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

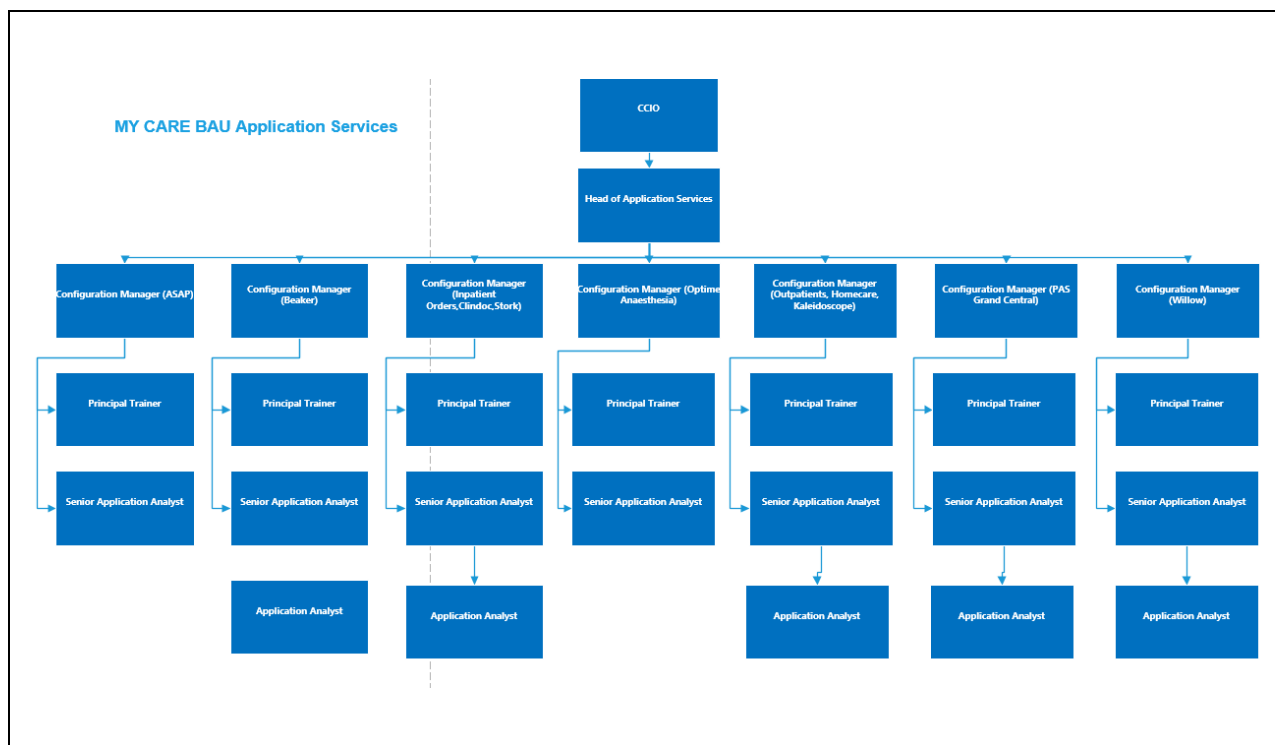|	
Job Title	**Application Coordinator/Analyst**
Reports to	**Senior Application Coordinator/Analyst**
Band	6
Department/Directorate	

JOB PURPOSE

The Trust is embarking on the biggest clinical pathway transformation it has ever undertaken which will deliver care in Devon in a way that is both clinically and financially sustainable, ensuring that we do the right thing for our patients and carers, people and communities as well as delivering a working environment which better enables our staff to deliver the best care they can every day.

KEY WORKING RELATIONSHIPS

- No budgetary responsibility
- No direct managerial responsibility

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

ORGANISATIONAL CHART

Proud to Care
DEVON

WE WORK TOGETHER
HOME . COMMUNITY . HOSPITAL

POSITIVE ABOUT DISABLED PEOPLE

Health & Wellbeing for RD&E staff

MY CARE BAU Application Services

- CCIO
- Head of Application Services
  - Configuration Manager (ASAP)
    - Principal Trainer
    - Senior Application Analyst
  - Configuration Manager (Beaker)
    - Principal Trainer
    - Senior Application Analyst
    - Application Analyst
  - Configuration Manager (Inpatient Orders,Clindoc,Stork)
    - Principal Trainer
    - Senior Application Analyst
    - Application Analyst
  - Configuration Manager (Optime Anaesthesia)
    - Principal Trainer
    - Senior Application Analyst
  - Configuration Manager (Outpatients, Homecare, Kaleidoscope)
    - Principal Trainer
    - Senior Application Analyst
    - Application Analyst
  - Configuration Manager (PAS Grand Central)
    - Principal Trainer
    - Senior Application Analyst
    - Application Analyst
  - Configuration Manager (Willow)
    - Principal Trainer
    - Senior Application Analyst
    - Application Analyst

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

As an Application Co-ordinator/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;
- Gaining an Epic qualification through successfully completing Epic's training programme within a specified timeframe;
- Matching agreed workflows with those already built into Epic's EPR system and/or configuring the Epic system using configuration tools to tailor the system;
- Analysing and suggesting ways to improve current workflows and working practices;
- Assisting with testing of the systems to ensure it is safe, usable, secure and robust.

