In Inpatient Orders

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Configuration Manager** |
| **Reports to**  | **Lead Configuration Manager** |
| **Band**  | **8a** |
| **Department/Directorate**  | **Clinical Digital** |

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| **JOB PURPOSE**  |
| Over the last few years, the Trust has implemented a fully integrated Electronic Patient Record (EPR) System from Epic across both Eastern and Northern Devon. This involved the largest programme of clinical pathway transformation in Devon to date. Going forward, we continue to develop and enhance the system, ensuring we do the right thing for our patients and carers, and enabling our staff to give the best possible care every day.The post holder will lead a team who are responsible for a specific functional area of the EPR (known as an application). This team forms part of the larger EPR Analyst Team within Clinical Digital Services.This position can be based at either our Barnstaple or Exeter site. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Managing, co-ordinating and leading a multi-disciplinary application team whilst ensuring a consistent approach to the configuration and integration between the modules and across the Trust;
* Assisting with the ongoing delivery, maintenance and quality improvement of the Trust’s electronic patient record (EPR) system as part of a designated team and ensuring design integrity of that application;
* Analysing and suggesting ways to improve current workflows and working practices;
* Working with the appropriate stakeholders to analyse, negotiate and facilitate agreement for change to high-impact or critical workflows and current working practices, whilst managing expectations and resolving conflicts when necessary;
* Matching agreed workflows with those already built into the EPR system and/or configuring the EPR system using configuration tools to tailor the system;
* Assisting with testing of the systems to ensure it is safe, usable, secure and robust;
* Working with the Lead Configuration Managers to support complex EPR demonstrations and present information on progress to the Trust stakeholders, adapted in a way in which makes it easy for the audience to understand;
* Ensuring designated teams understand and comply with robust testing of the modules in accordance with instructions from the Test and Release Manager and assisting with the testing of the assigned module to ensure it is safe, usable, secure and robust;
* Ensure compliance with configuration safety and change control mechanisms;
* Log issues as they arise and liaise with colleagues and suppliers to achieve resolution, and update the systems accordingly. Escalate unresolved issues from the whole team to the Lead Configuration Managers;
* Work with Principal Trainers to incorporate feedback from training sessions into future developments or make urgent changes to build as appropriate;
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| **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. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Digital Services
 | * Epic Staff
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| * Clinical and Admin Staff
 | * NHS England
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| * PALS
* Information Governance Lead
* Information Officers
* Advisory groups
* Business Intelligence (BI)
 | * Colleagues in other NHS and Social Care organisations
* NHS digital
* Other NHS sites using epic
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Work in a complex structured multi-disciplinary environment; be able to act within set guidelines;
* Take responsibility for leadership and development of work-packages and plans associated with role;
* Be responsible for own area of work and that of their team, working autonomously to plan and organise workload to meet multiple and often conflicting deadlines;
* Assign specific designs of the module set up in accordance with their complexity to appropriately skilled configuration analysts.
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| **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;
* Maintain regular communication with other configuration teams and relevant supplier staff;
* Work with Principal Trainers to ensure awareness of build development and changes;
* Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration teams and/or wider Trust audience;
* Handle change management issues professionally and sometimes in hostile or antagonistic situations;
* Demonstrate/present highly complex EPR build and workflows in an easy to understand format to individuals and/or large groups of Trust staff, including at senior and director level;
* Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-lives and other events as required;
* Communicate with Epic Technical staff on a regular basis to ensure system safety and technical issues resolved in a timely way;
* Manage and distribute emails from the supplier to team members as appropriate to their role;
* Maintain good, productive working relationships with the Configuration Leads, key Trust Stakeholders and Digital Services Leads and relevant project/programme managers to ensure the successful and ongoing delivery of the EPR system and associated modules;
* Manage effective relationships as required with Epic, other system suppliers, other external staff and organisations;
* Meet regularly with the Lead Configuration Manager to report on application team progress, negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Trust plans;
* Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes and standard operating procedures.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * Work with the report writers in the Configuration Team and the BI Team to ensure reporting requirements are met;
* Become an expert in the designated module to assist the wider team with troubleshooting problems and address questions from end users regarding the application;
* Ensure that the EPR 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;
* Make judgements on how to design and implement core configuration within the EPR;
* Troubleshoot, determine root cause and provide system solutions for assigned modules;
* Utilise expert knowledge and experience of workflows and processes to develop pathways and new processes to support the configuration and implementation of the designated application which will impact on working practices across the Trust;
* Analyse and document highly complex clinical and administrative workflows, information, data collection and/or reporting requirements;
* Analyse and review test activity, progress and variances to define recommendations to maintain schedules and raise any risks or issues highlighted through testing to the appropriate level whilst ensuring thorough tracking of data;
* Work with the testing team to develop test scripts against patient scenarios across patient pathways and interfaces to other systems in accordance with the Test and Release Manager’s instructions;
* To be a Subject Matter Expert (SME) for the designated area to be able to support other Configuration Managers and the post holder’s direct reports.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Chase team members, colleagues and Trust staff to provide information in a timely fashion to enable deadlines to be met;
* 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;
* Initiate, arrange and chair application team meetings, with and without the supplier, to discuss progress, and/or areas of concern and/or take notes of any action points;
* Ensure testing activity is completed, tracked and is consistent with published deadlines;
* Work with key stakeholders and the other Application teams, using PRINCE2 principles, to ensure your team meets the deadlines and produces the deliverables required to support ongoing EPR quality improvement and rollout of additional modules;
* Work with Lead Configuration Managers, Epic and other stakeholders to formulate and document the core setup plans;
* To review and amend allocated elements of the plans and provide updates to the Configuration Leads;
* Plan ongoing optimisation and upgrade projects;
* Assign specific designs of the module set up in accordance with their complexity to appropriately skilled application analysts;
* Ensure that the work of the configuration team conforms to the design integrity for the designated application.
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| **PATIENT/CLIENT CARE**  |
| * Patient contact is incidental, although in this role there may be more involvement on the hospital floor to understand the impact of new workflows on the ordering of tests, taking and tracking samples.
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Be responsible for assisting in the development of procedures and practices which will impact across the whole organisation;
* Establishing Standard Operating Procedures that meet national standards for the way in which the assigned application will be used;
* Interprets policies for day to day operational processes and ensures that staff adheres to them.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| * Be responsible and accountable for delegated budgets within areas of responsibility.
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| **HUMAN RESOURCES**  |
| * Line management and leadership of a team of Configuration Analysts and Principal Trainers. This will include recruitment, appraisals, performance management, managing grievance and disciplinary procedures, mentoring and coaching where appropriate;
* The post will require the ability to manage complex HR issues in a sensitive and confidential manner.
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| **INFORMATION RESOURCES**  |
| * Quality assure the area of responsibility, document outcomes ensuring that appropriate action plans are put in place to resolve poor quality outcomes;
* Investigate end users’ preferences and populate databases as part of the configuration process;
* Staff information will require use of Allocate HealthRoster and ESR;
* Work with the BI Team to ensure that the Trust is provided with appropriate performance monitoring data;
* Ensure that all generated documentation is fit for purpose, accepted and retained in line with Trust processes, including that of others from within your designated team;
* All staff have a responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner.
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| **RESEARCH AND DEVELOPMENT**  |
| * Regularly undertake surveys, audits or research to support the monitoring and implementation of the designated application;
* Develop highly specialist configuration knowledge of the designated application areas by self-teaching from supplier documentation to solve problems in build/reporting/testing;
* To work closely with the Test and Release Manager and other Configuration Managers in the introduction of standard procedures and documentation for the testing of the EPR system and provide support to the testing team, for system upgrades;
* To undertake training and, within five months of start date, become qualified in the designated module. This qualification must be maintained whilst in this role.
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| **PHYSICAL SKILLS** |
| * Advanced keyboard skills are required, with the additional ability to operate and interact with a number of complex systems at the same time;
* Ability to lift and carry IT and medical equipment on occasional basis.
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| **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.
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| **MENTAL EFFORT** |
| * The post will require prolonged concentration for long periods of time (over 50% of the working day) while designing and planning the implementation, ongoing delivery, maintenance and quality improvement of the core modules and associated workflows;
* The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems.
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| **EMOTIONAL EFFORT** |
| * There will be occasional exposure to distressing or emotional circumstances where the post holder may have to part unwelcome news to staff, or effectively influence and negotiate with stakeholders in difficult circumstances.
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| **WORKING CONDITIONS** |
| * Working conditions will be those which come with a job which requires travelling but is predominately office based.
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| **OTHER RESPONSIBILITIES**  |
| * Participate in 24/7 On call rota support to provide agreed service levels for their respective areas and ensure necessary cover to support any Priority 1 failures;
* 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:* 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.
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| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:* Championing health and wellbeing;
* Encouraging and support staff engagement in delivery of the service;
* Encouraging staff to comment on development and delivery of the service;
* Ensuring during 1:1s / supervision with employees you always check how they are.
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| **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.  |

