

Performance Lead

(Salary as advertised)

Redbridge

37.5 hours per week

Permanent

1. Main purpose of the role

The main purpose of this role is to provide performance information and analysis through the collation, validation and interpretation of internal and external data.

The Performance Lead will support the service through development and analysis of reports using available tools including Theseus, Nebula, Excel, SharePoint and third-party case management systems.

The post holder will work closely with the Service Manager and our organisational Performance Team to ensure that the service is able to effectively report effectively to commissioners and Public Health England (PHE) accurately and in a timely manner.

The Performance Lead will also be responsible for:

- ▶ Producing regular and ad-hoc data reports
- ▶ Ensuring the service has systems and processes in place to capture data effectively
- ▶ Line managing the service administrator/reception staff
- ▶ Ensuring local NDTMS, DIRDET and case management expertise within the service
- ▶ Provide analysis of wider health data
- ▶ Using and working with validation systems to ensure submission of data to PHE is accurate and timely
- ▶ Working with complex datasets
- ▶ Completing monthly contract monitoring reports for commissioners.

2. Reporting and working relationships

<p>Reporting relationships:</p> <ul style="list-style-type: none"> ▶ Reports to: Service Manager ▶ Line manages: Administration/reception staff 	
<p>Working relationships:</p> <ul style="list-style-type: none"> ▶ Service Users ▶ Managers ▶ Peers ▶ Peer Mentors ▶ All other internal and external stakeholders 	

3. Role-specific responsibilities

<p>3.1</p>	<p>To deliver value by:</p> <ul style="list-style-type: none"> ▶ Providing the service’s data and administration key activities: data collection. ▶ Providing effective prescription monitoring with the support of clinical staff. ▶ Auditing of the service statistics and database records to provide comprehensive information to meet the requirements of management and staff and to enhance their understanding of service performance. ▶ To directly report to the Service Manager, providing all requested information that may be required to manage the service, and to identify and introduce new procedures
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	<p>and systems to improve the reliability of provision of management of information within the service.</p> <ul style="list-style-type: none"> ▶ Assist the manager and team in promoting positive relationships with external data users and partner agencies and funders. Using data management processes effectively to meet ever changing requirements. Often working to specific, sometimes tight deadlines. ▶ Being responsible for the production and timely delivery of statistics and data to commissioners and WDP managers as and when required, working to the highest standard of accuracy and efficiency at all times. ▶ Provide training to colleagues on the effective and efficient use of data systems, ensuring all staff are fully competent and following prescribed procedures for all areas of data inputting. ▶ Ensuring adequate and reliable arrangements are in place to cover the data administrator’s planned and unplanned absence. ▶ To meet with the Team Leaders and Service Manager regularly to increase management and staff knowledge of the services overall and individual team’s performance.
<p>3.2</p>	<p>To ensure safety by:</p> <ul style="list-style-type: none"> ▶ Recording all documentation, data and administration to a high standard and within required time frames ▶ Supporting information sharing and shared processes between organisations to affect a safe, seamless and successful treatment journey ▶ To work collaboratively and proactively with peers to ensure that services are fully co-ordinated and risk and safeguarding concerns are appropriately highlighted, monitored and actioned
<p>3.3</p>	<p>To Increase effectiveness by:</p> <ul style="list-style-type: none"> ▶ Actively engaging in opportunities for learning and development at an individual and team level, including attendance at all statutory and mandatory training ▶ Working to operational management systems of supervision, appraisal and induction. ▶ Working collaboratively, creatively and flexibly to develop recovery outcomes across the partnership ▶ Working to data collection procedures and reporting to ensure effective recording of performance monitoring, outcomes, and service user information
<p>3.4</p>	<p>To enhance service user experience by:</p> <ul style="list-style-type: none"> ▶ Contributing to the continuous improvement of quality and performance of all user interactions

