

POSITION DESCRIPTION

Emergency Department & Surgical Data Team Lead

Our CORE Values

Collaboration
Openness
Respect
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	175231
Position Classification	Health Mgr Lvl 3
State Award	Health Managers (State) Award
Reporting to	<i>Manager Performance HSM4</i>
Does this role manage or supervise others?	Yes
Vaccination Category	
Website	http://www.islhd.health.nsw.gov.au/

PRIMARY PURPOSE (max 3,800 characters with spaces)

ISLHD recognises that its data is one of its most valuable assets. The need for high quality data is increasingly important, as clinicians and managers use this data to make critical decisions which impact the quality of care and for Activity Based Management (ABM) purposes.

The Emergency Department and Surgical Data Team Lead will lead the coordination of Emergency Department and Surgical data, surgical waitlist activity and associated work practices across the ISLHD in accordance with ISLHD policies and NSW Health directives, including driving strategic performance improvement through the effective use of data and information.

This position will lead and support a small team of data managers, manage workflows and ensure deadlines are achieved. Responsibilities include overseeing the data integrity, data analysis and the provision of reports to meet District business needs and Ministry of Health requirements regarding Emergency Department and Surgical data. They will also drive education, training and ongoing support to staff about all aspects of clinical data and its applications.

The Emergency Department & Surgical Data Team Lead sits within the Performance Unit, which is the strategic lever in strengthening and accelerating the analytics maturity in ISLHD. There will be a requirement for this position to attend clinical sites when necessary.

KEY ACCOUNTABILITIES (max 3,800 characters with spaces)

- Manage the staff and work program of the Emergency Department & Operating Theatres Data stream to deliver against strategic and operational plans and priorities, including day-to-day management of the team
- Lead and motivate others, resolve conflicts over priorities and influence decisions as required.
- Ensure staff confidentiality of the data in accordance with the NSW Health Privacy Manual and manage any breaches
- Ensure reporting of data, both routine and ad hoc, required to meet the ISLHDs reporting requirements
- Ensure the integrity and quality of district-wide data and that entries are in accordance with NSW Health Business Rules by regular monitoring and performing data cleansing as required
- Utilise a problem-solving approach, through analysis of available data and report requirements, to provide the most appropriate response to requests for information
- Monitoring and creating local policies and protocols related to data collection
- Liaise with nominated facility and district representatives as required in order to ensure strict adherence to deadlines and appropriate data definitions so that data is provided in a timely, reliable, comparable and standardised manner
- Drive training, support and education to staff responsible for data collection and waitlist coordination
- Remain informed of current trends and new developments
- Play a key role in strategic planning of data systems for ISLHD
- Involvement in Activity Based Funding Activity Target and annual budget setting
- Perform, support and contribute to Quality Activities or Research Programs through advice, research and statistical analysis
- Maintain relevant documentation for System User Guides and ensure the data collection is meeting local and State policy
- Establish and maintain relationships with key external bodies to ensure continuous information sharing and accurate reporting of data.
- Represent ISLHD in State and Ministry forums as required.
- Participate in/chair relevant ISLHD Committees, represent ISLHD at state-wide forums and report to state and local user groups regarding data collection, as required
- Generate key documents including briefing papers and related correspondence on issues as required
- Provide feedback to the ICT eMR Development Team and the State-based Build team in relation to reporting needs for ISLHD
- Participate in testing of system upgrades, new information systems, ISLHD developed reports and NSW Health SBB reports
- Relieve and support data systems' Data Managers within the unit as required
- Work collaboratively with the Manager, Performance Unit and other streams within the unit as required to deliver on key tasks and requests and mitigate risks throughout teams

SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification and/or demonstrated experience within a health care environment or similarly complex organisation.
2. Demonstrated leadership qualities with the ability to lead and mentor other staff, implement change management in broad health care settings, undertake quality improvement and influence staff of all levels.
3. High level analytical, conceptual and problem solving ability with attention to detail, with demonstrated capacity to interpret information, assess data quality, system and process issues, report risks, and implement solutions to ensure data integrity across a large organisation.
4. Demonstrated experience in clinical data collection, data entry, analysis and information management, preferably within a healthcare environment; experience with querying databases using Microsoft Office computer systems, particularly Excel and Access, in order to capture data and collate into a single meaningful report. Experience in eMR is an advantage.
5. Exceptional verbal and written communication skills, negotiation, presentation and interpersonal skills with the ability to communicate and consult effectively with staff of all levels – both technical and non-technical stakeholders, particularly clinicians.
6. Demonstrated understanding of Activity Based Funding, in particular, how activity is counted, classified and funded

7. Demonstrated personal ability to work in a fast paced environment and adapt to changing priorities. Ability to prioritise workload and meet deadlines, both autonomously and in a team environment, with minimal supervision to a high professional standard and with a clearly articulated strategic direction.

KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Ability to provide solutions and support for users and resolve user issues, particularly around the reporting of information from or the import of data into data systems.
2. Effectively and efficiently manage workflows associated with various systems and reporting requirements, and deliver time critical tasks in an environment with competing workloads.
3. Striving to increase data quality and completeness through cooperation, education, and compliance of staff district wide, and motivating staff to prioritise data quality.

KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Manager Performance Unit	Direct line of supervision. Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Planning & Performance Division	Work cohesively in developing and delivering the strategic vision of analytics in ISLHD.
ISLHD key stakeholders – Clinicians, Site Managers, Executive	Establish and maintain relationships to ensure submission of timely and accurate performance reporting data and reports. Collaboration of capabilities and development.
External key stakeholders including Ministry of Health, other NSW Health Pillars and LHDs	Establish and maintain relationships to ensure continuous information sharing and accurate reporting of data.

JOB DEMANDS CHECKLIST

Definitions

* Denotes a critical requirement of the job

Frequency

I	Infrequent – intermittent activity exists for a short time on a very infrequent basis	C	Constant – activity exists for more than 2/3 of the time when performing the job
O	Occasional - activity exists up to 1/3 of the time when performing the job	R	Repetitive – activity involves repetitive movements
F	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	N/A	Not applicable – activity is not required to perform the job

CRITICAL ★	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sitting	Remaining in a seated position to perform tasks				X		
	Standing	Remaining standing without moving about to perform tasks		X				
	Walking	Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	Running	Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	Bend/ Lean Forward from Waist	Forward bending from the waist to perform tasks	X					
	Trunk Twisting	Turning from the waist while sitting or standing to perform tasks	X					
	Kneeling	Remaining in a kneeling posture to perform tasks						X
	Squatting/ Crouching	Adopting a squatting or crouching posture to perform tasks						X
	Leg/ Foot Movement	Use of leg and or foot to operate machinery						X
	Climbing (stairs/ladders)	Ascend/ descend stairs, ladders, steps, scaffolding		X				
	Lifting/ Carrying	Light lifting & carrying – 0 – 9kg		X				
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & carrying – 16kg and above						X
	Reaching	Arms fully extended forward or raised above shoulder		X				
	Pushing/ Pulling/ Restraining	Using force to hold/restrain or move objects toward or away from body						X
	Head/ Neck Postures	Holding head in a position other than neutral (facing forward)	X					
	Hand & Arm Movements	Repetitive movements of hands & arms					X	
	Grasping/ Fine Manipulation	Gripping, holding, clasping with fingers or hands						X
	Work at Heights	Using ladders, footstools, scaffolding, or other objects to perform work						X
	Driving	Operating any motor powered vehicle		X				

CRITICAL ★	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	Sight	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	Hearing	Use of hearing is an integral part of work performance eg telephone enquiries				X		
	Smell	Use of smell is an integral part of work performance eg working with chemicals						X
	Taste	Use of taste is an integral part of work performance eg food preparation						X
	Touch	Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Assisting ↓						
	Distressed people eg. emergency or grief situations						X
	Aggressive & uncooperative people eg. drug/alcohol, dementia, mental illness						X
	Unpredictable people eg. dementia, mental illness, head injuries						X
	Restraining Involvement in physical containment of patients/clients						X
	Exposure to distressing situations eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	Dust Exposure to atmospheric dust	X					
	Gases Working with explosive or flammable gases requiring precautionary measures						X
	Fumes Exposure to noxious or toxic fumes						X
	Liquids Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	Hazardous substances eg. dry chemicals, glues						X
	Noise Environmental/background noise necessitates people to raise their voice to be heard		X				
	Inadequate lighting Risk of trips, falls or eyestrain						X
	Sunlight Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	Extreme temperatures Environmental temperatures are < 15°C or > 35°C						X
	Confined spaces Areas where only one egress (escape route) exists						X
	Slippery or uneven surfaces Greasy or wet floor surfaces, ramps, uneven ground	X					
	Inadequate housekeeping Obstructions to walkways and work areas cause trips & falls	X					
	Working at heights Ladders/stepladders/ scaffolding are required to perform tasks						X
	Biological hazards eg. exposure to body fluids, bacteria, infectious diseases						X