

Datix Manager

Department:	Health and Community Services	
Division:	Quality and Safety	
Reports to:	Head of Patient Safety	
JE Ref:	HCS1140.1	
Grade:	CS09	JE Date: 19/08/2022

Job purpose

The post holder will be a Datix Risk Management system specialist responsible for developing, managing and maintaining the Datix Risk management system across all modules. The post holder will work closely with the clinical risk management team and staff at all levels in the organisation.

Job specific outcomes

Lead the day to day management of the Datix Risk Management Database across all its modules (incidents, complaints, claims, structured judgement reviews, central alerts, and Risk Register), management of the contract and licence and key upgrades as required.

Manage the Central Alert System (CAS) being the point of contact for external agencies, inputting new alerts and Field Safety Notices onto the Datix Safety Alerts Module. Identify and disseminate alerts to relevant areas within HCS and ensure action plans are in place. Follow-up Safety Alert actions and ensure HCS is complaint with all relevant alerts. Submit completed Safety Alert investigations to the relevant external agency

Maintain the integrity and security of the Datix System including quality of data entry, log of users, access permissions, new installations, timely removal of access and database for leavers

Manage the continuing configuration of the Datix System and the review and revision of codes, providing up-to-date user manuals and training packages to support changes.

Be responsible for designing custom electronic forms to meet the requirements of internal groups/bodies/teams ensuring that the electronic forms are easy to use, self-explanatory (help text and guidance on the form included), and not overly complicated.

Act as the HCS lead for the Datix Risk Management system being responsible for the provision of advise and support to staff in relation to the Datix system and support the effective implementation and utilisation of all its available modules.

Be responsible for designing custom electronic forms to meet the requirements of internal groups/bodies/teams ensuring that the electronic forms are easy to use, self-explanatory (help text and guidance on the form included), and not overly complicated.

Manage the implementation of Datix upgrades including; training general and management staff and providing post-training support for staff. Ensure that all updates from the software supplier DATIX are analysed in correlation with the release notes and any changes put into effect on the designed report forms and the training manuals.

Work in close liaison with Care Group Quality and Safety Leads supporting the development of trigger lists and actively encouraging, promoting and assisting the Care Group teams to assess and act on all records for their area.

Work with Datix users to encourage adherence to the protocol for data and analysis and ensure consistency of data in the Risk Management System. Ensure that incidents are investigated according to policy

Support the development of the Patient Safety Incident and Central Alerting System Policies, ensuring that they are embedded in practice and compliance is monitored. Keep abreast of changes to national guidance.

Provide advanced user training to managers who want to use Datix to run reports. Manage and coordinate Datix training across HCS with the support of the Datix administrator. Provide training manuals to assist general and management staff in the use of Datix.

Collation and analysis of clinical and management data from all modules, identifying and reporting trends and areas of potential or significant risk.

Interpretation of highly complex and detailed performance management and patient safety activity information from across the organisation.

Create and distribute combined periodic (weekly, monthly, quarterly, annually) and trend specific reports for departments including provision of reports in a meaningful way for the requester, including charts and diagrams, and assisting with analysis of the data and those reports required for HCS committees and Board.

Provide supervision and management to datix administration staff. This includes managing their workload and absence, monitoring performance and provide advice and support.

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young
People, Education
and Skills

Health and
Community Services

Justice and
Home Affairs

Treasury and
Exchequer

Growth, Housing
and Environment

Strategic Policy,
Performance and
Population

Chief Operating Office

Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Educated to degree level or equivalent</p> <p>Proficient in use of IT</p>	<p>Datix certified professional course</p> <p>A recognised Management Qualification</p>
<p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Understanding of IT business processes</p> <p>Previous teaching experience / presentation skills</p> <p>Previous experience in report writing, generating information from various data sources and presentations</p> <p>Work autonomously within defined areas</p>	<p>Knowledge and understanding of clinical governance issues</p> <p>Previous experience of using Datix</p>
<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Demonstrable technical capacity. Strong data handling and analysis techniques to evaluate information across multiple modules/ sources</p> <p>Highly developed IT skills, working across a wide range of software packages including excel, access or similar</p>	
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written</i></p>	<p>Ability to influence and motivate multidisciplinary teams</p>	<p>Ability to deal with stressful situations</p>

<p><i>communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Ability to communicate complex issues to individuals and all members of multidisciplinary teams</p> <p>Ability to prioritise workload</p> <p>Time management and organisational skills</p> <p>Ability to assist others to overcome obstacles to change</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience of working in a healthcare environment</p>	

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier **core accountabilities attributes and behaviour indicators.