

# JOB DESCRIPTION

JOB DETAILS	
Job Title	Clinical Application Support Assistant
Reports to	Clinical Application Analyst
Band	Band 3
Department/Directorate	Digital Services

JOB PURPOSE
<p>The Digital Services Division aims to develop a culture of continual service improvement. The post holder is responsible for contributing to this culture across the service area.</p> <p>This post is working within a team of experienced digital professionals providing system administration and support for users of clinical and administrative hospital applications.</p>

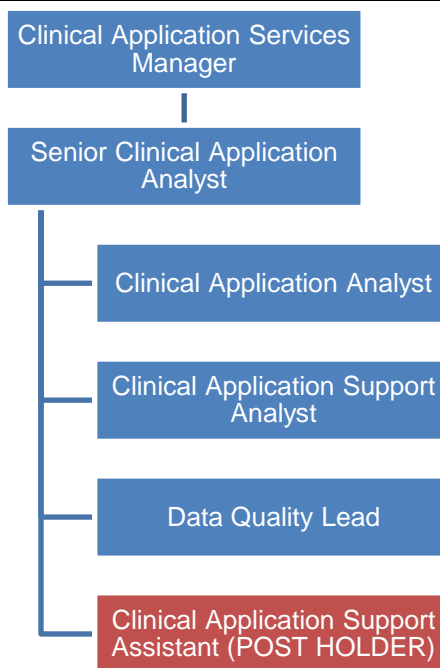
KEY RESULT AREAS/ PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The post holder will undertake responsibilities across three main areas of work, and will specialise in one of these. The area of specialisation will define the reporting line for the individual post holder.</p> <ol style="list-style-type: none"> <li>1. Data Quality - Support and maintenance of the Trust Master Patient Index and linked patient indexes within supported applications, ensuring that all data is accurate and up to date in order to facilitate safe patient care and satisfy Information Governance requirements. This includes validating and correcting patient level data for the Trust to report accurate data.</li> <li>2. Application Management - Application support including maintenance of access control. Support and administration for applications within the remit of the service, including Pathology and Picture Archiving and Communications System (PACS)/ Radiology Information System (CRIS), FORUM, Viewpoint, PAS, Vaultstream etc including the day to day maintenance of hospital systems reference files. Administration and clerical support in relation to training for users of mainly patient based administrative and clinical applications.</li> <li>3. Smartcards - Application support including maintenance of access control.</li> </ol> <p>The post holder will be required to cover for colleagues within the wider Applications, Platforms and Infrastructure Services Team and, when required, across the wider applications support teams to provide a highly patient focused and responsive service.</p>

KEY WORKING RELATIONSHIPS
<p>The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis.</p> <p>In addition, the post holder will deal with the wider healthcare community, external organisations and the public.</p> <p>This will include verbal, written and electronic media.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> <li>• Trust Service Managers</li> <li>• Information Asset Owners</li> <li>• Digital Services colleagues</li> <li>• Internal Committees and Governance meetings</li> <li>• Trust User Base</li> </ul>	<ul style="list-style-type: none"> <li>• External Clients and Partners</li> <li>• Epic technical experts and implementation team</li> <li>• 3<sup>rd</sup> Party Service and Solution Providers</li> <li>• Colleagues in other NHS and Social Care organisations</li> </ul>

## ORGANISATIONAL CHART



## FREEDOM TO ACT

- Working in accordance with all local policies and procedures and national requirements;
- Use own initiative to deal with routine issues, but will need to be aware that non-routine enquiries should be escalated and referred to their line manager or the appropriate system manager.

## COMMUNICATION/ RELATIONSHIP SKILLS

- Respond to user enquiries providing first line support to users at all levels responding in a positive and timely manner, to day to day queries and system/ operator errors and administration issues;
- Liaise with internal IT helpdesk, engineers, desktop support and external system suppliers to ensure a timely resolution of faults and system errors;
- Communicates Digital Services matters which may be seen as complicated by non-digital staff;
- Ensure that any issues that cannot be resolved are escalated to the appropriate manager;
- Provide, when required, first line support at all levels, responding in a positive and timely manner to day to day system/ user errors, faults and training issues.

## ANALYTICAL/ JUDGEMENTAL SKILLS

- Monitor data quality, assess and where required undertake cleansing of master patient index and linked patient indexes across Trust applications to ensure the high standards on which patient safety relies;
- Ability to assess, resolve and refer enquiries in relation to applications supported;
- Refer enquiries to third parties where further investigation is required to confirm accuracy of source data before undertaking any amendments to Trust applications.

## **PLANNING/ ORGANISATIONAL SKILLS**

- The post holder will organise their own day to day activities and will prioritise their own workload;
- Respond effectively and within the Trust agreed target timescales to end user support queries logged on the RDUH IT Service Desk;
- Maintain and update the GP reference file on multiple systems in a timely manner;
- Re-prioritise workload as required to facilitate urgent requests; escalating to line manager where competing priorities could have an adverse effect on service delivery timescales;
- Planning straightforward tasks and activities which may require adjustment due to variable workload / interruptions;
- Contribute to ongoing Digital Services strategy development, its implementation and continuous improvement culture.

## **PATIENT/ CLIENT CARE**

- Patient Contact in this role is incidental.

## **POLICY/ SERVICE DEVELOPMENT**

- Working within a framework of policies and procedures, maintain appropriate documentation to support the processes;
- Participate in formulating, monitoring and maintaining data quality standards for all supported systems;
- 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;
- Together with colleagues, and working with users, seek to improve on the levels of data quality and training in relation to all clinical systems;
- Ensure all work is carried out in line with both Trust and Health Records Policies and Procedures;
- Undertake any other duties commensurate with the grade as required by their line manager.

