"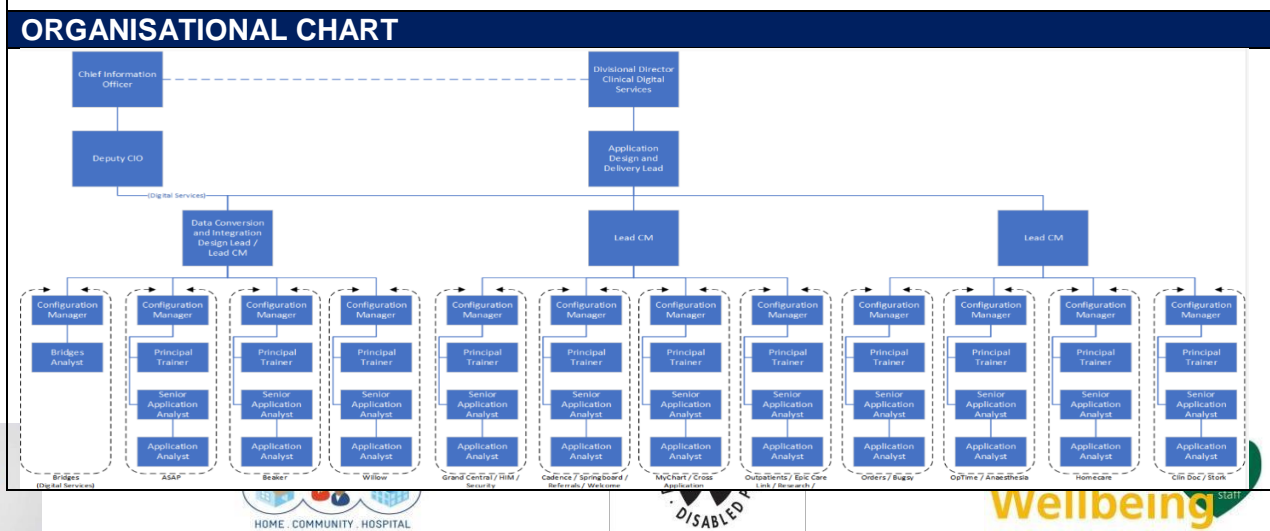Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values"

JOB DETAILS

Job Title	**Senior Application Coordinator / Analyst**
Reports to	**Configuration Manager**
Band	**7**
Department/Directorate	**Clinical Digital**

JOB PURPOSE

The Trust has over the last few years implemented a fully integrated Digital Electronic Patient Record (EPR) System across both Eastern and Northern Devon. This has followed the biggest programme of clinical pathway transformation in Devon to date. We continue to develop and progress our system, ensuring we do the right thing for our patients and carers, and enable our staff to give the best care they can every day.

The role of analyst will be to work with stakeholders to develop, support and maintain our world class EPR system.

KEY WORKING RELATIONSHIPS

Supervises and provides day to day line management of the Application Coordinators/ Analysts within assigned team.
No Budgetary responsibility

Key working relationships

Internal to the Trust	External to the Trust
Digital Services	Epic staff
Clinical and Admin staff in designated areas	NHS Digital
PALS	Colleagues in other NHS and Social Care organisations
IM&T Leads and their staff	

ORGANISATIONAL CHART

Proud to Care

HOME . COMMUNITY . HOSPITAL

Wellbeing staff

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

As a Senior Application Coordinator / Analyst the post holder is responsible for:

- Assisting with the ongoing delivery, maintenance and quality improvement of the Trust's electronic patient record (EPR) system within a designated team;
- Working on several integrated clinical areas to ensure a coordinated approach across all teams;
- Working with other configuration teams, and the wider Trust to analyse and suggest ways to improve current workflows and working practices through the enabling EPR;
- In conjunction with the wider EPR clinical digital team, facilitate agreement for changes in working practices with appropriate stakeholders;
- Matching agreed workflows and clinical pathways with those already built into Epic's EPR system and/or configuring the Epic EPR system
- Assisting with testing of the systems to ensure it is safe, usable, secure and robust.