	<ul style="list-style-type: none"> ▶ Presenting a professional appearance, help maintain an orderly working environment, and act at all times to uphold the good reputation of the service ▶ Ensuring that all visitors to the service (including service users, families/carers, professionals and the general public) are welcomed in a responsive, helpful, and professional manner ▶ Ensuring service users' and professionals' experience of the service is positive ▶ Challenging and reporting inappropriate behaviour by staff, volunteers or service users
3.5	<p>General accountabilities</p> <ul style="list-style-type: none"> ▶ To be an active and positive member of the team ▶ To participate constructively and positively in staff and other meetings to promote and support communication channels within the organisation ▶ To comply with WDP's policies and procedures ▶ To comply with all health and safety policies and guidelines, taking responsibility for your own safety, that of colleagues and others as applicable ▶ To comply with Infection Prevention and Control policies ▶ To observe professional integrity in relationships with all stakeholders ▶ To treat all information acquired as a result of your employment at WDP as confidential, complying with all relevant policies and procedures ▶ To actively engage in supervision and all training appropriate to their role
<p>4. WDP's commitment to you</p>	
<p><i>WDP works within the following framework and requires all employees to do the same.</i></p>	
4.1	<p><u>Equal Opportunities</u></p> <p>WDP is committed to promoting anti-discriminatory practices within society, its organisation and in the promotion of its services to the community. WDP expects all employees to understand, comply with and to promote its policies in their work and to challenge prejudice and discrimination and where necessary to undertake any appropriate training.</p>
4.2	<p><u>Recovery</u></p> <p>WDP is a recovery-focused organisation. Our staff and volunteers are committed to helping our service users improve their health and wellbeing, and to become free from dependency.</p>
4.3	<p><u>Career Development and Progression</u></p> <p>At WDP we actively encourage career progression from the talent we have from within and we strive to provide not only promotional progression but to develop a specialist and lead responsibility roles with teams and other services within WDP.</p>
4.4	<p><u>Safeguarding</u></p>

	WDP is committed to ensuring the safeguarding and wellbeing of children and vulnerable adults, and all applicants will be required to demonstrate understanding of and commitment to best safeguarding practice.
4.5	<p><u>Care Quality Commission (CQC)</u></p> <p>Many of WDP’s services are monitored, audited and regulated by the Care Quality Commission (CQC), the independent regulator of health and adult social care in England. Whether or not a particular service is registered, we believe CQC represents the minimum standard we expect for all of our services. We therefore work with all of our staff to make sure that every WDP service provides people with safe, effective, compassionate, high quality care and we encourage our services to learn and improve.</p>
5. Your commitment to WDP	
5.1	<p><u>WDP Vision, Mission and Values</u></p> <p>Promoting and understanding the values, vision and mission statement of WDP. To understand what it means to you in your respective role, to your team and to service delivery.</p>
5.2	<p><u>Vulnerable children and adults</u></p> <p>Demonstrating an understanding of and commitment to best safeguarding practice. Taking immediate and appropriate action as required.</p>
5.3	<p><u>Boundaries and behaviours</u></p> <p>Observing professional integrity in relationships with service users, peers and other relevant professionals.</p>
5.4	<p><u>Health & Safety</u></p> <p>Being responsible for your health and safety and that of colleagues and service users. Employees should co-operate with management and follow established systems of work, use protective equipment where necessary and report defects and hazards to management. To comply with Infection Prevention and Control policies and procedures.</p>
5.5	<p><u>Confidentiality</u></p> <p>Treating all information acquired through the course of your employment as confidential and complying with all the appropriate policies, systems and procedures.</p>
5.6	<p><u>Information Governance</u></p> <p>Applying information governance processes to ensure all necessary safeguards are in place regarding personal information – and its appropriate use – about our service users, workforce and members of the public.</p>

5.7	<p><u>Continuous Professional and Personal Development</u></p> <p>Working within a learning organisation, seeking learning opportunities either by attending learning and training events either externally or internally to improve and broaden their knowledge and skills and develop the personal qualities required in their professional lives.</p>
<p><i>The above is an outline of the post holder's duties and responsibilities. It is not intended as an exhaustive list and may change from time to time in order to meet the changing needs of WDP.</i></p>	

