

JOB DESCRIPTION

SERVICE: Enhanced Recovery Programmes (ERPs)

DEPARTMENT: Surgical Services & Anaesthetic Division

JOB TITLE: Project Support & Data Quality Clerk

BAND: 3

HOURS: 37.5 hours per week

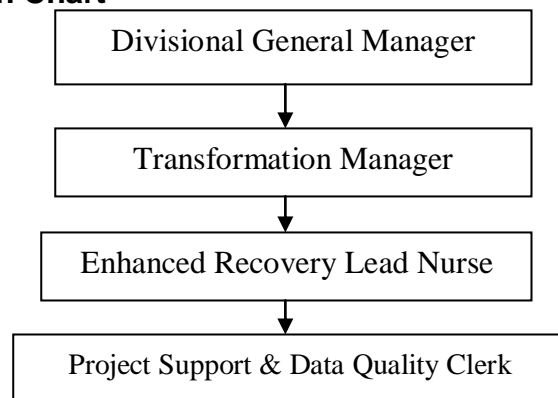
BASE: Working across East Lancashire Hospitals NHS Trust

REPORTS TO: Information Manager

RESPONSIBLE TO: Information Manager



Organisation Chart



Job Summary

The principle role of this post is to provide programme support and data collection to the Enhanced Recovery Programme (ERP) by performing assigned key tasks to assist teams and managers across the organisation in delivering the ERP agenda. The primary role will be that of data collection and interpretation.

MAIN DUTIES:

- To manage and collect a wide range of process data, patient satisfaction data and any re-operations or postoperative complications from ERP patients and input data in accordance with programme systems.
- To assist the ERP Lead in preparing the ERP agenda
- To design, maintain and update programme resources, records and databases

- To act as the first point of contact for the programme as required
- To provide comprehensive clerical support to the programme
- To resolve day to day issues and problems in liaison with the ERP Clinical Lead and ERP Nurse Practitioner
- To analyse the data and generate user friendly reports for monthly operational group meetings and divisional business meetings.
- To support the collection of data from patients undergoing emergency major abdominal procedures and liaise with Clinical Audit Facilitators to ensure mandatory audit data is complete.
- To support the ERP lead in the quality improvement project being implemented for emergency patients.
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COMMUNICATION:

- To provide, receive and distribute a wide range of information, communicating this information to others, as necessary.
- To ensure communication channels are used appropriately to facilitate the flow of information internally and externally
- To ensure effective communication is maintained and disseminated in a timely manner to the team, across the trust and other organisations, using the most appropriate method.
- To establish and maintain relationships and have the ability to use a wide range of interpersonal skills to undertake the work of the post
- To communicate effectively and work closely with all levels of staff
- To ensure a friendly and non-judgemental approach and to communicate with people in a helpful and professional manner.
- To offer support to other colleagues including cover during absences and supporting other team members with work as and when required.
- **Key relationships**
 - All colleagues and teams involved in, or aspiring to participate in, the delivery of the ERP agenda.
 - Colleagues in other NHS organisations involved in the ERP.
 - All patients who need care and encouragement in the post operative period.

TRAINING AND DEVELOPMENT:

- To attend Core Mandatory training as per trust policy
- To participate in the Personal Development Programme and take responsibility for working with line manager to identify an appropriate personal development plan.
- Training as needed on data input and interpretation from the Divisional Information Analysts.

ORGANISATIONAL RESPONSIBILITIES:

- To organise meetings and events associated with the programme as requested by the programme lead.
- To ensure that any meetings required are properly co-ordinated
- To create, develop and maintain office systems
- To work to deadlines and have good organisational skills

- To assist with the delivery of associated work to a consistently high standard
- To co-ordinate and support project related activities
- To contribute to the development and maintenance of any monitoring systems.
- To maintain comprehensive records and information systems

PERSONAL RESPONSIBILITIES:

- To follow the Trust's policies and procedures
- To prioritise own time

All members of the Trust have a mandatory obligation to be aware of and abide by the following:

Risk Management

It is a standard element of the role and responsibility of all staff of the Trust 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.

Records Management/Data Protection Act

As an employee of the Trust, you have a legal responsibility for all records, including patient health, financial, personal and administrative, that you gather or use as part of your work within the Trust. The records may be paper, electronic, microfiche, audio, video tapes, x-ray images etc. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Health and Safety Requirements

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Trust undertakings.

