

# Care Data Impact and Analytics Lead

Department:	Care
Job Title:	Data Impact & Analytics Lead
Accountable to:	Director of Care Services
Based at:	Leatherhead, with some home-working considered
salary:	Up to £48,000

## Job Summary

This role will be responsible for leading our data impacts and analytics for Rainbow Trust. This will include management and building the effectiveness of our Care records system (Case Manager), being the main point of contact for staff training, system development and data enquiries. This will include responsibility for updating and managing any regular reporting required by the Rainbow Trust Senior Leadership Team, Board and sub-committees, statutory funders or regulatory bodies (eg. Quality Care Commission) and leading on the process of developing and interrogating outcomes of data collected by the Care teams.

This role will also be instrumental in effectively demonstrating the outcomes of our work to funders and supporters, while using learning to strengthen our overall organisation model, including programs, external engagement opportunities and strategic planning. We expect the post-holder to provide high quality data management throughout grant cycles and be instrumental in its analysis, demonstrating the impact of funding programs and contributing to robust evaluation and monitoring reports.

The post-holder will have experience working within the charitable sector, knowledge of how to draw out key data impact, trends and insights to inform service monitoring, evaluation, learning and development.

The post holder will live the Rainbow Trust Values and effectively communicate with all staff over the telephone, email, face to face and at various events and meetings.

Rainbow Trust  
Children's Charity  
enables families who  
have a child with a  
life-threatening or  
terminal illness to  
make the most of time  
together, providing  
expert, practical and  
emotional support,  
where they need it for  
as long as it is needed.



## Areas of Responsibility

### (specific to role)

- Management of all databases currently in use within Care Services - e.g. Case Manager, StaySafe, NHS Capacity Tracker, with responsibility for data management, integrity, analysis and reporting
- Provide training for all new starters and ensure current employees are trained to effectively and appropriately use the database, providing refresher training when necessary
- Develop the use of PowerBI to extract data from Case Manager (or related systems) to provide impactful business analytics dashboards and reporting tools
- Produce monthly and quarterly data reports for the Senior Leadership Team, Care Committee and Board demonstrating progress against outcome measures, areas for development and learning
- Create monthly Care Team reports demonstrating outcomes to the relevant analysis that can be gained from the data, developing the use of infographics to support the accessibility of data reports
- Manage all relevant external relationships with data processing agencies, including implementing an annual database cleanse, to ensure ongoing data integrity is maintained at all times
- Proactively manage and implement improvements in the use of Case Manager to support Care Teams and improve the quality of data recording and analytics.
- Lead and ensure the ongoing development of the Case Manager super user group, embedding system support for colleagues within Care and ensuring designated user within the Fundraising and Engagement Teams are database competent to support their fundraising activities
- Proactively working alongside Fundraising and Engagement colleagues to develop outcome measures, data requirements for specific funder outcome measures and feedback, aligning this to strategic data review processes
- Proactively develop ways to better understand the impact of our work looking at how this might be developed to improve accessibility, and demonstrate progress against strategic outcome measures
- Support the Care Teams to ensure that Case Manager is being used to store all case loads and information can be easily extracted to demonstrate outcomes
- Act as the GDPR Lead for the Care Team, ensuring accurate reporting and response to data breaches.

## General Responsibilities

### Leadership and Strategy

- Professionally represent the department and the charity internally and externally
- Provide guidance and direction for all care staff for effective database usage
- Operate in compliance with relevant legislation, best practice and organisational policies
- Commit to Performance Management Process and develop learning objectives to meet business plan
- Commit to own professional development
- Live the Rainbow Trust values.

### Operational and Project Planning

- To demonstrate effective project management and evaluation skills to ensure timely delivery and full evaluation of new initiatives
- Build our reporting capacity and accessibility using Power BI and infographics
- Develop own individual work plan in consultation with line manager with weekly, monthly and quarterly timeframes
- Develop project plans to support work programme activity, identifying key milestones, success criteria, KPIs and resource requirements
- Take proactive and individual responsibility for meeting agreed outcomes and objectives
- Monitor project and work programme progress and report any variance
- Negotiate with suppliers to ensure best value for money is obtained
- Organise own time and resources effectively and use initiative
- Contribute to team, departmental and organisational planning events and activity
- Operate in compliance with relevant legislation, best practice and corporate policy.