PERSON SPECIFICATION

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| **Job Title** | **Configuration Manager** |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING*** Educated to degree level in a relevant subject plus master’s degree level or equivalent experience.
* Epic Certification in Inpatient Orders (INP401)\*

**\*NB** Epic certification must be achieved within 5 months of start date. | X | X |
| **KNOWLEDGE/SKILLS*** Extensive knowledge of clinical, administrative and/or operational workflows and processes within a hospital environment.
* Expert knowledge of the uses of and requirements for patient data and information derived from clinical and administrative hospital systems, both internally and by external organisations.
* Knowledge of clinical or laboratory information systems
* Detailed understanding of the implications of data quality on clinical safety and governance
* Understanding of the development of patient-based clinical and administrative applications.
* Knowledge of strategic digital developments in the NHS
* Advanced IT skills including MS Office applications
* Excellent organisational skills
* Understanding of the principles of project management and application of PRINCE2 methodology
* Excellent analytical skills
* Ability to prioritise tasks to achieve deadlines whilst working under significant pressure and with frequent interruptions
* Ability to cope with unpredictable and intense situations
* Ability to concentrate for long periods of time on complex data and process analysis
* Ability to resolve problems and make decisions based on complex facts using appropriate analysis, interpretation or comparisons
* Excellent communication skills both written and verbal and proven ability to interact with personnel at all levels, both clinical and non-clinical, managerial and senior/board level executives as well as external suppliers
* Advanced keyboard skills
* Ability to plan, organise and present workshops to Trust staff
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| **EXPERIENCE** * Significant experience at a senior level in a hospital environment
* Experience of managing projects or areas with complex working practices
* Experience in participation and/or implementation of a clinical system
* Experience of delivering a change management project
* Experience of facilitating workshops and presentations to create engagement with new ideas and new ways of working
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| **PERSONAL ATTRIBUTES** * 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 significant pressure with competing priorities
* Personal credibility, with ability to quickly gain the confidence of others.
* Honesty, openness and integrity
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| **OTHER REQUIREMENTS** * Occasional requirement to travel to other sites as required.
* 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
* The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.
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Complete the table below as appropriate

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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 | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
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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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **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 |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Driving | Y |  | X |  |  |
| Food handling | N |  |  |  |  |
| Night working | Y | X |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | N |  |  |  |  |
| Mental Effort  | Y |  |  |  | X |
| Emotional Effort  | Y |  |  |  | X |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y | X |  |  |  |