**JOB DESCRIPTION**

**1.     JOB DETAILS**

**Job Title:**          **Application Coordinator/Analyst**

**Band:**          **6**

**Reports to:**          **Senior Application Coordinator/Analyst**

**Accountable to:**          **Clinical Pathway & Services Transformation Programme Lead**

**Department / Directorate:**   **My Care Programme**

The Trust is embarking on the biggest programme of clinical pathway transformation it has ever undertaken. This exciting and challenging programme aims to fundamentally change how we deliver health and care in Devon in a way that is both clinically and financially sustainable. In implementing the 'My Care' programme, we will be guided by ensuring we do the right thing for our patients and carers, people and communities as well as creating a working environment which better enables our staff to deliver the best care they can every day.  The key to unlocking this major programme of change is the engagement and involvement of service users and staff in delivering the changes needed.  This work will be supported through the introduction of a comprehensive Electronic Patient Record (EPR) system. We are working in partnership with our preferred EPR supplier, Epic, to deliver this transformational programme of work and will have the active engagement of our STP partners across Devon.

**2.     JOB PURPOSE**

As an Application Co-ordinator/Analyst the post holder is responsible for:
- Assisting with the delivery of the Trust's new 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.

**3.     DIMENSIONS/ KEY WORKING RELATIONS**
No budgetary responsibility
No direct managerial responsibility

**Key working relationships**

| Internal to the Trust | External to the Trust |
|---|---|
| My Care Programme Team | Epic staff |
| Clinical and Admin staff in designated areas | Other suppliers of goods or services to the My Care Programme delivery team |
| PALS | NHS Digital |
| IM&T Leads and their staff | Colleagues in other NHS and Social Care organisations |

## 4. ORGANISATIONAL CHART:
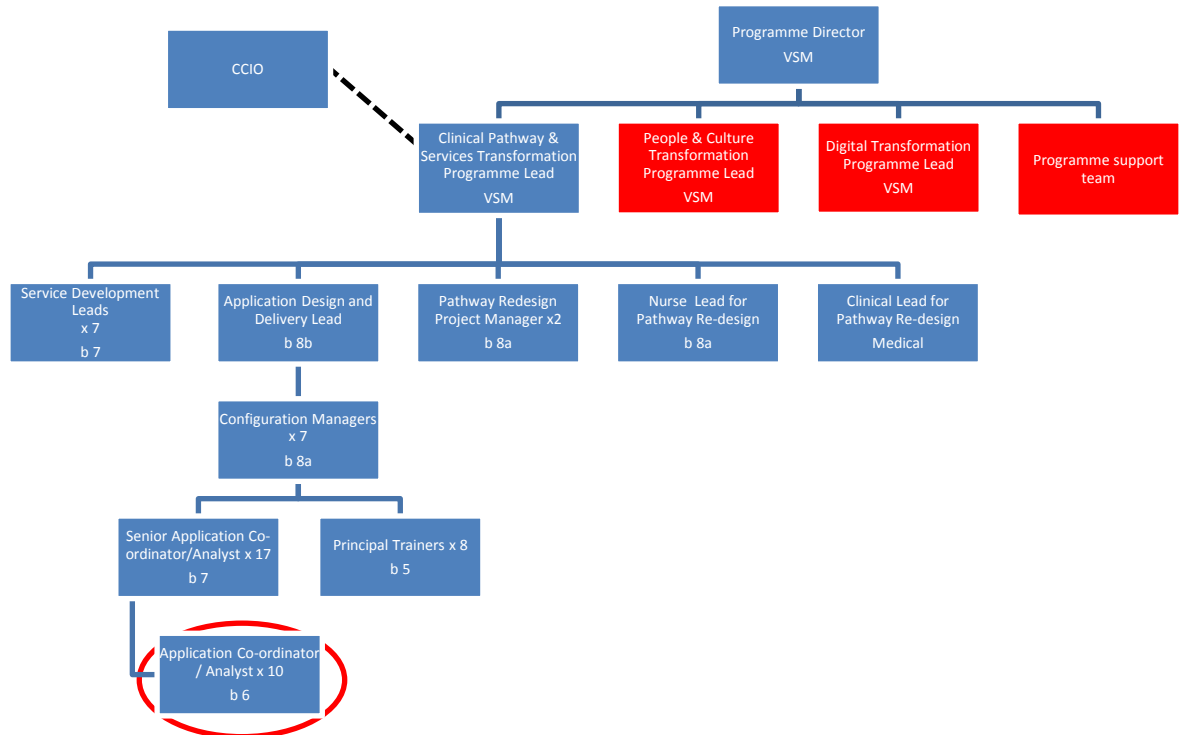


## 5. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

### Communication

- 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 Programme and/or 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;
- 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.

**Analysis and judgement**
- 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.

**Management**
- Work in a complex and unstructured multi-disciplinary environment; 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;
- Delivers specialist training and demonstrations to staff.

**Planning**
- 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) and/or the Programme Implementation Team 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 Configuration Manager and/or Application Design and Delivery Lead to negotiate with, review and prioritise the scope of the applications/infrastructure in accordance with Programme plans;
- Plan the design and delivery of complex modules within the EPR.

**Level of Supervision**
- Be responsible for own area of work, working autonomously using own initiative to plan and organise workload to meet multiple and often conflicting deadlines;
- Work in a complex and unstructured multi-disciplinary environment, and be able to act with minimum guidelines.

**Physical skills**
- Advanced keyboard skills.

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

**Policy and Service delivery**
- Ensure compliance to programme changes and change control mechanisms;
- Act as an ambassador for the Trust's My Care Programme at all times.

**Financial**
- None

**Research, Development and Testing**
- 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.

**Information**
- Work with the report writers in the Configuration Team and the Reporting Team to ensure the application produces all reports required by the department;
- To manipulate data and/or run and collate reports or other documentation as required for the My Care Programme team, board meetings or events;
- Ensure that all generated documentation is fit for purpose, accepted and retained in line with My Care Programme Office 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.

**Other**
- 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 My Care programme under the direction of the Programme Director, Programme Manager, Clinical Pathway & Services Transformation Programme Lead, Application Design & Delivery Lead and/or Configuration Manager;
- Frequent requirement for prolonged concentration when configuring the Epic system;
- Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase;

**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.

**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 will consider flexible working arrangements.
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, please contact our Specialist Stop Smoking Advisor on 01392 406133.

**Royal Devon and Exeter**
NHS Foundation Trust

**PERSON SPECIFICATION**

**POST:** **Application Co-ordinator/Analyst**
**BAND:** **Band 6**

| REQUIREMENTS | At Recruitment | 1st PDR or (award of) increment |
|---|---|---|
| **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 | | |

| | | |
|---|---|---|
| • 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:** | | |
|---|---|---|
| • Provide support to end-users through regular meetings and by participating in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase | E | E |

**\* Essential/Desirable**

| HAZARDS:- | | | | | |
|---|---|---|---|---|---|
| Laboratory Specimens | | Clinical contact with Patients | | Dealing with violence & aggression of patients/relatives | |
| Blood / Body Fluids | | Dusty Environment | | VDU Use (frequent) | X |
| Radiation / Lasers | | Challenging Behaviour | | Manual Handling | |
| Solvents | | Driving | | Noise / Vibration | |
| Respiratory Sensitizers | | Food Handling | | Working in isolation | |
| Cytotoxic Drugs | | Electrical work | | Night Working | |

**Job Matched: 04/10/2017**
**Consistency Checked: 08/11/2017**