NHS

Royal Devon and Exeter
NHS Foundation Trust

"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	Clinical Application Support Analyst
Reports to	Clinical Application Analyst
Band	5
National Job Profile used	IM&T Analyst/ Technician Higher Level
Department/Directorate	Digital Services Division

JOB PURPOSE

The Digital Services Division is committed to a culture of continual service improvement. The post holder will be an advocate for this culture across their service area, contributing to and demonstrating continual service improvement in the services for which they are responsible.
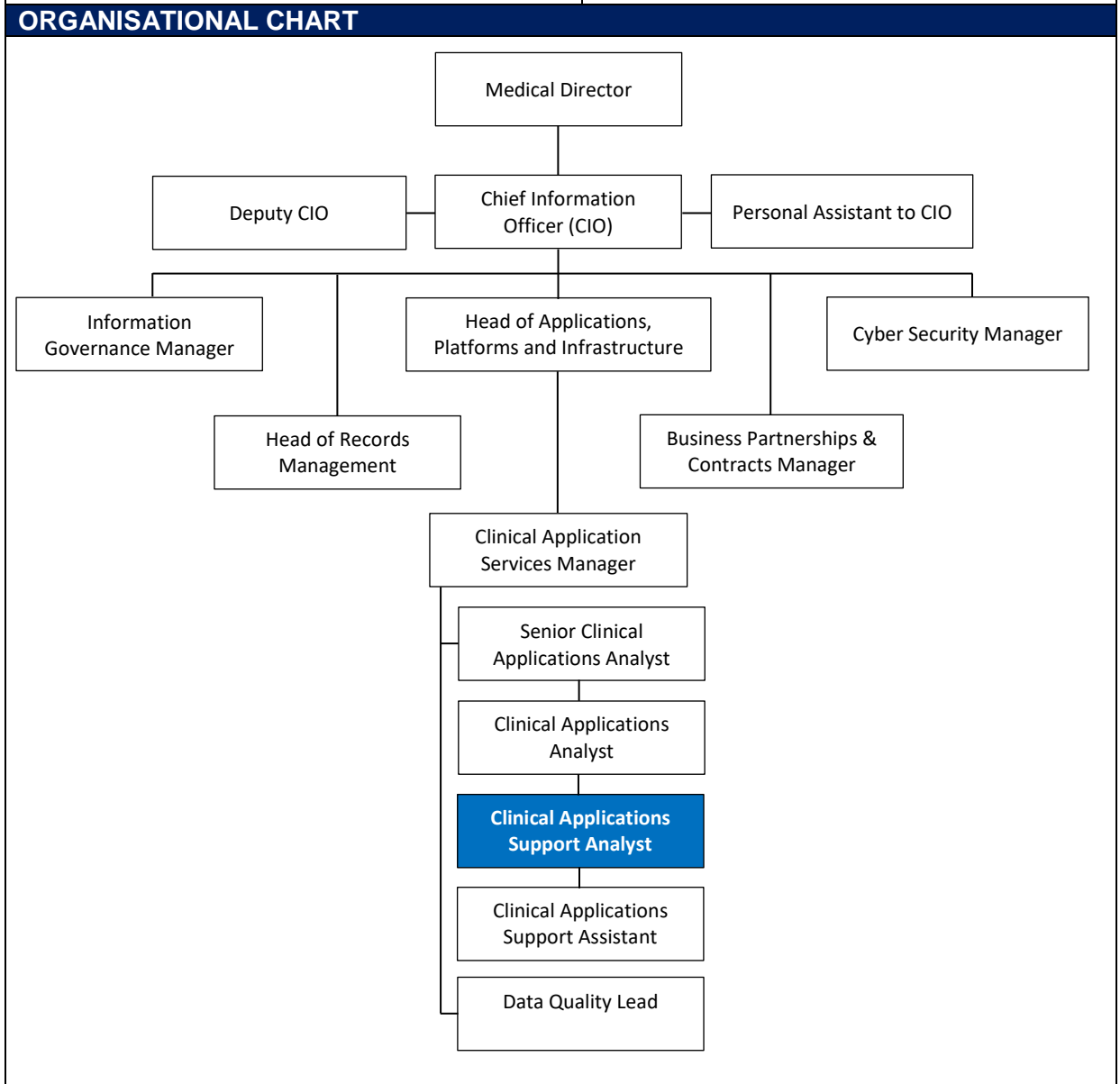
This post is based within a small team of experienced digital professionals providing system management and end user support for a portfolio of clinical applications. As a member of the Clinical Application Services Team the post holder is responsible for:

