Talking Therapies Service Analyst

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| Job title: | Talking Therapies Service Analyst |
| Department: | NHS Talking Therapies |
| Location: | Remote |
| Reporting to:  (job title only) | Senior Talking Therapies Performance Manager |
| Direct reports:  (job title only) | N/A |
| Accountable to:  (where applicable) | Senior Talking Therapies Performance Manager |
| Responsible to:  (where applicable) |  |
| Job purpose: | * Support the Service Manager/Director/Leads in providing accurate and proactive data to effectively manage IAPT services * To work closely with Leads, Service Director and Data team to ensure the information they receive is appropriate and meaningful to effectively manage their service * To strategically inform the use of data and systems across the contract to maximise the operational efficiencies and effectiveness of the service * To monitor service activity and produce necessary Dashboards based on KPIs for use by internal and external stakeholders * To work closely with key business partners such as IT, HR, Finance and Transformation |
| Role and Responsibilities: | * Our Talking Therapies Service Analyst will have the responsibility for the Talking Therapies patient management system(iaptus) * Ensuring high levels of data compliance through the use of cleansing reports and other tools to improve quality * Support the clinical team to use the patient management system effectively. Training new staff and responding to day to day queries * Work closely with other analysts within the company and with the service and operations team to ensure operational efficiencies and effectiveness of the service. * Provide accurate and proactive data to effectively manage Talking Therapies service * Support timely submission of national data sets and other required contract reporting within the respective timelines to external and internal stakeholders * Supporting capacity and workforce planning with key stakeholders   **Equality Diversity & Inclusion (EDI)**  We are proud to be an equal opportunities employer and are fully committed to EDI best practice in all we do.  Vita Health Group has several initiatives in place to achieve this including our Zero Tolerance Policy, Code of Conduct, Freedom to Speak Up Guardians, and more. We believe it is the responsibility of everyone to ensure their actions support this goal with all internal and external stakeholders.     * + Be aware of the impact of your behaviour on others.   + Ensure that others are treated with fairness, dignity, and respect.   + Maintain and develop your knowledge about what EDI is and why it is important.   + Be prepared to challenge bias, discrimination, and prejudice when possible, and raise with your manager, the EDI & Sustainability team, or the Freedom to Speak Up Guardians.   + Encourage and support others to feel confident in speaking up if they have been subjected to or witnessed bias, discrimination, or prejudice.   + Be prepared to speak up for others if you witness bias, discrimination, or prejudice. |
| Clinical Governance:  (where applicable) | Adherence to all VHG Clinical Governance policies and procedures |
| Training and supervision: | Where identified |
| Additional information: | Some travel including occasional overnight stays may be required, so a full clean driving licence is desired. |

## Person specification

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|  | **Essential** | **Desirable** |
| **Qualifications** | * English & Maths GCSEs grades A-C or equivalent |  |
| **Experience** | * Experience in a similar operations/analytical role * Managing large sets of data within a case management system | * Experience working within Talking Therapies for at least 1 year * Experience working with Talking Therapies dataset |
| **Skills/knowledge** | * Advanced Excel skills * Strong reporting/analytical skills * Diligence & attention to detail * Ability to train users and offer software support * Leadership, influencing and negotiation skills * Manage multiple workstreams in a pressurised environment. * Ability to communicate effectively to a range of stakeholders * An awareness of and commitment to supporting and facilitating diversity and inclusion * Knowledge of Power BI | * Knowledge of a variety of patient management systems used in the NHS space such as IAPTus and System One * Experience using Power BI |
| **Specialist training** |  |  |
| **Personal competencies and qualities** | * Highly self-motivated and driven * Passionate about delivering excellent standards * Interested in data and systems * Commitment to own personal development | * Car driver and/or ability and willingness to travel to locations throughout the organisation |

# Version Control

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| Owner: | Human Resources | Review: | Annually | Classification: | 1 (Proprietary) |
| Author: | Human Resources | Version: | V1.1 | Status: | PUBLISHED |
| Date Published: | 03/12/2019 | Code: | TBC |  |  |

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| Version: | Date: | Summary of Changes |
| V1.1 | 03.12.19 | Document copied onto authorised VHG branded Policy Template (original had no coding) |
| V1.2 | 06/08/20 | Updated to include diversity and inclusion statement |
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