JOB PROFILE

Role Title	Research Data Coordinator (Services)
Reporting to	New Projects Lead (Services)
Location	Remote Working initially (DOTW has an office based in Canary Wharf, office working may return during the summer).
Contract	Immediate start; 2 days a week; contract until end of September 2021.
Salary	£27,900 (FTE)

Overview

Doctors of the World (DOTW) UK is part of the global Médecins du Monde network, which delivers over 300 projects in more than 70 countries through 3,000 volunteers.

Our vision is of a world in which people affected by war, natural disasters, disease, hunger, poverty or exclusion get the healthcare they need.

We work with and for:
➢ people in crisis, providing life-saving humanitarian healthcare in times of war and after natural disasters
➢ vulnerable migrants, including by advocating for the right to health across Europe
➢ people experiencing homelessness
➢ people at risk of harm, including drug users and sex workers
➢ women and girls' right to sexual and reproductive health

DOTW's UK programme provides direct services and leads policy and advocacy work to help people who are excluded from health services, such as people experiencing homelessness, migrants, refugees, sex workers and people with no fixed address, to access essential healthcare. Our services are run by volunteer doctors, nurses, midwives and support workers who provide basic short-term healthcare and help to get people registered with their local GP.

We believe that every person living in the UK has the right to healthcare and we work to influence public policy and local implementation to reduce health inequalities and ensure access to healthcare for all. The Research Data Coordinator (Services) will contribute to this by ensuring we have a better understanding of who we are seeing in our clinic and the impact of health policy on their lives.

You will work with data from the internal database of our Services team to turn data into an accessible overview of our service.

People with lived experience of migration, the asylum system, homelessness or exclusion from health services are encouraged to apply.

Job Purpose

As DOTW's Research Data Coordinator, you will be part of our Services team where you will play an important role in challenging health exclusion by ensuring that the work of our services is visible through high quality data for use in research, advocacy and quality improvement.

You will:
- Lead on the development of a data support service within DOTW UK's Services team
- Gather business requirements and deliver standard reporting and analysis
- Validate import/export data from the clinical system
- Prepare monthly data analysis reports and presentations for researchers, the senior management team (SMT), the board and funders
- Summarising data and supporting colleagues to identify trends
- Act as the focal point for analysis and collation of data
- Improve data reporting mechanisms to ensure DOTW's work is well reflected through data

Key Duties	Key Activities

Data management for Services team	- Be responsible for developing this new project within DOTW. Use creativity to design new ways of working, create clear processes and find innovative solutions where needed. - Design and develop systems to effectively capture and present data from DOTW's internal patient database. - Use strong analytical and problem-solving skills to interpret data and identify trends. - Advise the Services team on the best way to capture data; make recommendations to the New Projects Lead that will be fed to the Head of Services. - Validate data from our system, identify errors and resolve issues. - Prepare reports using internal data for researchers working in collaboration with DOTW, as well as for internal use by the SMT, the board and for funders. - Ensure that all activities undertaken on behalf of DOTW, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures. - Provide synthesises data for reports as directed and support the team to analyse and present data clearly. - Produce accurate and timely data extracts and analysis, imports and data cleaning. - Be able to identify opportunities for further analysis of data
Partnership working	- Work with the Clinic team to ensure the data is capturing the areas of work that service delivery has been focusing on. - Work with the Policy and Advocacy team to ensure data that highlights areas of policy can be used effectively. - Coordinate with university/data partners as required.
Best practice	- Prepare reports and presentations for reporting to safety and quality meetings, research partners, funders and the board. - Use experience from similar roles and studies to implement best practice. - Due to the confidential nature of the data involved, be responsible for data and maintaining accountability to the principles of the GDPR. - Provide recommendations to other teams to ensure data extraction and data analysis is conducted to a high standard
Other duties	As required

General	- To be open to change and demonstrate a flexible and adaptable approach. - To work collaboratively with others and be a supportive and effective team member. - To ensure that all activities undertaken on behalf of DOTW UK, externally or internally, are executed in accordance with the overall aims of the organisation and in line with our policies and procedures. - To participate in training and other activities as requested by the organisation.

Stakeholder and Customer Service	To provide quality customer service to all our respective audiences and stakeholders, and comply with our quality management protocols.

Level of Budgetary Responsibility	None
Key Working Contacts	DOTW clinic staff and volunteer team

This is not intended to be an exhaustive list. Your role description may be subject to change.

Person Specification

Job Title	**Research Data Coordinator**

PERSONAL COMPETENCIES

Competency Title	The successful candidate will be able to….
Communicating with others	Uses strong interpersonal and communication skills, both written and verbal, to build relationships, negotiate and persuade a wide range of audiences.
Team working and interpersonal skills	Promotes a constructive working environment; actively contributes across teams to good team working and team relationships; supports others to achieve their aims; builds consensus; is friendly, helpful and supportive.
Managing resources	Works in an efficient and effective manner; seeks to achieve the greatest impact; is cost-conscious.
Drives continuous improvement	Values feedback and learning; adapts to change seamlessly and is prepared to try doing things differently; encourages the development of new ideas; implements changes intended to make improvements willingly; responds positively to feedback.
Customer service	Strives to achieve excellence; sets and develops benchmarks; takes responsibility; resolves queries; is approachable, positive and responsive.
Managing yourself	Strong project management skills, experience and ability; takes pride in achieving results.
Delivery and meeting business plan	Can show the impact of the work for which you are accountable; monitors progress; committed to achieving high quality; demonstrates common sense.

RELEVANT EXPERIENCE

The successful candidate will have experience of ….

- Working in a similar role for two years
- Cleaning data and presenting in a format that is clear and accurate
- Using pivot tables and other Excel skills to link different data sets
- Identifying errors in data reporting systems and implementing effective solutions
- Working within the GDPR
- Using analytical and problem-solving skills in a practical setting
- Working in a multidisciplinary team
- Using excellent written and verbal communication skills to present data and to work within a team

SPECIFIC SKILLS AND KNOWLEDGE

Essential:
- CRM/database management and development experience
- Ability to manipulate and interpret data, in addition to importing and exporting information
- Experience of database administration and management, with the ability to interpret and present data clearly
- Good organisational skills
- Advanced Microsoft Excel skills
- Strong analytical skills and attention to detail
- Experience of working with sensitive personal data and awareness of data protection (GDPR)
- Excellent written and verbal communication skills
- Excellent Microsoft Office skills
- Ability to prioritise workload
- Good database knowledge
- Ability to work creatively in order to produce infographics based on data retrieved

Desirable:
- Understanding of health exclusion and the groups we are supporting
- Lived experience of migration, the asylum system, homelessness or exclusion from health services

Date Created	March 2021