Confidentiality and Information Security

As a Trust employee you are required to uphold the confidentiality of all records held by the Trust whether patient records or Trust information. This duty lasts indefinitely and will continue if you are no longer employed by the Trust.

All the information which identified individuals in whatever form, paper, picture, electronic data, images or voice, is covered by the Data Protection Act 1988 and should be managed in accordance with this legislation.

Trust Policies

The Trust operates a range of policies, Human Resources, Clinical Practice etc. All Trust employees must observe and adhere to the provisions outlined in these policies.

Research

The Trust manages all research in accordance with the requirements of the Clinical Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

Equal Opportunities

The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are required to treat all patients, customers, visitors and work colleagues with dignity and respect irrespective of their background.

Child Protection

All employees have a responsibility for safeguarding and promoting the welfare of children. Further guidance can be sought from your Line Manager.

Infection Control

All employees have a personal responsibility for adhering to the control of infection policy. Further guidance can be sought from your Line Manager.

Knowledge and Skills Framework/Personal Development Review

For your post you will receive a KSF job outline detailing knowledge and skills needed to undertake your role. You will be required to undertake an annual personal development review (PDR) which will give you the opportunity to discuss with your manager your progress in relation to your job outline.

Once progression has been agreed you will normally progress to the next incremental point on the pay band 12 months after appointment to this post and to subsequent points every 12 months thereafter, subject to meeting the criteria for progression when you pass through the second gateway point.

STANDARDS OF CONDUCT

Ensure that personal actions and conduct comply with the Trust Policies and Procedures e.g. Health and Safety, Tobacco Control Policy, equal opportunities, confidentiality, the Data Protection Act (1998), Moving and Handling Regulations. Attend training courses as required e.g. induction, moving and handling, fire lectures etc.

Conduct duties with regard to values underpinning the Trust's Vision:

If its about me, involve me

Working together in partnership

Aspiring to excellence

Ongoing improvement of our service

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy and is a 'smokefree' zone.

PERSON SPECIFICATION
Project Support & Data Clerk
ERP

Attributes	Essential	Desirable
Qualifications	GCSE level of education	ECDL RSA II or equivalent
Experience	<p>Extensive experience in an NHS setting</p> <p>Data entry experience</p> <p>IT skills including that of word processing packages and databases</p> <p>Experience of engaging, liaising with, and supporting teams</p> <p>Knowledge of data protection procedures</p>	Experience of hospital administration systems including Unity database.
Knowledge and Skills	<p>PC and Microsoft Office skills including email.</p> <p>Excellent keyboard skills</p> <p>Ability to write reports</p> <p>To hold accurate data entry skills and the ability to analyse data</p> <p>Ability to work across a range of staff both independently and as a team member</p> <p>Ability to prioritise own workload</p> <p>Excellent communication skills and organisational ability</p> <p>Ability to work flexibly as part of a team</p> <p>Excellent communication & interpersonal skills</p>	

Personal Attributes	Considerate and willing team member Flexible	
Other	Ability to travel across the Trust's geographical	

EFFORT FACTORS

○ PHYSICAL EFFORT

What physical effort is required for the job?

Type of Physical Effort	How Often	For How Long	What weight is involved	Any mechanical Aids
Sitting concentration	daily	daily	nil	nil

Is the job holder expected to sit/stand in a restricted position? Yes ☒
No ☐

How often? Every shift ☒ Weekly ☐ Monthly ☐ Less often ☐

For how long? Less than 20 minutes on each occasion ☐ More than 20 minutes on each occasion ☒

○ MENTAL EFFORT

Are there any duties requiring particular concentration?

Types of Duties	How Often	For How Long
Data inputting	daily	4 hours per day but not continuously

Are there any duties of an unpredictable nature?

Types of Duties	How Often	For Long	How
minimal			

○ **EMOTIONAL EFFORT**

Does the job involve dealing with any distressing or emotional circumstances?

Type of Circumstance	Direct/Indirect Exposure	How Often
minimal		

○ **WORKING CONDITIONS**

Does the job involve exposure to unpleasant working conditions?

What Working conditions	How Often
Not planned	

