



Role Profile

Job Title: Senior Senior Data Management Officer (Adult Social Care)	Role Profile Number: ENH167
Grade: Q	Date Prepared: 22 nd June 2021
Directorate/Group: Adult Social Care	Reporting to: Service Improvement Lead Adults and Children
Structure Chart attached:	No

Job Purpose

- Provide a leadership role in improving and maintaining data quality for Adult Social Care.
- Work collaboratively with IT and Performance and Insight colleagues in relation to the data management and data quality priorities for Adult Social Care
- Develop, manage and mentor the Adult Social Care Data Management Officer to deliver an efficient data quality service to Adult Social Care Operational Teams.
- Meet routinely with Adult Social care Operational and Service managers to understand variations in quality of data, assessment of data quality status and implementation of processes/data quality reporting to improve.
- Develop and maintain records retention policies and procedures to ensure records held are GDPR compliant
- To proactively support Adult Social Care in the preparation, migration and data management processes for adult's data held on case management systems.
- Support and influence leaders in the development of staff culture that uses case management information and systems to manage adult's data to their full benefit and assist them in the delivery of services.
- Develop and retain specialist knowledge in relation to the functionality specifics of adult's business applications and how data is managed within adult social care systems.
- Take the service lead for Adult Social care in the Alignment of system use with practice specific process and work with practitioners and enabling functions in process design and data capture development for Adult Social Care

Key Accountabilities

- Identify where there are gaps in an adult's record and source the data from files/social workers and

supervise the Data Management Officer in the updating of data in conjunction with adult social care teams.

- Supervise the Data Management Officer in the identification of data quality issues and liaison with team managers/workers and business support to assist through updating of data and guidance on how to maintain consistently.
- Monitoring of data quality areas where corrective actions have been put in place to improve and intervene if necessary to ensure corrective action is sustained.
- Checking key data items are recorded for performance reporting purposes, and have a specialist knowledge on which data items feed which performance reports in conjunction with the Adult Social Care Intelligence Lead.
- Training of the Data Management Officer in order to train others in all data entry recording processes to ensure that data management is adhered to and quality of data held on system is of a good standard.
- Have a good understanding of the data protection act and information security associated with sensitive datasets held within Adult Services.
- Supervise the Data Management Officer in the running and interpretation of validation reports to inform trouble shooting targets in relation to case recording in Adult Social Care Systems
- Producing monthly reports for all adult teams and working with the service to define the operational and data quality reports (form completions by form type/worker, in progress, avg time for completions, outstanding work)
- Provide the Lead Data Management role in the development and implementation of the adult social care data quality strategy
- Organising and chairing weekly data quality and cleansing clinics with Team Managers, ATMS/ and superusers
- Liaising and coordinating with multiple teams to create data quality processes to improve fitness of data and bridge communication gaps to mitigate data inconsistency and inaccuracy
- Producing ASC specific guides to enable better data recording and assist in standardising process across teams
- Liaising with performance team/service to identify gaps in performance data and organising solutions and data tidy up sessions to correct the data incorporating interim/long term solutions
- Manage the completion of monthly/weekly data quality audits on work lists and allocations
- Regular meetings with team managers to support them in the use of operational data to better understand workload, waiting list, demand etc and feeding this back to SMT
- Testing of case management system changes on behalf of ASC and providing the service link to Business Systems Team
- Service contact for changes or amendments to data capture that impacts data quality reports

Supplementary Accountabilities

- Support the Caldicott Guardian in the management of/investigations of data breaches within Adult Social Care
- Support the Adult Social Care Information Asset Owner in areas of work identified as a priority for data management tasks

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Good IT literacy skills including intermediate knowledge of Excel and conversant with database applications
- Ability to interpret and present data to operational managers in a way which is insightful to the business
- Experience of analysing data and reporting on trends using a variety of methods
- Experience of Data Quality Processes and development of
- Experience of informal training delivery to staff
- Detailed knowledge of adult social care processes and case management systems
- Experience of development of data quality processes
- Knowledge of records retention policies and links to GDPR
- Experience of Training Staff in the use of software packages and reporting tools
- Experience of line management of staff

Qualifications

- Degree, or relevant qualification within the data analytical field, or equivalent demonstrable experience in working with data (particularly adult services data), in an operational environment.

Decision Making

- Assessment of functionality from an adult social care perspective and whether it meets service requirements prior to implementation into a LIVE system environment
- Proposals to Adult Social Care management teams on data management issues and recommended approach
- Decisions on escalation points and routes through adult social care management
- Advising Senior Management on options linked to data capture/management changes and assessment of impact

Creativity and Innovation

- Working collaboratively with IT and Performance Insight teams to define process development to best

meet Adult Social Care Needs

- Innovative ways of presenting/formatting data to help easily target data quality issues and most efficient way to correct them.

<p><u>Job Scope</u></p> <p>Number and types of jobs managed</p> <ul style="list-style-type: none"> • 1 – Data Management Officer Adult Social Care • <p>Typical tasks supervised/allocated to others</p> <ul style="list-style-type: none"> • Data Cleansing Schedules • Report running and circulation to teams • Data Validation/Checking tasks to Business Support Team Leader. • Guidance on use of data validation reports and tasks associated with 	<p>Budget Holder</p> <p>Responsibility</p> <p>Asset Responsibility:</p>	<p>No</p> <p>.</p>
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Contacts and Relationships

(how the role relates to the work of others i.e. officers, groups, committees, general public, members, partner organisations, internal and external contacts of the council)

- Sell benefits of good use of data and build trust with operational teams in the usage and ownership of data
- Work collaboratively with IT and Performance and Insight colleagues to ensure changes to systems are effectively implemented
- Strong relationships with Adult Social Care Strategic and Operational Managers to support them in developing and embedding data quality processes and promoting the importance of robust data management
- Business Improvement Team – providing the adult social care link in relation to data management issues/developments
- Advice and train Business Support Colleagues in data management tasks

Values and Behaviours

We strive to underpin our culture of being ‘At our Best’ through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do

- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role

No key features, role is remote working/office based with a high level of VDU work.
The postholder will be required to travel to sites across Swindon on a routine basis.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	