- The day to day maintenance and quality assurance of the supported systems (i.e. fulfil the duties of a system administrator / manager);
- Contributing to continuous optimisation of systems and workflow;
- Supporting colleagues and junior grades as required to work on complex problems and larger tasks;
- Actively engage in sharing knowledge and skills within the team (and the wider Digital Services Division) both as a provider and recipient; and
- Proactively engaging with its user base to develop and strengthen the relationship with Trust support teams to assure the provision of an excellent and timely service.

In order to fulfil the role, the Clinical Application Analyst is required to:

- Maintain a working general knowledge of all the Clinical Application Services Team supported systems to enable first line support for simple tasks and effective incident management and sign posting for more complex problems.
- Develop a detailed knowledge of at least two Clinical Application Services Team supported systems;
- Progress to become a Subject Matter Expert (SME) for at least one system;
- Demonstrate comprehensive knowledge and expertise in system management; and
- Support a broad range of system related service development, project and workflow development tasks as required.

Proud to Care

WE WORK TOGETHER
HOME . COMMUNITY . HOSPITAL

POSITIVE ABOUT DISABLED PEOPLE

Health & Wellbeing for RD&E staff

KEY WORKING RELATIONSHIPS

Internal to the Trust
Divisional Directors
Trust Service Managers
Information Asset Owners
Digital Services Division
Internal Committees and Governance meetings
Trust User Base

External to the Trust
External Clients and Partners
Epic technical experts and implementation team
3rd Party Service and Solution Providers
NHS Digital
Colleagues in other NHS and Social Care organisations

ORGANISATIONAL CHART

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                          Medical Director
                                |
Deputy CIO ── Chief Information Officer (CIO) ── Personal Assistant to CIO
                                |
Information           Head of Applications,              Cyber Security Manager
Governance Manager    Platforms and Infrastructure
        |                       |                               |
   Head of Records                          Business Partnerships &
   Management                               Contracts Manager
                                |
                      Clinical Application
                      Services Manager
                                |
                      Senior Clinical
                      Applications Analyst
                                |
                      Clinical Applications
                      Analyst
                                |
                      Clinical Applications
                      Support Analyst
                                |
                      Clinical Applications
                      Support Assistant
                                |
                      Data Quality Lead
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KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Be responsible for the day to day management of a number of clinical applications;
- Play a leading role in the implementation of new functionality across the Trust with specific focus on systems management and methodology;
- Ensure a standard based approach for all systems with respect to relevant Local and National policies, procedures and standards; including those for Records Management, Information Governance, Data Quality, Clinical Safety, Quality Assurance and Information Security;
- Work with developers and Suppliers to ensure system compliance with NHS Information Standards;

