

JOB DESCRIPTION

Job Title: Configuration Analyst

Band: 6 or 7 Depending on experience

Responsible To: Configuration Manager

Accountable To: Design & Delivery Lead

Section/Department/Directorate: MY CARE Northern Devon

Job Purpose:

The Trust is embarking on the biggest programme of 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.

All configuration analysts will be provided with full training and on the job support to build their skills and knowledge.

Context:

The Configuration Analyst will be based in the NDDH with travel expected and will provide configuration support to the MY CARE Northern Devon Programme.

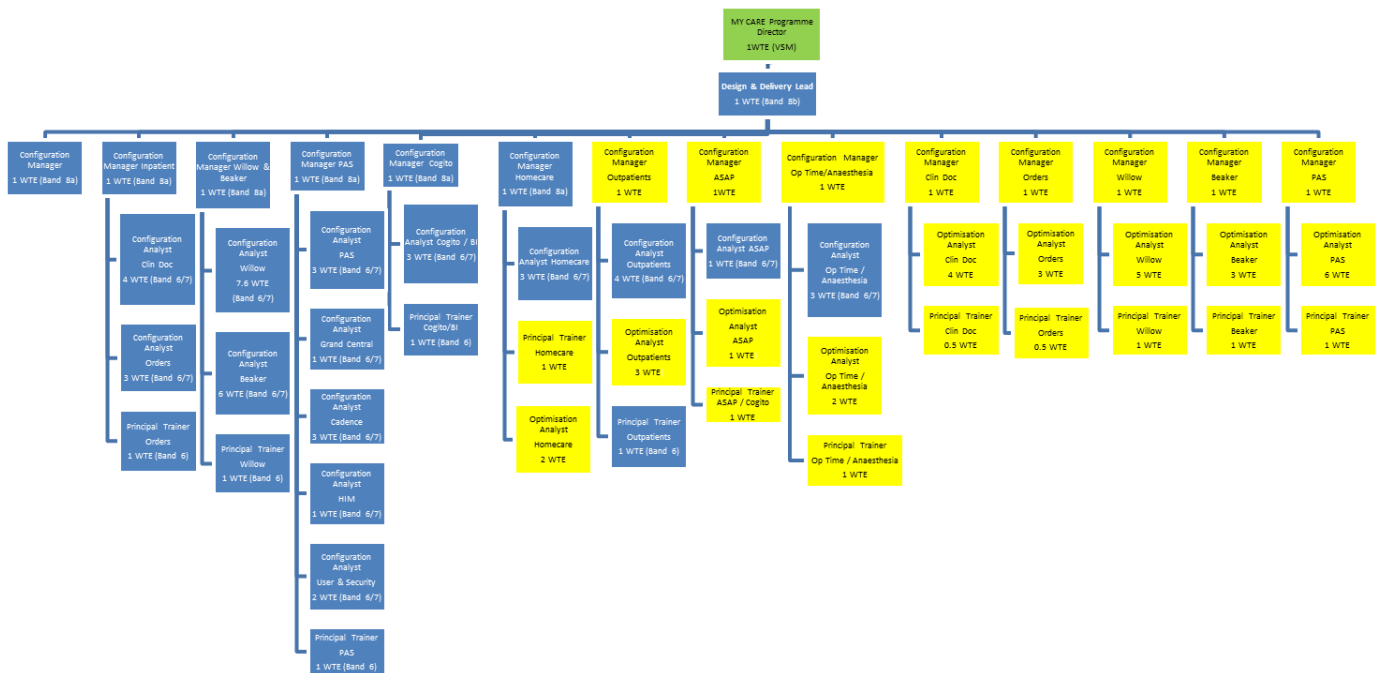
The post holder will fulfil all tasks and work as part of a dedicated team specific to an application area within the Programme structure.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Internal to the Trust	External to the Trust
MY CARE Programme Team	Epic Staff
Digital Healthcare Services	NHS Digital
Clinical and Admin Staff in designated areas	Colleagues in other NHS and Social Care organisations
PALS	

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities

As a Configuration 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 MY CARE Application Services 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 using configuration tools to tailor the system;
- Assisting with testing of the systems to ensure it is safe, usable, secure and robust.

Communication and 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 and/or Head of Application Services.
- Maintain regular communication with other configuration teams and relevant supplier staff;

Analytical and Judgement 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;
- 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 Head of Application Services as appropriate;
- Self-teach from supplier manuals to solve problems in build/reporting/testing.

Planning and 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 Head of Application Services 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.

Responsibility for Patient and Client Care

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

Responsibility for Policy and 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.

Responsibility for Financial and Physical Resources

No budgetary responsibility.

Responsibility for Human Resources

No Human Resources responsibility.

Responsibility for 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.

Responsibility for 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 and 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;
- Self-teach from supplier manuals to solve problems in build/reporting/testing.
- Lead efforts for ongoing system optimisation and upgrades.

Decision Making

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

Physical Effort

- A combination of sitting, standing and walking with little requirement for physical effort. The post requires travelling, meetings in various venues and office based work.

Mental Effort

- There will be a frequent requirement for prolonged concentration. The post holder may be interrupted to deal with conflicting priorities.

Emotional Effort

- There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part with unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances.

Working Conditions

- Travel may be required across multiple Royal Devon University Healthcare NHS Foundation Trust sites.

Other Conditions

- 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 MY 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.
- 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

GENERAL

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.

We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom 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.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.

All employees must demonstrate a positive attitude to Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.

If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

STAFF HEALTH AND WELLBEING

You must 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.

If you are a line manager, in addition to the above, it is expected you will:

- Champion health and wellbeing.
- Encourage and support staff engagement in delivery of the service.
- Encourage staff to comment on development and delivery of the service.
- Ensure during 1:1's / supervision with employees you always check how they are.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Attending mandatory and role specific infection prevention education and training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

POST : Configuration Analyst, MY CARE Programme Team

REQUIREMENTS	E/D*
QUALIFICATIONS / TRAINING <ul style="list-style-type: none"> • Educated to Degree level or equivalent experience • Evidence of continuing professional development • Epic Certification 	E E D
KNOWLEDGE / SKILLS <ul style="list-style-type: none"> • 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 	D E E E E E E E E E
EXPERIENCE <ul style="list-style-type: none"> • 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 	D D E E E E D D
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Able to prioritise tasks, work on own initiative and manage own workload • Excellent communication skills both written and verbal. • Proven experience in the ability to interact with colleagues at all levels both clinical and non-clinical within healthcare • Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change • Demonstrate the ability to plan and organise effectively • Excellent interpersonal skills and professional presentation • Ability to produce and deliver, or receive and process, detailed complex and highly sensitive information. • Self-motivated and able to take responsibility for decisions • Has good insight and the ability to respond well to constructive criticism • Team player • Logical and pragmatic approach to problem solving • Proven ability to work under pressure • Personal credibility, with ability to quickly gain the confidence of others. • Honesty, openness and integrity 	E E E E E E E E E E E E E

OTHER REQUIRMENTS <ul style="list-style-type: none"> Participate in a 24/7 and/or on-call rota at go-live and during the subsequent optimisation phase. 	E
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* Essential/Desirable

HAZARDS :					
Laboratory Specimens Proteinacious Dusts		Clinical contact with patients		Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour		Manual Handling	
Solvents		Driving	X	Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			