## **FINANCIAL/ PHYSICAL RESOURCES**

- Safe use of own and others IT equipment;
- Support secure and safe operation of the incident logging system;
- The post holder will have a duty of care in relation to all equipment and resources used in the course of their work.

## **HUMAN RESOURCES**

- Ensure that knowledge across all support systems is shared and maintained, to include future system developments and best practice for all;
- Demonstrates own activities to new or less experienced employees and provide training in own discipline to colleagues and service users;
- Provide cover for colleagues in the event of sickness, leave or other periods of absence;
- 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;
- 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, when required, participate in the delivery;
- Together with colleagues, develop and maintain an in-depth knowledge of the supported systems, to support the role.

## **INFORMATION RESOURCES**

- Accurately record details of all support calls including issues and resolutions in accordance with local policies and, where appropriate, Trust Service Desk procedures;
- Regular requirement to develop or create reports, documents, drawings in relation applications supported;

- Create reports, support developing web sites, maintain computer systems, user IT accounts, computer hardware e.g. desktops, cabling, servers, printers;
- Assist in database management for supported systems, ensuring data quality by appropriate checks and established housekeeping routines;
- As required, monitor data quality and undertake cleansing of master patient index and linked patient indexes across Trust applications to ensure the high standards on which patient safety relies are maintained;
- Address inaccurate or incomplete demographics details of registered patients such as postcodes, registered GP, name, date of birth etc.;
- Reconcile NHS Number non-matches on the Master Patient Index and Patient Administration System;
- Maintain and update the GP reference file on multiple systems in a timely manner;
- Participate in internal and external audit, quality assurance and accreditation survey visits as required;
- 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.

### **RESEARCH AND DEVELOPMENT**

- Contribute to the process of service change to ensure effective use of Information Technology within the systems;
- Understand the business processes used and engage with colleagues, Trust Applications Trainers and system managers to obtain maximum process and service improvement from system functionality;
- Works on audits as required as part of own work;
- Assist in the specification of system changes to support business processes;
- Undertake system implementation and training in new areas as appropriate, advocating the importance of accurate data recording and its contribution to patient care.

### **PHYSICAL SKILLS**

- Advanced keyboard skills.

### **PHYSICAL EFFORT**

- A combination of sitting, standing and walking with little requirement for physical effort. The post might require travelling, meetings in various venues and office-based work;
- Ability to lift and carry Information Technology (IT) equipment on an occasional basis.

### **MENTAL EFFORT**

- The post will require concentration for long periods of time (over 50% of the working day cumulative) while maintaining patient records or testing, etc.
- The post will require the ability to maintain high levels of concentration whilst being interrupted to discuss with system managers and service users.

### **EMOTIONAL EFFORT**

- There will be occasional exposure to distressing or emotional where the postholder may have to support users under clinical pressures (or occasionally distressed patients).

### **WORKING CONDITIONS**

- Working conditions will be those which come with a job which requires travelling but is predominately office based.

### **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

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.

### **DISCLOSURE AND BARRING SERVICE CHECKS**

This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check.

### **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

<b>Job Title</b>	Clinical Application Support Assistant
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<b>Requirements</b>	<b>Essential</b>	<b>Desirable</b>
<b>QUALIFICATION/ SPECIAL TRAINING</b>		
<ul style="list-style-type: none"> <li>Educated to Level 3 (e.g. A Levels, NVQ L3) or equivalent demonstrable experience with good level of English and Mathematics (GCSE at least grade 5, or equivalent)</li> <li>Proven experience with computers using a variety of IT software</li> </ul>	X	
<b>KNOWLEDGE/SKILLS</b>		
<ul style="list-style-type: none"> <li>User knowledge of one or more hospital or clinical information systems</li> <li>Using own initiative to solve problems</li> <li>Meticulous in checking for accuracy, whilst working to deadlines</li> <li>Understanding of the importance of data quality</li> <li>Organised and methodical worker with the ability to work on own initiative as well as part of a team</li> <li>Excellent interpersonal and communication skills (verbal and written) with a good telephone manner</li> <li>Understanding of the workings of an Acute Trust</li> <li>Multi-Tasker</li> <li>Ability to provide excellent customer service</li> </ul>	X X X X X X X	X      X
<b>EXPERIENCE</b>		
<ul style="list-style-type: none"> <li>Experience in an application support capacity or as a user of one or more hospital or clinical applications</li> <li>An interest and desire to be involved in initiatives to develop and improve IT systems to better support patient care</li> <li>Previous business administration experience</li> <li>Previous experience in working in a busy environment and prioritising and managing own workload</li> <li>Experience of working with staff at all levels across multidisciplinary teams</li> </ul>	X X X X	X
<b>PERSONAL ATTRIBUTES</b>		
<ul style="list-style-type: none"> <li>Remain calm and professional in a busy environment</li> <li>Flexible approach to work</li> <li>Enthusiastic, responsive to new demands and willing to learn new skills</li> <li>Welcoming of change and quick to adapt to new situations</li> <li>Helpful, positive, "can do" attitude</li> </ul>	X X X X X	
<b>OTHER REQUIREMENTS</b>		
<ul style="list-style-type: none"> <li>Demonstrates ambition and clear personal career planning</li> <li>Flexible to the requirements of the role</li> <li>Requirement to travel to other sites as required</li> <li>Car Driver</li> <li>Able to work flexible hours to support staff across different shift patterns</li> </ul>	X X X X	X

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m <sup>3</sup> )	N				
Noise (over 80dBA)	N				
Hand held vibration tools (=>2.5 m/s <sup>2</sup> )	N				
<b>Other General Hazards/ Risks</b>					
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	Y	X			
Mental Effort	Y				X
Emotional Effort	Y	X			
Working in isolation	Y	X			
Challenging behaviour	Y	X			