

Data Quality Administrator Job Description

JOB DETAILS

Job Title Data Quality Administrator

Department Clinical Administration Inpatients

QUALIFICATIONS, EXPERIENCE AND PERSONAL ATTRIBUTES REQUIRED FOR THE ROLE

R = Required Attribute D = Desirable Attribute

Qualifications	RSA III or equivalent experience (R) NVQ 3 or equivalent experience (R) ECDL (D)
Professional Registration	N/A
Knowledge and Experience	
Non-clinical	Experience within the NHS (D) Experience of excellent customer service (R) in a patient setting (D) Experience and knowledge of Data Quality requirements to contribute to effective commissioning data (D) Knowledge of patient confidentiality requirements, Caldicott procedures, Data Protection Act and Infection Control measures (D) Previous experience with Patient administration system Medway (D) Previous experience with Symphony (D) Previous experience with Electronic Whiteboards (D) Knowledge of Real time bed state (D) Knowledge of NHS Spine Portal (D)
Skills and Abilities	
Communication and Interpersonal	Above average command of language, spoken and written (R) Good spelling skills (R) Exceptional communication skills, being able to communicate with a wide range of Trust and non-Trust

	<p>representatives (R)</p> <p>Ability to respond to enquiries from patients and members of the public in a sensitive and empathetic manner (R)</p> <p>Maintain patient confidentiality by complying with the Data Protection Act 2000 (R)</p>
Analytical and Judgemental	<p>Have good numeracy and literacy skills (R)</p> <p>Ability to do things in a logical, orderly and methodical manner (R)</p> <p>Attention to detail (R)</p> <p>Ability to investigate and correct discrepancies on patient information system (R)</p> <p>Accurate in the collection of data (R)</p> <p>Ability to locate and track medical records (D)</p> <p>To deal with enquiries and tasks, using personal judgement and prioritisation skills to ensure delivery (R)</p>
Planning and Organisational	<p>Tidy in organised in your work space (R)</p> <p>Ability to multitask effectively (R)</p> <p>Ability to work to deadlines (R)</p> <p>Ability to concentrate with frequent interruptions and a unpredictable working pattern (R)</p> <p>Ability to plan own workload to meet the demands of the service which will require the post holder to be able to change tasks or prioritise other when necessary (R)</p>
Financial	<p>Knowledge of how our Trust gets its income (D)</p> <p>Demonstrate initiative by identifying and implementing efficiency savings within your work area (D)</p> <p>Personal accountability for own and others resources (D)</p> <p>Ability to record accurate and timely data collection to maximise Trust income (R)</p>
Information and Communication technology	<p>PAS Medway, Symphony, Electronic Whiteboards, NHS.net emails, Spine Portal (D)</p> <p>Comfortable using computers and data bases (R)</p> <p>Knowledge of Windows (including accompanying software applications) (R)</p> <p>Knowledge of Windows Office (R)</p>
Supervisory and HR Management	<p>Experience training staff, including induction and ongoing requirements of the role (D)</p>
Freedom to Act	<p>Work is managed but not directly supervised</p> <p>Will receive support, guidance and direction from the Team Leader to ensure that service demands are met</p>
Physical	<p>Manual handling skills: ability to bend, stretch and carry heavy weights, i.e. sets of medical records (R)</p> <p>Able to work in front of a computer for long hours (R)</p> <p>Ability to sit for long periods typing/data inputting (R)</p> <p>Ability to accurately input data in a timely way (R)</p> <p>Good keyboard skills (R)</p>
Mental	<p>Ability to concentrate when frequently interrupted (R)</p> <p>Ability to work in close proximity to inpatients in a delicate estate of health (R)</p> <p>Ability to work under pressure in a busy ward environment (R)</p>

	Ability to work in a nosy environment (R)
Emotional	To be able to respond and to workload pressure (R) Able to cope with sudden changes in the health of our patients (R) Able to deal with difficult or distressed patients (R)
Working Conditions	Works is mainly at a VDU In occasions, work with limited space depending on your allocated ward
Values and Personal Attributes	
Behavioural Characteristics	Flexible to the needs of the service in terms of working pattern (R) Sensible, mature and responsible approach to work (R) Politeness and respectful when interacting with colleagues and members of the public (R) Clean smart appearance (R) Good eye for detail (R) Punctual and reliable (R) Excellent communication skills, diplomacy and tact (R) Excellent organisational skills (R) Resilient and determined, able to overcome challenges (R) Drive, commitment and enthusiasm (R) Ability to work using own initiative and as part of a team (R) Sensitive to the concerns of others (R) Ability to maintain confidentiality and privacy (R)

Job Description and Person Specification Acceptance Agreement

Date Prepared:

Agreed by:

Signed by Job Holder: _____ Date: _____

Signed by Line Manager: _____ Date: _____