



## POWYS TEACHING HEALTH BOARD JOB DESCRIPTION

<b><u>JOB DETAILS</u></b>	
<b>Job Title:</b>	WCCIS Service Improvement Manager
<b>Pay Band:</b>	7
<b>Hours of Work and Nature of Contract:</b>	To be completed on recruitment
<b>Service Group:</b>	Information
<b>Department:</b>	Finance, IT & Informatics
<b>Base:</b>	To be completed on recruitment
<b><u>ORGANISATIONAL ARRANGEMENTS</u></b>	
<b>Managerially Accountable to:</b>	Head of Information
<b>Professionally Accountable to:</b>	Head of Information
<b><u>VALUES &amp; BEHAVIOUR</u></b>	
	<p>Our Values and Behaviours are demonstrated through our 'Health Care Strategy' centred on the Needs of the Individual' through Respect, Trust, Integrity, Working Together, Kindness and Caring and Fairness and Equality.</p>

## **JOB SUMMARY / PURPOSE:**

This role will support Powys Teaching Health Board (PTHB) in truly exploiting the potential of the data collected within electronic systems. The post holder will interrogate data from electronic sources, drawn together to reveal information not previously available. Maintain knowledge of the electronic system/s to be supported and from other developments within the NHS that will have dependencies on their system/s, to maximise the potential of information delivery. Where appropriate, contribute to the development of new methodologies and currencies to support the work of PTHB Information services.

Work closely with the National Infrastructure teams and staff, and operational staff within PTHB collaborating on a wide range of relevant research projects with the aim of maximising return for PTHB, both in terms of improving services and preventing ill-health.

Help to develop and document new ways of working in areas such as data mining and the use of Business Intelligence tools.

Manage the Applications Team within the Information Department.

## **DUTIES & RESPONSIBILITIES**

### **Communications**

Regularly engage with professionals from different backgrounds on several different levels. These include operational staff both clinical and administrative from PTHB, system developers and architects from the National Infrastructure teams, Welsh Government, other public sector and the academic community.

Many of the concepts to be discussed are likely to be highly complex, especially in the specialist statistical and technical areas. There will be a need to communicate relevant technical detail effectively to both academic and technical staff, but also there will be a requirement to package and explain this information in a different way for colleagues who, while not being necessarily technical, have a deep understanding of the running of the service or the creation of policy, and who are the potential consumers of new information services.

Showcase the work of PTHB at various local and All Wales meetings / conferences, covering a wide range of topic areas, some of which involve the communication of highly complex information.

Responsibility to produce reports for management teams and directors, reviewing the evidence where there is any, and making recommendations.

Responsibility for training of staff in the use of information services or the application of analysis tools via learning sessions within PTHB or more formal training courses.

## **Experience**

Analysing data and presenting information using tables, charts, reports, maps, and dashboards

Current and potential uses of NHS information, and familiarity with the methods of data acquisition and processing of data

Excellent knowledge of current and emerging NHS data standards and their impact on information services

Data warehousing, the analysis of large datasets and record linkage

SQL Server Business Intelligence tools

NHS IM&T policy, strategy, information governance and related issues, for both England and Wales

Data Protection Act, Freedom of Information Act, Caldicott guidelines and National Statistics codes of conduct in relation to release of information

## **Evaluation**

Analyse and interpret highly complex information, including technical and statistical documents, technical forum discussions. This will occur particularly in the case of new and emerging technologies for which there is a limited knowledgebase or where there is no precedent for their application within relevant business areas. For instance, this would occur when linking data from different sources to reveal a particular finding which could inform future service planning, e.g. linking admissions data with GP data.

Make recommendations around the choice of methodologies to be used in the calculation of indicators, the derivation of new currencies, and the presentation of data within reports, dashboards, and other web-based presentation styles.

Compare competing technologies and recommend the most appropriate for the business process, leading to subsequent adoption of the recommendations for inclusion in the department's development plan.

Lead on the development of solutions where there is no appropriate solution available in published technical knowledge bases.

## **Planning**

Responsible for identifying analysis and technical opportunities which will be explored and developed, with a view to their application in the operational environment for maximum benefit.

This will require an understanding of the various data available across health & other sources, evaluated against the environmental factors (e.g. political, financial, performance) to identify the optimum development proposals.

These proposals will form the plan for the various tasks associated with the piece of research or development work and agreeing the associated timescales with the Improvement and Innovation manager.

