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| **JOB DETAILS** | |
| **Job Title** | Senior Information Officer for Nursing, Midwifery and Allied Health Professionals |
| **Reports to** | CNIO/Associate CNIO |
| **Band** | Band 8a |
| **Department/Directorate** | Clinical Digital |

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| **JOB PURPOSE** | |
| The post holder will play a key role in shaping and leading digital transformation at Royal Devon and Exeter NHS Foundation Trust. This will be a pivotal role in the adoption and optimisation of our clinical systems, including new and developing workflows designed and implemented as part of the MY CARE programme and our Epic Systems Electronic Patient Record (EPR).  The Senior Information Officer role will ensure digital transformation is achieved in a way which enables continued cultural/behavioural change within the sphere of clinical informatics, championing our digital opportunities and maximising staff and stakeholder engagement. The Senior Information Officer is a pivotal leadership role, representing nursing, midwifery and AHP professional groups across the trust, collaborating with Care Groups, service and professional leads to develop our digital capabilities and maturity across the organisation.  The post holder will be responsible for clinical safety and compliance associated with the use of our clinical systems across nursing midwifery and allied health professions, ensuring related local and national policy and standards are met and maintained.  At all times the role will have a focus on building the capability of the organisation to continuously improve and sustain the delivery of safe, high quality and financially sustainable efficient services for our patients and our community. | |
| **KEY WORKING RELATIONSHIPS** |  |
| Areas of Responsibility:  The post holder will work collaboratively with key stakeholders to ensure safe and effective integration and optimisation of digital capabilities into nursing, midwifery and AHPs care practice. The post holder will take a leading role in representing nursing, midwifery and AHPs across the trust within the sphere of clinical informatics and the on-going optimisation of our Epic integrated EPR.  The post holder will be required to champion innovative, effective and lasting solutions to complex information requirements across the trust. Improving patient safety, quality and patient experience is an explicit priority.  In addition, the post holder will deal with the wider healthcare community, external organisations and the public.  Of particular importance are working relationships with:     |  |  |  | | --- | --- | --- | | **Internal to the Trust** | **External to the Trust** | | | * Clinical Matrons (Nursing and Midwifery) * Clinical Managers (Nursing and Midwifery) * AHP Service Leads * Chief Nursing Information Officer/Associate Chief Nurse Information Officer * Assistant Directors of Nursing * Chief/Associate Clinical Information Officer * Chief Information Officer * Senior Medical Information Officer * Configuration Analyst * Medical Information Officer | | * Clinical Information Officers and digital peers across region * Clinical Information Officers across Epic UK network * Epic Systems Corporation colleagues * External patients/public groups * Northern Devon Healthcare NHS Trust * Devon County Council | | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| * To line manage the Band 7 Information Officers for nursing, midwifery and AHPs, ensuring the post holders are aligned to and embedded within the Care Groups structures and supporting Care Group projects enabled by digital optimisation/adoption * On occasion to deputise for the CNIO/Associate CNIO as directed * To be a digital clinical expert and leader in liaison with Care Groups and service leads across the Trust, clinicians, digital and Care Group governance structures, CNIO and CCIO * Advising key stake holders on EPR and clinical systems optimisation and configuration and participating in clinical informatics advisory discussions with clinical teams across the trust * Supporting, promoting and embedding digital capabilities from our clinical systems amongst colleagues in their respective areas * Work in a strong and effective corporate manner with key stakeholders building   strong influential relationships with staff at all levels   * Build effective alliances to ensure digital priorities are understood and reflect the needs of patients, in order to have significant impact on safety, quality, performance, patient and staff experience and staff effectiveness * To be a change agent, ensuring that all activities and plans are effective and in line with shared digital and overall trust priorities and objectives * Work with the Associate CNIO/CNIO to establish and embed appropriate data collection systems/processes across nursing, midwifery and allied health professions * Work with the Associate CNIO/CNIO to ensure changes and developments are evidenced-based, enabling service and healthcare improvements to be quantified and monitored * Act on and escalate concerns about our clinical system functionality or its adoption in practice to CNIO and CCIO where appropriate.  |  | | --- | | * Analysis of complex data including compliance and proficiency statistics amongst end users of the EPR, in order to shape our training and adoption strategy and to realise the capacity releasing and quality benefits associated with implementing the EPR | | |
| **FREEDOM TO ACT** | |
| |  | | --- | | * Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines * Maintain high standards of performance and professionalism within sphere of responsibility * Interpret and work within trust policies and procedures * Use managerial and judgemental skills to analyse situations and formulate appropriate solutions/responses, recognising when escalation to line manager is required * Work in a complex multi-disciplinary environment, be able to act with minimal guidelines and set standards for others | | |
| **COMMUNICATION/RELATIONSHIP SKILLS** | |