- Liaise with product suppliers to implement and test software systems upgrades in conjunction with Trust Digital Services Division colleagues to assure safe system changes with minimal disruption to users;
- Manage the progress of incidents, support calls, change requests and other aspects of the service to a successful and timely conclusion and where relevant in line with the contractual Service Level Agreement;
- Manage system integrity and back office functions;
- Ensure maintenance of system and reference files ensuring compliance with best practice, Trust and National standards;
- Monitor and report on system availability in accordance with the Trust requirement to support 24 hours a day, 7 days a week system availability for users and, in conjunction with the system suppliers and the Applications, Platforms and Infrastructure Services Team, be responsible for maintaining availability of the team's portfolio of applications;
- Under the supervision of the Information Asset Owner(s), to fulfil the role of Information Asset Administrator for the systems managed, and in this role, to maintain required system documentation and contribute to the maintenance of up to date system business continuity plans in conjunction with the Trust IT business continuity and disaster recovery plans, system level security policy and system information security risk assessment;
- Provide a responsive service across multidisciplinary teams, resolving problems in a timely manner;
- Maintain a resolution procedure which is reflected within the Trust escalation policy;
- Ensure accurate data is recorded within the systems to support performance targets identified local and national data submissions and returns including; Referral to Treatment Time, Cancer Waiting Times, CQUINs and System Performance;
- Foster links with counterparts at other hospitals for mutual support and to share best practice in the management and use of applications;
- Co-ordinate systems testing and documentation outcomes in a test report for audit and assurance in a manner consistent with good practice and compliant with specified Trust Standards;
- Work with the Digital Training Manager to develop robust training plans and support materials for routine training, service support and introduction of new functionality or applications;
- Support the user-base and co-ordinate systems support staff in the transition between different versions of a system or migration to a new platform;
- Act and be acknowledged as the Subject Matter Expert (SME) for relevant systems within the team's remit;
- With respect to business continuity, and disaster recovery; monitor and assess the viability of existing arrangements and advise on viable options for improvement;
- Work with clinical directorates and Trust management to identify and document existing functional specifications and support the development of new functional requirements to support evolving service frameworks and drive service improvement;
- Lead the design, development and maintenance of system protocols and procedures;
- Ensure timely and accurate reporting of system and team performance.

COMMUNICATION/RELATIONSHIP SKILLS

- Build good relationships with a cross section of users at individual and departmental levels. Liaise and work with colleagues in the support teams to proactively respond to user issues, problems, 'niggles' and aspirations;
- Respond to user enquiries providing system support in a positive and timely manner for system and operator errors, issues, service requests and day to day faults;
- Provide more detailed support for complex issues both to Digital Services Division colleagues and the end user base;
- Together with the Senior/ Clinical Application Analysts and Clinical Application

Support Analyst, ensure that more complex support, functionality and fault issues are collectively responded to and resolved effectively, promptly and in a manner consistent with best practice and good governance. This may involve visiting users in their own working environment;

- Liaise as necessary with internal IT helpdesk engineers, central system support and external system suppliers to ensure a timely resolution of faults and system errors and undertake preventive maintenance;
- Ensure that any issues/ faults that cannot be resolved are in a timely manner are escalated to the appropriate application specialists and relevant stakeholders are kept updated as to progress;
- Ensure that all communications to recipients both within and outside the Trust are of the highest standard being clear and not open to misinterpretation. This applies particularly to written communications;
- Attend and actively contribute to the regular Comm Cell team meeting, ensuring that information on the board is up to date and accurate;
- Ensure that, exception, status and monthly reports are accurate, up to date and presented on time.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse situations and information to identify and resolve a range of complex problems including application problems, user errors/training issues, data quality issues and mismatches between system functionality and administrative or clinical processes. This may involve the preparation, delivery and review of reports derived from raw system data;
- Employ a systematic 'problem solving approach' in order to identify and communicate challenges within the system in in order to facilitate successful resolution;
- Develop an in-depth understanding of system processes and internal configuration and how they relate to the experience of users to ensure that the system is best configured and optimised to support users in effective and efficient use of the system.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will organise their own day to day activities;
- Work packages and timetables will be assigned and monitored by a designated Senior/ Clinical Application Analyst; the post holder will have a measure of latitude to exercise judgement and prioritise tasks within this timetable;
- Working within a framework of policies and procedures the post holder will maintain appropriate documentation for systems in their care; this will include the development of detailed Standard Operating Procedures for the supported systems which the post holder will ensure are regularly reviewed and updated;
- The post holder will participate in formulating, monitoring and maintaining data quality standards for supported systems;
- The post holder will ensure all work is completed in adherence to Information Governance standards, the Data Protection Act and all relevant Trust policies and procedures, including those relating to system access, security, deceased patient protocols, merging patients, double registration;
- The post holder will take part as required in Health Records Accreditation;
- The post holder will provide, when required, support at all levels, responding in a positive and timely manner to day to day system / user errors, faults and issues;
- Together with colleagues, the post holder will develop and maintain an in-depth knowledge of the supported systems, to support the role;
- Together with colleagues, and working with users, the post holder will seek to improve on the levels of data quality in relation to all clinical systems.