### **Service Development**

Develop and lead implementation of data release guidelines, taking into account Data Protection Act, Freedom of Information Act, Caldicott, National Statistics release protocols, and the various R&D processes, including Multicentre Research Ethics Committees (MREC), Local Research Ethics Committees (LREC) and Velindre Trust R&D Risk Review.

Develop and lead implementation of calculation methodologies, for their application, e.g. performance measures, statistical calculations, referral to treatment times.

### **Financial Resources**

Calculate the resource consequences of introducing new ways of working, or the development of proofs of concept for new information services.

### **Human Resources**

Line manages, train and coach Information, Applications and Reporting team.

### **Information Resources**

Datasets collected from within the application are consolidated into the Information Departments Data Warehouse. The data is turned into meaningfully presented information for users, line managers, Operational Managers and Directors by means of standard reports or ad hoc queries.

Develop new information system prototypes

Contribute their own expert knowledge in the area of information services and actively keep abreast of new ways of working or new information products which have the potential to improve current information services, both in terms of usefulness and efficiency

Assist in the development and design of new web tools or ways of viewing data, allowing users to fully exploit the potential within the data warehouse, including "slice and dice", drill down, "what if?" analyses, spatial presentations, and health modelling tools.

### **Research and Development**

Contribute to collaborative research work with other NHS organisations, coming up with practical solutions to problems.

Present and showcase the work of PTHB information services at local and national forums.

Keep abreast of new technologies around Business Intelligence, and examine their appropriateness or otherwise in the context of their application/s.

Contribute to the production of standards and best practice for the use of data from their application/s.

Keep abreast of the health research literature and look for instances where methods could be applied to the work of the unit.

Horizon scan to identify new and emerging technologies that may produce significant benefits if applied to service business requirements.

### **Autonomy**

Work to achieve agreed objectives and be given autonomy to do this in own way working within broad principles set by Improvement and Innovation.

Act without constant reference to manager, exercising judgement and initiative on the issues which need to be escalated to their manager.

<b>PERSON SPECIFICATION</b>			
<b>ATTRIBUTES</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>	<b>METHOD OF ASSESSMENT</b>
<b>Qualifications and/or Knowledge</b>	<p>Qualified to MSc level, or have equivalent demonstrable experience</p> <p>Knowledge of complex analytical and statistical methods</p> <p>Knowledge and experience of working with several national information services on behalf of the NHS</p> <p>Excellent knowledge of Business Intelligence tools and their use in the analysis and presentation of complex information</p> <p>Advanced keyboard skills</p>		<p>Pre-employment checks</p> <p>Application Form</p>
<b>Experience</b>	<p>Experience of working as a manager supporting a national application</p> <p>Experience of managing a team</p>		Application Form and Interview
<b>Aptitude and Abilities</b>	<p>Ability to develop and maintain good relationships with a range of stakeholders, and communicate effectively with a diverse range of specialists</p> <p>Positive approach to problem solving</p> <p>Good presentation skills</p> <p>Good judgement and decision-making skills</p> <p>Able to operate effectively in a changing environment</p> <p>Highly motivated</p> <p>Excellent communication and interpersonal skills when dealing with highly complex and sensitive information</p>	Ability to speak Welsh	Interview Application Form

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>Aptitude and Abilities cont'd</b>	Highly motivated and committed to improving functionality within electronic systems and encouraging user participation		
<b>Values</b>	Demonstrate PTHB Values		Interview Application Form
<b>Other</b>	Ability to travel within geographical area  Able to work hours flexibly		Application Form and Interview

## **GENERAL REQUIREMENTS**

Include those relevant to the post 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.
- **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.
- **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.
- **Data Protection:** 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 Legislation 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 or Trust 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 favourable treatment on 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 **no contact** with patients / service users / children /vulnerable adults in the course of your normal duties. You will therefore not be required to apply for a Criminal Record Bureau Disclosure Check as part of the HB/Trust's pre-employment check procedure.
- **Safeguarding Children and Adults at Risk:** Powys Teaching Health Board is fully committed to safeguarding people. Employees and workers (including agency and bank workers) are responsible for ensuring they understand what actions to take if they have reasonable cause to suspect that a child or an adult is at risk of harm and mandatory safeguarding training is completed in line with their role specific competencies.
- **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.

## Organisational Chart



