
Research Officer, National Patient Experience Survey Programme

Reporting to: Manager, National Patient Experience Survey Programme
Grade: Engineer Grade III
Location: Dublin or Cork
Assignment: Health Information and Standards Directorate

Overall Purpose:

The successful candidate will join the Health Information and Standards Directorate which has a wide remit, including lead partner for the national patient experience survey programme, developing health information standards, guidance and recommendations in order to improve and enhance the information landscape for the health and social care sector in Ireland and monitoring national data collections against the national standards.

The NPE Survey Programme is a partnership between the Health Information Quality Authority (HIQA, the lead partner), the Health Service Executive (HSE) and the Department of Health. The aim of the NPE Survey Programme is to engage with patients and to use their feedback to identify national areas of strength and priorities for improvement. The NPE Survey Programme is responsible for managing the largest national healthcare survey in Ireland, the inpatient survey. The NPE Team are also responsible for extending the NPE Survey into other healthcare areas and building relationships in relation to patient experience both nationally and internationally.

Key Duties and Responsibilities:

The main elements of the role are to:

- To assist with development and writing reports on the findings for the national patient experience survey programme, for all participating hospitals (39 currently), 6 hospital group reports and contributing as appropriate to the national and technical report.
- To assist with quality assurance on the data for all of the reports; national, hospital group and hospital.
- To assist with co-ordination, research and writing the tender to call for an academic partner.
- To assist with Information Governance framework on behalf of the NPE Survey Programme, developing and updating policies, procedures and processes, including helping to drive the development of a data quality framework for the NPE Survey Programme.
- To assist with anonymization and risk assessment of over 20,000 qualitative responses, and writing a report detailing the findings of same.
- To assist with undertaking research under the direction of the team to support the expansion of the NPE Survey Programme.
- To support the Senior Analyst with qualitative and quantitative analysis.
- An integral part of the team providing assistance with development and implementation of the communications plan, including facilitation of workshops, providing training as required,

development of promotional materials, update of NPE Website, promotion of the survey through conferences, academic papers and social media.

- To collate and prepare materials/literature for presentations and written reports.
- To provide comprehensive administrative support to the Health Information Directorate and to other senior managers.
- To undertake other duties and responsibilities as may be determined by the Manager, NPE Survey Programme and/or the relevant Director.

This job description is intended as a basic guide outlining the scope and responsibilities of the position. It is subject to ongoing review and will evolve in line with the constantly evolving practices and functions of the Authority's work.

All successful candidates will be required to undergo Garda Vetting prior to appointment and at regular intervals thereafter.

Requirements

Essential:

Candidates must, on or before **5.00pm on December 5th, 2017** have the following essential requirements:

Eligibility Criteria

- (i) Degree qualification (A minimum of level 8 on the National Framework of Qualifications) in a relevant area.
- (ii) Demonstrable experience in conducting or supporting the conduct of research projects, literature reviews, or desktop research in the area of health information or health services research.
- (iii) Demonstrable experience working on information related projects/systems or analysing data.
- (iv) Practical experience in writing and editing scientific/technical reports.

Core Competencies:

The candidate must be able to clearly demonstrate the following:

Use of Technology and Information Management

- Ability to present complex information in an easily understandable and accessible format.
- Ability to analyse and evaluate information for applicability and relevance.
- Proficiency with the Microsoft Office toolset, in particular a high proficiency in Word, Excel and Powerpoint.

Planning and organising

- Strong organisational and administrative skills with a proven ability to work to deadlines.
- Ability to plan and manage own workload and meet deadlines.
- Ability to prioritise routine tasks to deliver an efficient service.
- Ability to multi-task in a dynamic environment.

Communication/ Influencing Skills

- Demonstrated ability to communicate confidently and articulately both verbally and in writing.
- Ability to present complex information in an easily understood and accessible format.
- Ability to build effective relationships that are based on mutual respect and trust.
- Ability to communicate with a diverse range of people and positively influence others.

Individual Accountability

- Demonstrated ability to use initiative and work independently.
- Willingness to be flexible and adapt to the needs of the Authority.

- Capable of proactively identifying and implementing improvements to work practices as required.

Knowledge/Expertise

- Knowledge of the healthcare environment in Ireland.
- Knowledge of national and international health and social care surveys.
- Experience in working effectively with team members, stakeholders and senior decision makers.

Desirable Requirements

- Awareness and understanding of the importance and use of patient experience survey to inform and improve service delivery, monitoring and planning
- Postgraduate qualification in a relevant area
- Familiarity with analytical tools such as SPSS, Envivo and Referencing tools such as Endnote.

If you are interested in this position please send your CV to Hays Recruitment Agency by December 8th, 2017.

The contacts for this position are:

Sarah Ryan: Hays Dublin - Sarah.Ryan@hays.com

Derek Harrington: Hays Cork - Derek.Harrington@hays.com