PHYSICAL SKILLS

- Ability to lift and carry Information Technology (IT) equipment on occasional basis.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental;
- Accurate and available information and documentation is fundamental to best practice, RDE Digital Services Division strives to promote and provide this at the point of care;
- The post holder along with colleagues in the team will strive to ensure that focus is maintained on the Patient in a constructive and collaborative manner.

POLICY/SERVICE DEVELOPMENT

- Clinical Application Analysts are encouraged to actively engage with all system users to develop a holistic understanding for existing and evolving working practices in order to:
  - Maintain accurate functional specifications for supported systems;
  - Bring forward well evidenced proposals for development and system succession;
  - Support continuous service improvement and workflow optimisation; and,
  - Contribute to effective planning for system downtime and system succession activity.
- Within the Clinical Application Services Team all members are encouraged to share knowledge and skills, also to contribute positive suggestions for service evolution.

FINANCIAL/PHYSICAL RESOURCES

- Safe use of own and others IT equipment;
- Support secure and safe operation of the incident logging system;
- Support preparation and submission of business cases for new developments that may arise from the process of delivering Trust digital services;
- May have to assume responsibility for safe use of equipment used by others when investigating incidents.

HUMAN RESOURCES

- To ensure that knowledge across all support systems is shared and maintained, to include future system developments and best practice for all;
- To provide cover for colleagues in the event of sickness or annual and study leave;
- To record and update a database of system support calls and highlight system related issues and additional training needs;
- To contribute to and work within safe working environment acting promptly in accordance with Trust Health and Safety policies and procedures in the event of risk to self and others;
- To recognise the importance of people's rights and act in accordance with legislation and Trust policies and procedures;
- Liaise with the Trust's Digital Training Team in developing/ updating system training programmes and participate in the delivery of such training during new implementations and as part of user support;
- Contribute to the team "Comm Cell" as key communication tool;
- Provide support, guidance and knowledge sharing to all staff working within the Clinical Application Services Team and also other Trust colleagues when required; and
- Supervise the activity of and/ or provide line management for more junior grades within the team as required.

INFORMATION RESOURCES

- Take responsibility for data quality and information hygiene, ensuring all data, both written and electronic, is recorded accurately and promptly within a clinically and operationally meaningful time frame;

- Accurate information is essential to the data collection process and the post holder will be a proactive advocate for accuracy in systems and user procedures;
- Play an active role in highlighting any post-implementation or upgrade system changes to users, the training team and Information analysts;
- Maintain a good understanding of the business processes associated with Clinical Application Services Team systems and engage with colleagues, Trust IT Trainers and System Managers to maximise benefits and service improvement from available system functionality;
- Take responsibility for developing and maintaining good system libraries which will include:
    - System change, issue and risk logs;
    - Technical documents for system and functional specifications;
    - Support manuals, protocols and guidance for system administrators and end users;
    - Status and performance logs;
    - Templates to support changes, upgrades and downtime (planned for unplanned) including, communication plans, test plans and outcome reports; and
    - Documentation relating to protocols and processes used internally by the Clinical Application Services Team.
- Maintain accurate an effective Business Continuity and Disaster Recovery Plans along with all other required assurance documentation for the Data Security and Protection Toolkit (DSPT) returns;
- Undertake system implementation and training in new areas as appropriate, advocating the importance of accurate data recording and good record management to patient care;
- Ensure all system changes are subject to an appropriate change control process and fully tested and signed off before transfer to the live and training environments.

