timeliness of work effectively; or assume responsibility for managing the (necessarily varying) timetable of the weekly and monthly processes for production of information outputs, plus responsibility for monthly national returns.
• You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)

11. Research & Development
• Participate in surveys or audits of own work/procedures where necessary.
• Undertakes software testing and adaptation.

12. Freedom to Act
• Acts as operational lead specialist for one or more areas of work
• Ability to organise own workload (including significant proportion of non-routine tasks) under guidance of a manager, but with freedom over means used to achieve the desired result
• Ability to work in a team environment, but also on own initiative.

Standards

The statements outlined below are the standards of which all employees of Northumbria Healthcare Trust are expected to comply.

Works to the standards expected in the Northumbria Healthcare NHS Foundation Trust statement of values.

Risk Management - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

Infection Control:
It is your responsibility to adhere to infection control polices and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

Health and Safety:
Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

Patient, Carer & Public Involvement:
Managers have a duty to ensure that the principals of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or smeone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensures that patients are the focus of everything we do, we share goof practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

Safeguarding:
The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

Environment and Sustainability
The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources throughout their daily activities.

Appendix 1

NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes <u>only</u>.

Effort and Environment:

Physical

- *Required to work for the majority of most days inputting at a keyboard due to the nature of the role (programming, amending data, updating instructions for department processes and typing correspondence).*

Mental

- *The Trust's software system is completely in-house written, reflecting the complex multi-site nature of the Trust, and the fact that clinical services are delivered very differently in different parts of the Trust. There is therefore a requirement for all information staff to undertake all the roles of technical specification of the programming required, carrying out the computer programming itself, validating outputs produced, documenting the system, and presenting results to clients. The detailed technical work involved requires intense mental effort.*
- *Daily requirement for periods of intense concentration on detailed and highly complex data analysis/programming*

Emotional

- *Occasional exposure to distressing or emotional circumstances*

Working Conditions

- *Requirement to use VDU equipment more or less continuously on most days*

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Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations	X	
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact		X
6.	Babies/Children Contact		X
7.	Food handling / Preparation		X
8.	Driving	X	
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise		X
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression		X
26.	Employment of young people		X
27.	Any other hazards please specify		X
28.	**Other**		

If any hazard is identified above please give details below.

- Manual Handling of boxes of A4 printer paper and unloading stationery deliveries from Supplies
- Occasional driving between sites for meetings
- Continuous daily use of Computer VDU.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

Person Specification

Job Title:	Senior Information Analyst
Department:	Information Services
Location:	Cobalt

Specification	Essential	Desirable
Qualifications / Professional Registration	• Practical, statistical, analytical and numerical skills supported by an honours degree or equivalent experience, in a subject with a substantial numerate content as evidence that the post holder has achieved a high level of logical thinking and adaptability to learning sophisticated computer programming languages. • Significant experience of working in the field of data and information including knowledge of complex systems and data models to enable the provision of advice to Senior Managers. This is specialist knowledge of data and information equivalent to a Postgraduate diploma.	• Postgraduate qualification in a relevant subject • Member of a professional body
Experience and knowledge	• Highly advanced computing skills in a programming language (SQL or similar), Microsoft Office packages, database development, spreadsheets, email, internet and intranet, and the ability to adapt computing skills to any new software required • In addition, the post holder develops in depth knowledge (gained in-house) of a particular area of the Trust's Information system (e.g. Cancer), so that they can act as the main contact for queries and requests in that area – gaining expertise in several areas over time. • Well developed knowledge of the NHS patient administration processes, and how these can be supported by the Trust's administration systems (desireable – will be gained in post). • Well developed knowledge of the NHS clinical system processes, and how these can be supported by the Trust's clinical systems (desireable – will be gained in post). • Knowledge and experience (gained in post) of aspects of how clinical data is recorded which are unique to this Trust, combined with the understanding of how to translate this data into meaningful information.	• Knowledge of clinical terminology; • Experience of training a junior Information Analyst • Previous experience of working in an NHS information role

Skills and abilities	• Excellent analytical skills; • Excellent communication skills, both written and oral; • Well-developed interpersonal skills; • Advanced keyboard skills. • Ability to work well independently • Must be able to demonstrate the English language proficiency level required for this post	
Personal attributes	• Integrity; • Team worker; • Works with great attention to detail • Knowledge of or experience in coaching and mentoring practices and tools • Knowledge of or experience in Quality improvement tools, techniques and methods • Learning agility and commitment to self-development	
Other requirements	• You may also need to travel between Trust premises as required for the performance of your duties. You may also be expected to work at any of the trust sites. The Trust would consider making reasonable adjustments to the role, if necessary, to enable a disabled person to undertake the role	