Role Profile

Job Title: Data Management Officer (Adult Social Care)	Role Profile Number: P/A
Grade: N Salary:	Date Prepared: 14th September 2021
Directorate/Group: Adult Social Care	Reporting to: Senior Data Management Officer
Structure Chart attached:	No

Job Purpose

- Play a key supporting role in improving and maintaining data quality for Adult Social Care.
- Support the senior data management officer with weekly and monthly completion reports to ensure all aspects of an Adult's file are up to date on a routine basis.
- To proactively support Senior Data Management Officer in the preparation, migration and maintenance of adult's data held on case management systems.
- Run and interpret validation reports to inform trouble shooting targets in relation to case recording in Adult Social Care Systems
- Work collaboratively with IT, Performance and Insight colleagues under the guidance of the senior data management officer in relation to the data management and data quality priorities for adult social care
- To support senior data management officer with the development and maintenance of record retention policies and procedures to ensure records held are GDPR compliant.
- Support senior data management officer and Service Improvement Lead for Adults and Children to enable and facilitate development of staff culture that uses case management information and systems to manage adult's data to their full benefit and assists them in the delivery of services.
- Support the Senior Data Management Officer and Service Improvement Lead for Adults and Children in staff change management in relation to the business applications used within Adult Services to ensure maximum benefit of usage by staff and management to maximise quality of case recording.
- Play a key supporting role in Adult Services Systems Renewal, particularly in relation to data management and migration.
- Develop specialist knowledge in relation to the functionality specifics of adult's business applications and how it support adult's business processes and enables performance reporting. This will include being a Super User of adult's case management systems and the supporting "Go to" person in the to support the senior data management officer for frontline staff who need help entering data correctly.
- To support the senior data management officer in the implementation of ADASS and Local Authority recommendations in relation to Adult services use systems, in terms of improving reporting performance, and enabling the efficient management of operational teams by social care

management.

- Support the Senior Data Management Officer in the Alignment system use with practice process.
- Support the senior data management officer to undertake the testing, evaluation and contribute to the appraisal of adult systems software prior to implementation in a live environment.
- Support the senior data management officer wth the testing of case management system changes of behalf of adult social care and providing the service link to the business systems team
- To support the senior data management officer in the weekly data quality and cleansing clinics with Team Managers, ATMs and superusers
- Support the senior data management officer in producing guidance documentation to enable better data recording and assist in standardising processes across teams

Key Accountabilities

- Identify where there are gaps in an adult's record and source the data from files/social workers and update the adult social care management system to reflect.
- Support the Business Support team in the running of business objects reports and the validation of data.
- Creating ad-hoc reports where required and relevant from raw data excel dumps to help with data cleansing and data tidy up.
- Supporting the senior data management officer with 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 under the guidance of the senior data management officer 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.
- Work closely with performance analysts under the guidance of the senior data management officer to investigate reasons for performance variances with adult teams.
- Understand the story around performance variations in relation to data, and escalate to Senior Data Management Officer if changes in recording processes may be required.
- To support with staff training on 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.
- To support the senior data management officer with the weekly and monthly data quality audits on worklists and allocations

Supplementary Accountabilities

- To support the senior data management officer and Caldicott Guardian in the management/investigations of data breaches within adult social care
- To support the senior data management officer and 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:

- Experience of using excel to manage large data sets primarily vlookups, pivot tables, charts, conditional formatting and other data analysis tools in excel to facilitate producing reports
- Ability to interpret and present data in a way which is insightful
- Experience of analysing data and reporting on trends using a variety of methods
- Experience of data validation
- Experience of informal training delivery to staff
- Detailed knowledge of adult social care processes and case management systems

Qualifications

- A level educated, or relevant qualification within the data analytical field, or equivalent demonstrable experience in working with data (particularly adult services data), in an operational environment.
- Good IT literacy skills including intermediate knowledge of Excel and conversant with database applications

Decision Making

- Methodical and accurate when dealing with data, and application of business rules in conjunction with line manager
- Able to interpret performance indicator guidance and definitions and apply locally to the datasets being processed

Creativity and Innovation

Ability to think through process improvements and work with Senior Data Management Officer, Service Improvement Lead Adults and Children and Head of Business support to implement.
Innovative ways of presenting/formatting data to help easily target data quality issues and most efficient way to correct them.

Job Scope **Number and types of jobs managed :** None **Typical tasks supervised/allocated to others** Data Validation and Analysis, checking tasks to Business Support	**Budget Holder** **Responsibility** **Asset Responsibility**:	No None

Contacts and Relationships

- Build good working relationships with team managers and business support staff.
- Sell benefits of good use of data and build trust with teams in the usage and ownership of data.

Other Key Features of the role

- Review of safeguarding case information for adults.
- The role will involve high levels of data entry and mental demand in terms of concentration to ensure accurate case recording.
- The role is remote working/office based with a high level of VDU work.

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