

## JOB DESCRIPTION

<b>Job title</b>	Hepatitis C Data Coordinator
<b>Sector/Function</b>	Substance Misuse
<b>Department</b>	Central Clinical Team
<b>Reports to</b>	<b>Lead Pharmacist</b>
<b>Grade</b>	3

<b>Job purpose</b>	<p>Work across the Turning Point Substance Misuse services to ensure that all staff are providing timely and accurate data inputting to support our Hepatitis C strategy and joint working with Gilead and the Hepatitis C Operational Delivery Networks (ODNs).</p> <p>Liaising and maintaining close working relationships with the Turning Point Lead Pharmacist, Regional Hepatitis C Co-ordinators, Turning Point Insight team, Service Operational Managers and other key stakeholders to ensure quality and 100% accuracy within reporting mechanisms.</p> <p>To ensure that service contract data requirements are being met by monitoring quality and accuracy within reporting mechanisms</p> <p>Ensure that quality systems are in place and audit services for full compliance regarding data quality, supporting as appropriate and providing solutions as required to any issues relating to systems and processes.</p> <p>Provide staff training covering all aspects of reporting systems (online and face-to-face)</p> <p>Analysing, manipulating and reporting to Turning Point Lead Pharmacist and Regional Hepatitis C Co-ordinators, Hepatitis C ODNs, Gilead and other stakeholders as appropriate on all aspects of data provided across all community based provision and wider criminal justice services to the highest level and identifying gaps in service provision</p> <p>Providing information and data through a number of formats. Draw conclusions and make recommendations from the analysis ensuring that information is presented in a way that informs decision making. Ensures data is presented accurately and clearly for non-expert audiences when applicable.</p> <p>Provide data analysis to support, monitor and enhance agreed outcome measures (KPI'S) and highlight gaps in system approaches.</p>
<b>Key accountabilities</b>	<p>Service Delivery</p> <p>To ensure a high quality service is delivered by:</p> <ul style="list-style-type: none"> <li>▪ Monitoring performance to ensure it meets expectations and agreed performance criteria</li> <li>▪ Reporting variances of expected performance to Line Manager</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Participating and utilising management information and data collection systems as appropriate</li> <li>▪ Participating in continuous improvement initiatives and support change</li> <li>▪ Addressing delivery or quality issues</li> <li>▪ To provide written reports as agreed to stakeholders as appropriate</li> <li>▪ To identify gaps in organisational provision</li> <li>▪ To ensure confidentiality, as required under Data Protection is strictly maintained, reporting any perceived breaches to the line manager</li> <li>▪ Informing and influencing with innovative new approaches to Data collection and reporting</li> <li>• To respond to and monitor customer feedback</li> <li>• Develop data systems and protocols as required in conjunction with Turning Point's Lead Pharmacist, Regional Hepatitis C Co-ordinators and in partnership with key stakeholders</li> </ul>
	<p>Business Development</p> <ul style="list-style-type: none"> <li>• Build effective relationships with key internal and external stakeholders at all levels</li> <li>• To maintain professional links with other providers as appropriate</li> <li>• To proactively contribute to continuously improving the delivery and monitoring of Hepatitis C services by making positive suggestions, providing constructive feedback and assisting in the implementation of agreed new ways of working</li> <li>• Fully supporting and implementing appropriate organisational initiatives</li> </ul>
	<p>Business Planning</p> <ul style="list-style-type: none"> <li>• To work towards agreed business and service objectives</li> </ul>
	<p>People Management</p> <ul style="list-style-type: none"> <li>• To participate in your own development</li> <li>• To offer support and direction to staff when required</li> <li>• To provide training to staff</li> </ul>
	<p>Health and Safety</p> <p>Risk Management</p> <p>To ensure a safe working environment for self and others by:</p> <ul style="list-style-type: none"> <li>▪ Ensuring a good standard of general housekeeping</li> <li>▪ Ensuring all Health and Safety concerns are appropriately reported and action taken in a timely manner</li> <li>▪ Ensuring that task-based risk assessments and reviews are undertaken, and that identified risks are managed and mitigated where possible</li> <li>▪ Ensuring full compliance with all Health and Safety requirements</li> <li>▪ Participating in regular reviews of the business continuity plan where appropriate</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Taking personal responsibility for their own and others safety e.g. vaccinations, eye sight tests, work place assessments</li> <li>▪ Ensuring compliance with partner Health and Safety policies and procedures where appropriate</li> <li>▪ Following the formal reporting process for serious untoward incidents and accidents</li> </ul>
	<p>Quality</p> <ul style="list-style-type: none"> <li>• To participate in quality and outcome processes as required</li> <li>• Assist in identifying new standards to further streamline organisational processes</li> <li>• To contribute to audit and action plans</li> <li>• To identify areas for improvement</li> </ul>
	<p>Compliance</p> <ul style="list-style-type: none"> <li>• To ensure compliance with internal and external standards and codes of conduct meeting all regulatory requirements</li> <li>• Complying with Turning Point's Code of Conduct, policies and procedures</li> </ul>
	<p>Finance</p> <ul style="list-style-type: none"> <li>• To be responsible for ensuring personal expenditure is kept to an agreed level unless authorised to exceed</li> </ul>
	<p>Self-Development</p> <p>Reflect on and develop own performance by:</p> <ul style="list-style-type: none"> <li>• Participating in open two-way dialogue during Performance Management meetings agreeing own task and development objectives and reviewing these and overall performance against the Turning Point Hepatitis C Strategy and Gilead Hepatitis C Action Plan</li> <li>• Participating in training and development opportunities as agreed with line manager</li> <li>• Taking responsibility for own self development</li> <li>• To agree and work towards objectives to improve performance</li> </ul>
	<p>Organisational Values</p> <ul style="list-style-type: none"> <li>• To review own performance and development needs by actively participating in supervision and appraisal processes</li> <li>• To undertake training and other development activities to facilitate personal and professional development</li> <li>• To uphold Turning Points Key Values</li> </ul>
	<p>Other Duties</p> <ul style="list-style-type: none"> <li>• To undertake other responsibilities reasonably requested by the line manager as appropriate to the area of responsibility, including involvement in special projects</li> <li>• Ability to travel independently</li> </ul>