COMMUNICATION/RELATIONSHIP SKILLS

- Maintain regular communication with other configuration teams and relevant supplier staff;
- Negotiate and persuade senior Trust staff to accept changes to working practices which will improve efficiency, patient flow and/or patient experience;
- 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;
- Initiate, arrange, chair and/or participate in meetings between senior Trust staff and/or Programme colleagues to discuss workflows and/or areas of concern and/or take notes of any action points;
- 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;
- Propose and implement changes to working practices and encourage and advise Trust staff to accept these changes to improve efficiency, patient flow and/or patient experience;

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- Report configuration progress on a weekly basis to the Configuration Manager;
- Maintain regular communication with other configuration teams and relevant supplier staff;
- Work with Principal Trainers to ensure awareness of build development and changes.

ANALYTICAL/JUDGEMENTAL SKILLS

- Analyse and review test progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level;
- 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 and seeking assistance from the Senior Application Co-ordinator/Analyst or Configuration Manager when required;
- Analyse and document simple to 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;
- Log issues as they arise and update administration systems accordingly. Liaise with colleagues and the supplier to achieve resolution and escalate unresolved issues through the Senior Application Co-ordinator/Analyst or Configuration Manager as appropriate;
- Self-teach from supplier manuals to solve problems in build.

PLANNING/ORGANISATIONAL SKILLS

- Be responsible for own area of work, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines;
- Initiate, arrange, chair and/or participate in meetings between Trust staff (including 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 Senior Application Coordinator Analyst and Configuration Manager to negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Trust plans;
- Plan the design and delivery of complex modules within the EPR.

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;

FINANCIAL/PHYSICAL RESOURCES

- None

HUMAN RESOURCES

- Delivers specialist training and demonstrations to staff.

INFORMATION RESOURCES

- Work with the report writers in the Configuration Team and the BI Team to ensure the application produces all reports required by the department;
- ;
- 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/templates;
- Plan, design and build elements of the assigned EPR modules which will include major workflow and pathway redesign.

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 and tracked on a regular basis and is consistent with published deadlines;
- To undertake training (in the UK and/or overseas) and, within five months of start date, become qualified in at least one Epic application;
- Self-teach from supplier manuals to solve problems in build/reporting/testing.
- Lead efforts for ongoing system optimisation and upgrades.

FREEDOM TO ACT

- Work in a complex and unstructured multi-disciplinary environment, and be able to act with minimum guidelines. Be an expert in the application area;
- Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate;
- Assist with training colleagues in the application area and deliver specialist training when required;
- Handle change management issues professionally and sometimes in hostile or antagonistic situations where there is resistance to change;
- CARE modules across the Trust under the direction of Configuration Manager.
- Frequent requirement for prolonged concentration when configuring the Epic system;
- 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.

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
- 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:

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	Application Co-ordinator/Analyst
BAND	Band 6

Requirements	Essential	Desirable
QUALIFICATIONS / TRAINING		
• Educated to degree level or equivalent experience	**E**	**E**
• Post graduate qualification or equivalent relevant experience and/or evidence of continuing professional development	**E**	**E**
• Epic Certification*	**D**	**E**
***NB Epic certification must be achieved within 6 months of start date. Training may be undertaken in the USA and therefore the ability to travel to this destination is essential.**		
KNOWLEDGE / SKILLS		
• Excellent organisational and planning skills	**E**	**E**
• 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	**E**	**E**
• Intermediate knowledge of IT systems and software programmes such as Outlook, Word, Excel, PowerPoint	**E**	**E**
• Able to prioritise tasks to achieve deadlines whilst working under pressure and with frequent interruptions	**E**	**E**
• Ability to impart knowledge and/or present to others in a clear and concise manner	**E**	**E**
• Able to lead meetings, resolve conflicts, maintain issues lists and work to a project plan	**E**	**E**
• Able to work collaboratively with own team members as well as those in other application teams	**E**	**E**
• Good analytical and project management skills	**E**	**E**
• Confident in working with, negotiating with and motivating clinical staff, medical consultants and/or other senior managers	**E**	**E**
• Ability to make decisions based on complex facts or situations requiring analysis, interpretation or comparison of a range of options	**E**	**E**
• Ability to present and argue a case confidently and persuasive	**E**	**E**
• Advanced keyboard skills	**E**	**E**
EXPERIENCE		
• Understanding of clinical, administrative and/or operational workflows and processes within a hospital environment	**E**	**E**
• Previous NHS experience	**E**	**E**
• Knowledge of medical terminology	**E**	**E**
• Experience of supporting change management	**E**	**E**
• Understanding of Information Governance	**E**	**E**
• Experience of Epic configuration	**D**	**D**
PERSONAL ATTRIBUTES		
• Able to prioritise tasks, work on own initiative and manage own workload	**E**	**E**
• Excellent communication skills both written and verbal.	**E**	**E**
• Proven experience in the ability to interact with personnel at		

all levels both clinical and non-clinical within healthcare	**E**	**E**
• Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change	**E**	**E**
• Demonstrate the ability to plan and organise effectively	**E**	**E**
• Excellent interpersonal skills and professional presentation	**E**	**E**
• Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information.	**E**	**E**
• Self-motivated and able to take responsibility for decisions	**E**	**E**
• Has good insight and the ability to respond well to constructive criticism	**E**	**E**
• Team player	**E**	**E**
• Logical and pragmatic approach to problem solving	**E**	**E**
• Proven ability to work under significant pressure with competing priorities	**E**	**E**
• Personal credibility, with ability to quickly gain the confidence of others.	**E**	**E**
• Honesty, openness and integrity	**E**	**E**
• Able to cope with unpredictable and intense situations	**E**	**E**
OTHER REQUIREMENTS: • 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**	**E**

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		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				
Laboratory specimens	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				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	☐		