	Person specification	E/D	Measured by
	<p>Essential and desirable requirements (E & D) for the role and assessing and testing the necessary level of competence required for this role either via the application form (A); interview (I); and/or exercises (E).</p> <p>Please note - applicants are asked to evidence their ability to meet each aspect of the person specification below, e.g. by highlighting relevant key achievements and duties held within roles.</p>		
1.	Education, knowledge and experience		
1.1	Excellent understanding of data collection, management and analysis	E	A/I
1.2	Willingness and ability to complete required professional training and qualifications where appropriate	E	A/I
1.3	Experience of managing processes for purchasing, invoicing and petty cash	E	A/I
1.4	Experience of managing staff rotas, on call systems and payments, including general office management	E	A/I
1.5	A proven commitment to anti-discriminatory practices and an understanding of Equal Opportunities Policy and Practice.	E	A/I
1.6	Experience of managing health and safety and related premises management, including carrying out timely and effective risk assessments, and completing and supervising remedial action plans	E	A/I
1.7	Experience and working knowledge of Microsoft packages, specifically Word and Excel.	E	A/I
2.	Abilities and skills		

2.1	Accomplished written and verbal communication skills. The ability to work to deadlines for the submission of information e.g. reports	E	A/I
2.2	Ability to support the collation, submission and analysis of statistical data and information that ensures the service operates within contractual requirements and enables timely and accurate reporting to all external and internal stakeholders.	E	A/I
2.3	Ability to administrate petty cash management, ordering of supplies, invoicing, telephone and reception duties, building management, and support of telecommunication and IT systems to ensure that substance users consistently receive high quality services.	E	A/I
2.4	Excellent time management skills, ability to work on own initiative, prioritising accordingly.	E	A/I
2.5	Excellent team working and interpersonal skills including the ability to train and support WDP Havering staff to accurately record and submit data and reports as required, maintaining a highly cooperative approach to supporting colleagues in delivering service objectives.	E	A/I
2.6	Ability to manage change successfully in a way that prioritises the needs of service users.	E	A/I
3.	Working within WDP's framework of commitments to employees		
3.1	A commitment to engaging with, understanding and promoting WDP's values, vision and mission.	E	A/I
3.2	An understanding of and commitment to safeguarding best practice.	E	A/I
3.3	An understanding of the importance of professional integrity in relationships with service users, peers and other relevant professionals.	E	A/I
3.4	A responsibility for your own health, safety and wellbeing as well as those around you (e.g. colleagues and service users).	E	A/I
3.5	An understanding of and commitment to treating all information acquired through the course of your employment as confidential.	E	A/I
3.6	An understanding of information governance processes and a commitment to follow and apply all necessary safeguards.	E	A/I

3.7	A commitment to seek learning opportunities to improve and broaden your own professional knowledge and skills and to contribute to and where relevant oversee the learning of others.	E	A/I		
4.	Key competencies				
4.1	As defined within WDP's key competencies framework for data administrators	E	A/I		
5.	Equality, diversity, vision, mission and values				
5.1	An empathy for and understanding of our mission, vision and values.	E	A/I		
5.2	Commitment to equal opportunities and overcoming barriers to diversity and equality.	E	A/I		
5.3	Experience of working with people from a range of social, cultural and ethnic backgrounds.	E	A/I		
5.4	Experience and commitment to supporting and working within diversity awareness environments.	E	A/I		
6.	Circumstances				
6.1	Able to travel as required for the role and attend meetings and other activities.	E	A/I		
6.2	A flexible approach to workload.	E	A/I		
			Authors		
	Version number	Date	Initials	Initials	Initials
	1.1	11/11/15	RP		
	1.2	13/7/2016			
	1.3	20/06/2017	AW	PH	