### Working with Customers and Service Delivery

- Respond effectively and promptly to database enquiries and requests received from staff
- To identify, establish and maintain relevant systems to support the identification of priorities for action and service expansion.
- To inform service development through relevant monitoring and auditing
- Deliver direct services to both internal and external stakeholders to acceptable professional standards and corporate guidelines
- Demonstrate an understanding of accessibility

## Developing, Maintaining Systems and Procedures

- Ensure that data is activity is accurately recorded and stored and carry out evaluations
- Utilise and interrogate data to monitor progress
- Utilise and interrogate data to show evidence of impact and outcomes of service delivery
- Contribute to wider data collection and analysis exercises across the department
- Ensure the management of systems and processes comply with the organisation's data protection obligations, charity law and other legal requirements.

## People Management and Development

- Provide direction, advice and support to junior staff and volunteers
- Recognise and value the contribution of volunteers
- Support in the recruitment and retention of high calibre volunteers through effective supervision (following best practice guidelines for managing volunteers)
- To champion the Performance Management Process ensuring adequate performance objectives are in place to achieve RTCC business objectives
- Champion the implementation of business improvement and people development initiatives including Buddying, PI & SBI process.

## Team Working and Collaboration

- To work collaboratively with colleagues within the Care Management team and other Rainbow Trust departments to promote the care service, deliver on priorities and maximise the use of Care data and analytics
- Contribute professional knowledge and expertise to team, department development and organisational service delivery monitoring and evaluation
- Work with the Fundraising and Engagement Team to provide timely and accurate outcomes data to support funding applications
- Act as a source of knowledge and expertise on ECCO and database procedures
- Proactively participate in team meetings and the annual staff conference.

## Special Conditions

- Some UK travel will be required from time to time
- All staff have a responsibility to maintain an up-to-date knowledge and awareness of issues around the safeguarding of children, through (at least) the completion of the relevant training, at a level commensurate with their role
- All staff must adhere to, Rainbow Trust's safeguarding policies and procedures
- The list of responsibilities outlined above are not intended to be exhaustive and the post holder may be required to carry out other reasonable tasks or responsibilities under the direction of a Manager.

## Care Data Impact and Analytics Lead

### Essential

### Desirable

#### Experience

(Previous roles, types of organisations)

- Demonstrable experience of developing and implementing a Care focused database
- Demonstrable experience of producing data and analytical reports
- Day to day database management role
- Internally customer facing
- The ability to lead individual and group training sessions

- Previous experience working with Case Manager

#### Special Competencies

(Specific job-related skills knowledge understanding)

- Strong MS Office knowledge, particular expertise in Excel and Powerpoint, BI
- Ability to produce and interrogate data reports for a range of internal and external stakeholders
- Understanding of relevant UK legislation including GDPR and CQC guidance

- Knowledge of the principles of effective database management
- Knowledge of data analytics and reporting

#### Disposition

(Influence over others, dependability, self-reliance)

- Consistently delivers precise work within established guidelines
- Steadily applies detailed knowledge to match agreed standards
- Helpful and supportive team member - refers to management
- Communicates through expertise and understanding of process
- Takes the lead on accurate, quality work output
- Patiently completes tasks in an orderly way to meet agreed timelines
- Proactively review and implement more efficient ways of working

### Essential

### Desirable

#### Thinking Style

(Practical, conceptual, innovative, traditional, change orientated)

- Based on defined policies and procedures
- Structured and formally collaborative
- Decision making within clearly defined boundaries
- Methodical and knowledge based

#### Attainments

(Academic & prof qualifications & training)

- Educated to degree level/or professional equivalent experience

#### Motivation

(Ambition, money, security)

- Producing high quality, error-free work
- Secure and predictable work environment
- Acquiring technical knowledge for self development

#### Circumstances

(Mobility, special demands of job, unsocial hours)

- Ability to work flexibly
- Some UK travel may be required
- Commitment to continuing professional development