Job Description: Data Co-ordinator
Agreed By: The Partners of Bridgemary Medical Centre
Reviewed: Annually
Latest review date: 09.10.2020

BRIDGEMARY MEDICAL CENTRE

DATA CO-ORDINATOR
JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title	Data Co-ordinator
Line Manager	Operations Manager
Accountable to	Practice Manager
Hours per week	20/25

Job Summary

To be responsible for undertaking a wide range of administration duties and the provision of general support to the multidisciplinary team.

- To be responsible for the quality standards of data within the Practice in order to maximize income for the practice.
- To oversee quality issues as necessary.
- To provide advice and guidance to all clinical staff in the use of the clinical data recording system.
- To oversee the claims process for work undertaken as part of enhanced national or local services.

To act as a central point of contact for patients, the distribution of information, messages and enquiries for the clinical team, liaising with multidisciplinary team members and external agencies such as secondary care and community service providers.

Mission Statement

At Bridgemary Medical Centre we aim to provide holistic patient care within a safe, effective, caring, responsive and friendly environment.

To help us achieve this we have well trained, highly skilled clinical and non-clinical teams who enjoy a good work life balance to ensure resilience of our team.

Our GP Partners and Management team ensure this is maintained in accordance with local and national policies and is achieved in a responsible financial way.

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Generic Responsibilities
All staff at Bridgemary Medical Centre have a duty to conform to the following: **Equality, Diversity & Inclusion** A good attitude and positive action towards ED&I creates and environment where all individuals are able to achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and it is required by law. Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect. Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex or sexual orientation. Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect. **Safety, Health, Environment and Fire (SHEF)** This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being and safety. You have a duty to take reasonable care of health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements. All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation. **Confidentiality** This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and maintain confidentiality at all times. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

Quality & Continuous Improvement (CI)

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

Induction Training

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Operations Manager.

Learning and Development

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude and competences to perform their role. All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

Staff will also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

Collaborative Working

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

Service Delivery

Staff at Bridgemary Medical Centre must adhere to the information contained with practice policies and regional directives, ensuring protocols are adhered to at all times. Staff will be given detailed information during the induction process regarding policy and procedure.

Security

The security of the practice is the responsibility of all personnel. Staff must ensure they remain vigilant at all times and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

Professional Conduct

At Bridgemary Medical Centre, staff are required to dress appropriately for their role. Administrative staff will be provided with a uniform whilst clinical staff must dress in accordance with their role.

Maintain a professional and positive attitude at all times.

Leave

All personnel are entitled to take leave. Line managers are to ensure all of their staff are afforded the opportunity to take a minimum of 5 weeks' leave each year, and should be encouraged to take all of their leave entitlement.

Primary Responsibilities

Job responsibilities:

The list is not intended to be comprehensive but some key points and for guidance only.

Production of Performance and Quality Information

- To be aware of national, local and Practice quality standards for chronic disease management.
- To provide support to correctly identify and target patients for assessment and treatment.
- To ensure staff are aware of the importance of maintaining disease registers and assist in the validation process.
- To provide advice and support, and to produce regular reports, on the progress achievement.
- To assist in the production of information for clinical audit as requested by the clinicians.
- To work with the CCG to validate patient information, performing regular checks and quality audits.
- To provide support and training for current and new staff ensuring that data

quality guidelines are understood and adhered to.
- To provide support, advice and training for current and new Practice staff in data recording on the Clinical System.

Administration of Child Protection and Palliative care information

- To ensure that all CP information received by the practice is dealt with according to the protocols in place.
- To arrange CP meetings as required and liaise with the relevant outside agencies as needed.
- Co-ordination of Palliative care register and arrangement of meetings as required with outside agencies.

Team Building:
- Work effectively, and positively, with colleagues, GPs, PNs and Management.

Confidentiality:
In the course of their duties, the Data Co-Ordinator will have access to confidential and sensitive information – both medical and business. The Data Co-Ordinator is bound by the confidentiality document and policy that they sign on commencement of employment. Any breach of confidentiality is a disciplinary offence and may lead to dismissal.

Policies, Protocols and Staff Handbook:
- The Data Co-Ordinator is expected to make themselves aware of the policies and protocols that govern the operation of the practice
- The Data Co-Ordinator will be given a copy of the staff handbook.
- Health and safety is taken seriously and the Data Co-Ordinator is expected to follow any guidelines and report any breaches
- The Data Co-Ordinator must follow practice guidelines concerning safeguarding and report any concerns in line with these guidelines
- The Data Co-Ordinator must be non-judgemental and act in accordance with the equality and diversity policy.

Communication:
Communication is a crucial part of the role. When communicating with patients and colleagues the Data Co-Ordinator must:
- When communicating with team members, be it verbal or written, the Data Co-Ordinator must be clear, concise, accurate, considerate, sensitive and respectful. Any written notes must be left in accordance to practice guidelines
- When communicating with patients, their family members and carers, be it verbal or written, the Data Co-Ordinator must be clear, concise, accurate, considerate, sensitive and respectful.

- The Data Co-Ordinator must understand that the patient, their family and carers may need extended explanations and communication as they may not always understand what is being said to them. This could be due to language, hearing, sight and additional needs. The Data Co-Ordinator may need to speak slower or simpler but must do so without making the patient, their family member or carer feel belittled or judged
- The Data Co-Ordinator must follow the accessible information standard and when contacting the patient must follow their preferred method of contact

Personal/Professional Development:
The Data Co-Ordinator will take part in training as required some of which will be at other locations and some online.

Quality:
The post-holder will strive to maintain quality within Practice, and will:
- Alert other team members to issue 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
- Effectively manage own time, workload and resources.

Secondary Responsibilities

In addition to the primary responsibilities, the Data Co-ordinator may be requested to:

a. Partake in governance matters (complaints, significant events, audit etc as per the Governance Policy)
b. Support administrative staff, providing cover during staff absences

The person specification for this role is as detailed:

Person Specification – Data Co-ordinator		
Qualifications	**Essential**	**Desirable**
Educated to GCSE level or equivalent	✓	
GCSE Mathematics & English (C or above)	✓	
AMSPAR Receptionists Qualification		✓
NVQ Level 2 in Health and Social Care		✓
Experience	**Essential**	**Desirable**
Experience of working with the general public	✓	
Experience of administrative duties	✓	
Experience of working in a health care setting	✓	

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Skills	**Essential**	**Desirable**
Excellent communication skills (written and oral)	✓	
Strong IT skills	✓	
Clear, polite telephone manner	✓	
Competent in the use of Office and Outlook	✓	
EMIS user skills		✓
Effective time management (Planning & Organising)	✓	
Ability to work as a team member and autonomously	✓	
Good interpersonal skills	✓	
Problem solving & analytical skills	✓	
Ability to follow policy and procedure	✓	
Personal Qualities	**Essential**	**Desirable**
Polite and confident	✓	
Flexible and cooperative	✓	
Motivated	✓	
Forward thinker	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure	✓	
Other requirements	**Essential**	**Desirable**
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.