<b>Dimensions</b>	Direct reports	<ul style="list-style-type: none"> <li>• 0</li> </ul>
	Total staff overseen	<ul style="list-style-type: none"> <li>• 0</li> </ul>
	Internal contacts	<ul style="list-style-type: none"> <li>• Lead Pharmacist</li> <li>• Regional Hepatitis C Co-ordinators</li> <li>• Service Managers</li> <li>• Clinical leads</li> <li>• Nurse Managers/Clinical Services Managers</li> <li>• Service Performance Leads</li> </ul>
	External contacts	<ul style="list-style-type: none"> <li>• Gilead</li> <li>• Hepatitis C ODNs</li> <li>• Service User Groups</li> <li>• Hepatitis C Trust</li> <li>• Abbot laboratories</li> </ul>
	Planning outlook	<ul style="list-style-type: none"> <li>• 6 months</li> </ul>
	Problems solved	<ul style="list-style-type: none"> <li>▪ Embedding excellent Hep C management and practice and compliance with Hepatitis C strategy and Gilead Action Plan</li> <li>▪ Relationships with external partners including the Hepatitis C Trust and Specialist BBV partners</li> <li>▪ Embedding excellence in policy and procedures development</li> <li>▪ Supporting services to develop action plans, following relevant audit activity</li> </ul>
	Financial authority	The post holder will hold no individual budget but will advise on appropriate aspects of financial governance linked to these areas working with the local and central senior teams

## PERSON SPECIFICATION

<b>Job title</b>	Hepatitis C Data Coordinator
------------------	------------------------------

<b>Personal effectiveness</b>	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Delivering Positive Outcomes</li> <li>• Showing Personal Leadership</li> <li>• Innovation &amp; Change</li> <li>• Experience of effective partnership working, relationship management, pathway and protocol development.</li> <li>• Knowledge and skills of developing health or social care</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge and experience of multi-agency working and establishing partnerships with other professions to achieve good outcomes for the service user.</li> <li>• Experience of working to NTA, Public Health England reporting systems</li> <li>• Experience of working to Home</li> </ul>

	services. <ul style="list-style-type: none"> <li>• Ability to communicate complex information to individuals and groups in a way that is easily understood.</li> </ul>	office reporting systems <ul style="list-style-type: none"> <li>• Business &amp; Financial Accumen</li> <li>• Applying Management Information</li> </ul>
--	--	--

Technical effectiveness	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Recognise barriers to understanding</li> <li>• Excellent time management skills, and an ability to work on own initiative, prioritising accordingly.</li> <li>• Demonstrates an excellent working knowledge and skills in using Microsoft Office</li> <li>• Good written and verbal communication skills and an excellent degree of personal IT competency.</li> <li>• The ability to accurately update and maintain records in a timely fashion and to work to deadlines for the submission of information, e.g. reports.</li> <li>• Proven and demonstrable audit skills and implementing changes associated with the audit process</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates working knowledge and skills in supporting the development of policies, procedures and protocols</li> </ul>

Acquired experience & qualifications	Essential	Desirable
	<ul style="list-style-type: none"> <li>• Analytical and ability to interpret data</li> <li>• Relevant qualification in this field</li> <li>• Experience of computerised systems including advanced knowledge of software applications, inc Microsoft Office in particular</li> <li>• Excellent Working knowledge of databases</li> <li>• Excellent administrative skills</li> <li>• Ability to work as part of a team, demonstrating support to other team members and other teams</li> <li>• Customer focussed approach to both internal and external customers</li> <li>• Good organisational skills and ability to work on own initiative</li> <li>• Good report writing skills</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of work in a similar setting within the Social Care sector</li> <li>• Experience of working to NTA, Public Health England reporting systems</li> <li>• Experience of working to Home office reporting systems</li> </ul>