COMMUNICATION/RELATIONSHIP SKILLS

- Negotiate with and persuade senior Trust staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience in conjunction with the wider Trust;
- Maintain regular communication with other configuration teams and relevant supplier staff;
- Work with Principal Trainers to ensure awareness of build development and changes;
- Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate;
- Use conflict resolution strategies in response to barriers of understanding or acceptance faced by, or from, the configuration teams and/or wider Trust audience;
- Demonstrate/present complex build work (Epic software) in an easy to understand format to individuals and/or groups of Trust staff, including at senior and director level;
- Develop and maintain effective networks and relationships with internal and external contacts;
- Report configuration progress on a weekly basis to the Configuration Manager
- Maintain regular communication with other configuration teams and relevant supplier staff;

ANALYTICAL/JUDGEMENTAL SKILLS

- Maintain schedules and raise any risks or issues highlighted through testing to the appropriate level;
- Analyse and document simple to highly complex clinical and administrative workflows (user requirements), information, data collection and/or reporting requirements and use this information to configure the designated Epic module to meet these requirements;
- Investigate end users' preferences and populate databases as part of the configuration process;
- Be an expert in the application area, troubleshoot problems and address questions from end users regarding the application;
- Ensure that the Epic system is configured to meet new 'best practice' ways of working, in order to achieve cost-saving benefits and improved workflow processes, whilst working to relevant legal and regulatory frameworks;
- Log issues as they arise and liaise with colleagues and the supplier to achieve resolution and update the systems accordingly. Escalate unresolved issues through the Configuration Manager or Lead Configuration Managers.
- Self-teach from supplier manuals to solve problems in build/reporting/testing.

PLANNING/ORGANISATIONAL SKILLS

- Initiate, arrange, chair and/or participate in meetings between senior Trust staff to discuss workflows and/or areas of concern and/or take notes of any action points;
- Chase colleagues and Trust staff to provide information in a timely fashion to enable deadlines to be met;
- Meet regularly with the assigned Configuration Manager/other Configuration Managers across other Epic modules and/or Lead Configuration Managers to plan, negotiate with, review and prioritise the scope of the applications/ infrastructure in accordance with Trust plans;
- Plan the design and delivery of a complex modules within the EPR;
- Identify and allocate work packages across disciplines to ensure an integrated and coordinated approach;
- Update and amend plans within assigned area of work.

PHYSICAL SKILLS

- Advanced keyboard skills.

PATIENT/CLIENT CARE

- Contact with patients is incidental, although there may be work required in clinical areas to understand current and proposed processes effectively.

POLICY/SERVICE DEVELOPMENT

- Ensure compliance to relevant standard operating procedures, policies and change control mechanisms;
- Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate;
- Establish and document SOPs for assigned modules;
- Agree and deliver reporting dashboards for assigned modules.

FINANCIAL/PHYSICAL RESOURCES

HUMAN RESOURCES

- Supervise and provide day to day line-management to the Application Coordinators / Analysts within the team, including dealing with a range of staffing issues such as capability, disciplinary, grievance, absence etc.;
- Assign relevant work to Application Coordinators /Analysts.

INFORMATION RESOURCES

- Lead on one additional aspect of Epic configuration (e.g. Workbench, Business Continuity etc.) within designated module;
- Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes;
- Input data into spreadsheets, Word documents or PowerPoint presentations, ensuring accuracy and adhering to style guides/template;
- Plan, design and build elements of the assigned EPR modules which will include major workflow and pathway redesign;
- Be custodian of system build, interface specifications and data models for assigned modules;
- Produce progress and exception reports.

RESEARCH AND DEVELOPMENT

- Work with the testing team to develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Testing Manager's instructions;
- Ensure testing activity is completed, tracked and is consistent with published deadlines;
- Undertake training (in the UK or possibly overseas) and, within five months of start date, become qualified in at least one Epic application;
- Define and participate in regular test programmes across assigned EPR modules, adapting and updating builds based on outcomes;
- Update knowledge of Epic systems across all applications;
- Lead efforts for ongoing system optimisation and upgrades.

FREEDOM TO ACT

- Identify and allocate work packages across disciplines to ensure an integrated and coordinated approach;
- Update and amend plans within assigned area of work.

OTHER RESPONSIBILITIES

- Handle change management issues professionally and sometimes in hostile or antagonistic situations where there is resistance to change;
- Undertake additional, specific project work in support of the rollout of additional EPIC modules across the Trust under the direction of Configuration Manager.
- Frequent requirement for prolonged concentration when configuring the EPIC system;
- Participate in 24/7 rota and/or on call support to provide agreed service levels for their respective areas and ensure necessary cover to support Priority 1 failure from Go Live.
- To take part in regular performance appraisal.
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment.

The post holder is 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.