| * Frequently required to communicate complex, and sensitive information to colleagues across the trust and occasionally to external agencies, where there are likely to be opposing views in potentially emotive and hostile situations on an on-going basis * On an on-going basis there is a requirement to use highly developed interpersonal skills to overcome known barriers to change, where changes to policy in relation to informatics can be clearly understood and accepted and in potentially emotive and hostile situations * Required to negotiate, motivate and inspire through verbal and written communication, and will need to confidently deliver formal presentations. * Identify and incorporate the views and needs of patients, the public, NHS staff and stakeholders and ensure their voices are evident in work taken forward * Cultivate strong working relationships with clinical leaders and managers across the trust, ensuring that initiatives are always developed in collaboration with the wider organisation * Meet frequently with professional and Care Group leadership teams and secure membership of key forums such as relevant governance groups, clinical and professional forums * Use conflict resolution strategies in response to barriers of understanding or acceptance in respect of professional standards/requirements, processes, procedures | |
| **ANALYTICAL/JUDGEMENTAL SKILLS** | |
| |  | | --- | | * Make judgements in situations involving the analysis and interpretation of highly complex clinical data and pathways to create and support related action plans * Make judgements on clinical risk associated with existing or planned digital/clinical system solutions and escalate accordingly * Make judgements on clinical risk associated with optimal compliance and proficiency in the use of digital system solutions and workflows * Recognise and act on situations to understand issues arising and plan exploratory steps in order to lead on a solution * Produce and present comprehensive options appraisals to propose resolution to issues and define achievable solutions with influencing factors considered, such as safety, finance, quality and resource | | |
| **PLANNING/ORGANISATIONAL SKILLS** | |
| * Apply creativity and innovation techniques to projects including learning from outside the organisation and across professional boundaries * Ensure a focus on objectives which deliver the highest standards of performance and patient care * Use complex data and compelling evidence to contribute to and lead on service improvement /capital revenue investment cases as required to secure investments to achieve sustainable change and improvements * To take a lead role in supporting a broad variety of workstreams and projects associated with optimisation of our EPR and other digital system solutions, on behalf of and in conjunction with nursing, midwifery and AHPs | |
| **PATIENT/CLIENT CARE** | |
| |  | | --- | | * Accountable for the effective and safe development and delivery of our clinical system solutions and the impact on the delivery of care * To support the Associate CNIO to work with patients and service users to improve our services for the people that we serve * Frequent in-direct contact with patients in the clinical setting when supporting peers and colleagues with the use of our clinical systems and EPR in practice and at elbow | |  | | |
| **POLICY/SERVICE DEVELOPMENT** | |
| |  | | --- | | * Responsibility to ensure Care Groups and departments adopt robust business continuity plans, in line with standardised trust wide procedures and recommendations. Ensure teams are prepared for any planned or unplanned system downtime events or loss of connectivity * To support the Associate CNIO in the development and implementation of protocols and policies relating to areas of responsibility as appropriate * Work with peers across nursing, midwifery and allied health professional to be actively involved in the development and implementation of trust wide policies, bringing digital and clinical governance expertise * Work collaboratively with nursing, midwifery and AHP leadership and IO peers to develop and implement processes to continuously monitor, evaluate and improve patient and staff satisfaction in relation to the use of the EPR or other digital platforms | | |
| **FINANCIAL AND PHYSICAL RESOURCES** | |
| |  | | --- | | * Support professional groups, IOs and the Associate CNIO to establish systems to monitor performance through department and Trust monitoring systems, including regular interpretation of data taking corrective action and escalation as necessary * Work with professional groups, IOs and the Associate CNIO to identify opportunities to make efficiencies in order to realise benefits associated with the EPR programme for nursing, midwifery and AHPs * Support CCIO and CNIO in relation to budgetary responsibilities to include monitoring, and control of capital and revenue departmental resources * To be an authorised signatory in line with role responsibilities and delegated duties within the organisational structure | | |
| **HUMAN RESOURCES** | |
| * Line management of Band 7 Information Officers with responsibility for recruitment and retention within the team, providing career development opportunity and managing performance * Support the training team in designing training programmes for clinical staff to include:   + Training curriculum updates to mirror EPR upgrades and optimisation   + Learning from incidence and excellence   + Developments in new and innovative methods of delivery for training, including simulation training * Design and deliver training and familiarisation sessions for nursing, midwifery and AHP colleagues to promote proficiency in the system. This will be done in close collaboration with the IM&T Training Manager, Senior IO for Nursing, Midwifery and AHPs, Epic Principal and Credentialed Trainers | |
| **INFORMATION RESOURCES** | |
| * Hold and maintain own work records and patient/client records within scope of practice and areas of responsibility | |
| **RESEARCH AND DEVELOPMENT** | |
| |  | | --- | | * To explore opportunities for the introduction of new technologies for additional clinical applications * Proactively engage with quality improvement initiatives and groups within the organisation to bring digital as a key enabler * To be involved in the implementation of future device integration with our EPR and the rigorous testing of its suitability, safety and effectiveness * To submit posters, verbal presentation and papers for publication at local, regional and national level * Support and where applicable lead on research and development associated with our clinical systems and clinical pathway improvement | | |