RESEARCH AND DEVELOPMENT

- Undertake requirements analyses, carry out research, gather, collate and present findings which accurately reflect the needs of stakeholders.

FREEDOM TO ACT

- This role reports to a Line Manager, but may be involved in projects and therefore require reporting to Project/Service Managers;
- Manage own time effectively to prioritise competing demands, generally working with minimal supervision;
- Own assigned tasks to successful completion;
- May be required to undertake other appropriate duties as required by Line Management;
- React rapidly, calmly, professionally and effectively to unexpected issues;
- Dealing effectively with uncertain and complex situations and optimising opportunities, but understanding the need to seek clarity when unsure.

OTHER RESPONSIBILITIES

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.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota.

APPLICABLE TO MANAGERS ONLY

Evidence that supporting employee health and wellbeing is included in any documents outlining the skills and knowledge that line managers need.

Proportion of line managers whose job descriptions include supporting employee health and wellbeing.

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:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

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 RD&E 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	Clinical Application Analyst
BAND	5

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
• Educated to Degree level or equivalent professional experience, skills and training in a relevant discipline	X	
• Evidence of professional experience of NHS clinical systems at an advanced user level	X	
• IT Service Delivery Methodology		X
KNOWLEDGE/SKILLS		
• Knowledge of clinical systems used in Healthcare	X	
• Evidence of a good understanding of system administration	X	
• Knowledge of clinical practice within a hospital environment	X	
• Knowledge of Outpatient and/or Inpatient (acute hospital) clerical procedures		X
• Working understanding of change management practice and skills	X	
• Numerate with high level of computer literacy	X	
• Well-developed analytical and problem solving skills	X	
• Knowledge of information governance standards		X
• Evidence of excellent verbal and written skills	X	
• Evidence of excellent problem solving skills	X	
• Evidence of excellent skills in MS Windows and MS Office applications or equivalent packages	X	
• Good, accurate keyboard skills	X	
EXPERIENCE		
• At least 2 years' experience of supporting users of patient-based systems and/or maintaining such systems in a system analysis, system testing or system training capacity	X	
• Demonstrable experience of working in one or more clinical specialty settings, with evidence of understanding and supporting their workflows		X
• Experience of supporting system upgrades		X
• Experience of managing system upgrades		X
• Experience of testing system changes and upgrades	X	
PERSONAL ATTRIBUTES		
• Effective team player	X	
• Proven team leadership ability	X	
• Able to work on own initiative and manage a challenging workload	X	
• Able to work to deadlines	X	
• Consistent, reliable attendance	X	
• Outstanding communication skills both written and verbal	X	
• Proven ability to interact effectively with staff at all levels, both clinical and non-clinical	X	
• Credible, convincing and trust-inspiring manner	X	
• Enthusiastic, responsive to new demands, willing to learn	X	

PERSON SPECIFICATION

new skills and welcome change		
• Possess a good sense of humour and enjoy working with multi-disciplinary groups	X	
• Able to deal effectively with unexpected situations, take advantage of opportunities and overcome problems	X	
• Ability to interpret national guidelines, advising colleagues accordingly, and planning change management strategies to ensure system/organisational compliance	X	
• Be willing to support users in a clinical environment e.g. Emergency Department, Radiology, Wards and Operating theatres	X	
OTHER REQUIRMENTS		
• Demonstrates ambition and clear personal career planning	X	
• Flexible to the requirements of the role	X	
• There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota	X	
• Requirement to travel to other sites as required	X	
• Car Driver	X	

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