

Data and Performance Lead

Role Purpose

- To support the service manager(s) in the leadership, coordination and delivery of excellent drug and alcohol services.
- To provide performance information and analysis through the collation, validation and interpretation of internal and external data.
- To effectively manage a team of data leads and administrators to ensure timely and accurate recording of data and information.
- Delivering, through excellent customer service and organisational skills, the effective management of administrative duties, that will assist in the delivery of excellent drug and alcohol services to service users, their significant others and the wider community.
- To produce regular and ad-hoc data reports.
- To work collaboratively with colleagues and key stakeholders across multi-disciplinary teams, ensuring adherence with all Via policies and Safeguarding principles.

Key duties and activities of the role

- Support in the delivery of high quality, person centred, low threshold services, responding to the individual and diverse needs and preferences of our service users and their significant others. Demonstrate excellent customer service, providing a warm and professional welcome to service users, professionals and all other stakeholders.
- Support in the collection, collation and auditing of service statistics, database records and stakeholder feedback to improve the quality, safety and performance of the service.
- To provide analysis of wider health data as necessary.
- To provide regular performance updates and trend and forecasting analysis reports to Data Manager, Regional Operations Managers, Service Manager, and Senior Information and Performance Manager
- Maintain accurate and timely records using the designated case management system in compliance with Via Information Governance policies and procedures. Under the direction of the Performance Lead, generate performance reports and support in the delivery of training to colleagues on the effective use of data systems and processes.
- Identify risks and take appropriate action in accordance with local, national and organisational Safeguarding policies.
- Actively contribute to multi-disciplinary meetings. Support to organise and minute meetings as required.
- Work flexibly, including across multiple sites when required.

Person specification for the role

- Passion for and understanding of working with substance misuse services or with other socially excluded or vulnerable groups.

- Excellent organisational skills with a proven ability to meet deadlines, record information accurately and in a timely way and to work calmly under pressure.
- Excellent IT skills including use of Microsoft Office programs and digital meeting platforms and Case Management Systems like Nebula, System One or Theseus.
- Great leadership, team working, communication and interpersonal skills. Demonstrating a highly cooperative approach to supporting colleagues and the whole team to deliver Service objectives, as well as in communicating with key stakeholders.
- An understanding of the Health and Social Care regulatory requirements of the Care Quality Commission (CQC), National Institute for Clinical Excellence (NICE), National Drug Treatment Monitoring System (NTDMS) and any other relevant bodies.
- Demonstrable commitment to working in partnership with other professionals such as criminal justice agencies, community groups and other stakeholders to achieve good outcomes for our service users.

Responsibilities for all Via staff

- To work within VIA values and ethos, supportively collaborating with all colleagues, and demonstrating active engagement with the wider organisation.
- To promote and deliver positive, inclusive and anti-discriminatory practices in line with VIA policies, professional and sector requirements, and legislative frameworks.
- To act on all Safeguarding concerns so that all statutory and organisational Safeguarding responsibilities are met and that all learning is shared.
- To observe professional integrity and candour at all times and with all people.
- To comply with all organisational policies and procedures including GDPR and all Health and Safety policy and guidance, taking responsibility for your own safety and contributing to that of colleagues and others as applicable.
- To regularly participate in one-to-one / supervision sessions, objective setting and review, training, practice and learning forums.
- A commitment to learning and to continuously improve everyone's knowledge and skills.
- To work flexibly to enable the delivery of effective services. This may include flexibility across sites or flexible hours and any other duties that may reasonably be required of you within your role.

Version Control				
		Authors		
Version number	Date	Initials	Initials	Initials
1.0	22/07/2021	AW	MD	DT