| **PHYSICAL SKILLS** | |
| * Advanced keyboard skills * Ability to manipulate complex EPR system tools developed through experience of expert use * Develop build responsibility for elements of Epic applications to contribute to system configuration * Relevant clinical practice as required in order to maintain professional registration/CPD | |
| **PHYSICAL EFFORT** | |
| * Occasional travel to other sites including RD&E community base sites and NDHT * Requirement to visit clinical areas and to move around the various departments within the trust on foot for short periods on a frequent basis | |
| **MENTAL EFFORT** | |
| * Prolonged concentration is required when analysing complex data, compiling reports * Dealing with conflicting priorities and frequent interruptions to deal with time critical and service issues | |
| **EMOTIONAL EFFORT** | |
| * Handle change management issues professionally and sometimes in hostile or antagonistic situations. * Deal with staff problems and patient/public complaints * To manage situations that require the delivery of difficult or unwelcome feedback due to compliance or performance related issues in the use of our EPR and other clinical systems * To manage performance related or complex HR issues as required and in accordance with line manager duties and responsibilities | |
| **WORKING CONDITIONS** | |
| * Work within clinical working conditions with the potential for exposure to bodily fluids * Concentrate in an intense and sometimes noisy environment * Fulfil Trust health and safety policies and procedures when performing risk associated procedures including dealing with hazardous substances * Frequent use of a VDU is required for this role | |
| **OTHER RESPONSIBILITIES** | |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible) * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS– delete section if not applicable** | |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. | |
| **GENERAL** | |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. | |

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| **Job Title** | Senior Information Officer Nursing, Midwifery and AHPs |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**   * Registered Nurse, Midwife or Allied Health Professional with current Nursing & Midwifery Council or Health Professions Council registration * Level 6 Degree level qualification * Masters Level Degree or working towards * Management and leadership qualification, specialist training or equivalent experience * Demonstrates evidence of commitment to professional development | E  E  E  E | D |
| **KNOWLEDGE/SKILLS**   * Demonstrable previous success in supporting, delivering and leading large scale change in a healthcare setting Excellent written and verbal communication skills with the ability to communicate with staff at all levels of the organisation as well as with external staff * Demonstrable knowledge and experience of clinical informatics and digital transformation in healthcare Excellent clinical and managerial knowledge of one or more specific areas, including knowledge of relevant operational policies and procedures * Ability to think and plan strategically, tactically and creatively, and to prioritise work * Proven ability to analyse complex problems and to develop and successfully implement practical and workable solutions to address them * Exceptional leadership qualities with the ability to lead, manage and motivate staff to achieve a common goal * Ability to cope with unpredictable and intense situations * Demonstrable knowledge of information governance, national and professional standards of practice and other regulatory requirements | E  E  E  E  E  E  E  E  E |  |
| **EXPERIENCE**   * A proven track record of clinical service management in a healthcare environment, including staff management, financial management and change management * Experience in the implementation, stabilisation and optimisation of a digital clinical system and ideally an Electronic Patient Record (EPR) * Experience as part of a programme team implementing and/or optimising Epic Systems Corporation EPR * Experience of identifying, reporting and managing clinical risk in current process and acting to improve processes * Experience of delivering benefits in a healthcare setting through the implementation and deployment of clinical systems and associated technology * Previous NHS experience as a clinical leader at Clinical Nurse Manager, AHP Service Lead or Clinical Information Officer level or above * Experience of line management of staff, including recruitment and personal development appraisals | E  E  E  E  E  E | D |
| **PERSONAL ATTRIBUTES**   * High level of work organisation, self-motivation, drive for performance and improvement, and flexibility in approach and attitude * Excellent inter-personal and communication skills with good listening skills * A positive attitude with demonstrable ability to persevere and overcome obstacles and resistance to change | E  E  E | E  E  E |
| **OTHER REQUIREMENTS**   * The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. * Ability to travel to other locations as required | E  E | E  E |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y/N |  | Y |  |  |
| Contact with patients | Y/N |  | Y |  |  |
| Exposure Prone Procedures | Y/N |  | Y |  |  |
| Blood/body fluids | Y/N |  | Y |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | Y/N | YY |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N | YY |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  | Y |  |  |
| Animals | Y/N | Y |  |  |  |
| Cytotoxic drugs | Y/N | Y |  |  |  |
|  | |  |  |  |  |
| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N | Y |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N | Y |  |  |  |
| Dusty environment (>4mg/m3) | Y/N | Y |  |  |  |
| Noise (over 80dBA) | Y/N | Y |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N | Y |  |  |  |
|  | | | | | |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | Y |
| Heavy manual handling (>10kg) | Y/N | Y |  |  |  |
| Driving | Y/N |  | Y |  |  |
| Food handling | Y/N | Y |  |  |  |
| Night working | Y/N | Y |  |  |  |
| Electrical work | Y/N | Y |  |  |  |
| Physical Effort | Y/N |  |  |  | Y |
| Mental Effort | Y/N |  |  |  | Y |
| Emotional Effort | Y/N |  |  |  | Y |
| Working in isolation | Y/N |  |  |  | Y |
| Challenging behaviour | Y/N |  | Y |  |  |