APPLICABLE TO MANAGERS ONLY

THE TRUST- VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Compassion
Integrity
Inclusion
Empowerment

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RDUH is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

POST	Senior Application Coordinator / Analyst
BAND	7

	Requirements	Essential	Desirable
P E R S O N S P E C I F I C A T I O N	**QUALIFICATIONS / TRAINING** • Educated to Masters level or equivalent experience • Evidence of continuing professional development • Epic Certification* ***NB Epic certification must be achieved within 5 months of start date. Training may be undertaken in the USA and therefore travel to this destination maybe required.**	E E	 D
	KNOWLEDGE / SKILLS • Understanding of complex clinical, administrative and/or operational workflows and processes within a hospital environment • Excellent organisational and planning skills • Excellent written and verbal communication with the ability to communicate with staff at all levels in the organisation, including clinical staff and managerial staff as well as with external suppliers • Intermediate knowledge of Outlook, Word, Excel, PowerPoint • Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions • Ability to impart knowledge and/or present to others in a clear and concise manner • Able to lead meetings, resolve conflicts, maintain issues lists and work to a project plan • Able to work collaboratively with own team members as well as those in other application teams • Good analytical and project management skills • Confident in working with, negotiating with and motivating clinical staff, medical consultants and/or other senior managers • Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison of a range of options • Ability to present and argue a case confidently and persuasively • Advanced keyboard skills	E E E E E E E E E E E E E	
	EXPERIENCE • Experience of working in the NHS • Knowledge of medical terminology • Experience of supervising or line-managing staff, including contributing to or performing appraisals • Excellent operational or clinical knowledge of one or more specific areas including knowledge of relevant operational policies and procedures • Experience of supporting change management • Understanding of Information Governance • Experience of implementing and managing a clinical system • Experience of Epic configuration	E E E E E E	 D D

PERSONAL ATTRIBUTES		
• Able to prioritise tasks, work on own initiative and manage own workload	E	
• Excellent communication skills both written and verbal.	E	
• Proven experience in the ability to interact with colleagues at all levels both clinical and non-clinical within healthcare	E	
• Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change	E	
• Demonstrate the ability to plan and organise effectively	E	
• Excellent interpersonal skills and professional presentation	E	
• Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information.	E	
• Self-motivated and able to take responsibility for decisions	E	
• Has good insight and the ability to respond well to constructive criticism	E	
• Team player	E	
• Logical and pragmatic approach to problem solving	E	
• Proven ability to work under significant pressure with competing priorities	E	
• Personal credibility, with ability to quickly gain the confidence of others.	E	
• Honesty, openness and integrity	E	
• Able to cope with unpredictable and intense situations		
OTHER REQUIRMENTS Participate in 24/7 On call rota support to provide agreed service levels for their respective areas and ensure necessary cover to support Priority 1 failure from Go Live.	E	

*Essential/Desirable

	FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Hazard/Risks requiring Respiratory Health Surveillance				
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	Y/N				
Respiratory sensitisers (e.g isocyanates)	Y/N				

Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	Y/N				
Animals	Y/N				
Cytotoxic drugs	Y/N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	Y/N				
Laser (Class 3R, 3B, 4)	Y/N				
Dusty environment (>4mg/m3)	Y/N				
Noise (over 80dBA)	Y/N				
Hand held vibration tools (=>2.5 m/s2)	Y/N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y/N				X
Heavy manual handling (>10kg)	Y/N				
Driving	Y/N				
Food handling	Y/N				
Night working	Y/N				
Electrical work	Y/N				
Physical Effort	Y/N				
Mental Effort	Y/N				
Emotional Effort	Y/N				
Working in isolation	Y/N				
Challenging behaviour	Y/N				

COMPETENCY REQUIREMENTS

To be completed for all new positions
Please tick which of these essential learning s is applicable to this role
(**NB** those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	☐	Blood Transfusion	BDS18 collection	☐	Consent Training	☐
	Group 2	☐		BDS 19 & 20 Preparing & Administering	☐	VTE Training	☐
	Group 3	☐		BDS 17 Receipting	☐	Record management and the nhs code of practice	☐
	Group 4	☐		Obtaining a blood sample for transfusion	☐	The importance of good clinical record keeping	☐
	Group 5	☐		Annual Update	☐	Antimicrobial Prudent Prescribing	☐
	Group 6	☐				Control & Restraint Annual	☐
Not mapped this one		☐	Safeguarding Adults Awareness	Clinical Staff	☐	Mental Capacity/DOL's	☐
	Group 8	☐		Non Clinical Staff	☑		
Manual Handling – Two Year		☑	Falls, slips, trips & falls	Patients	☐		
Equality & Diversity – One-Off requirement		☑		Staff/Others	☐		
Fire	Annual	☐	Investigations of incidents, complaints and claims		☐		
	Two Yearly	☑	Conflict Resolution – 3 yearly		☑		
Infection Control/Hand Hygiene	Annual requirement	☐	Waterlow		☐		
	One-Off requirement	☐	PUCLAS		☐		

Information Governance	☑	Clinical Waste Management	Application principles for clinical staff	☐	
Harassment & Bullying (Self Declaration – One off requirement)	☑		Application principles for housekeeping	☐	
			Application principles for portering and waste	☐	