

**JOB DESCRIPTION**

**Job Title: Application Configuration Lead/ Senior Configuration Manager**

**Band: 8b**

**Responsible To: Application Design and Delivery Lead/ Divisional Director Accountable To: Chief Clinical Information Officer (CCIO)**

# Section/Department/Directorate: Clinical Digital Services

**Job Purpose:**

The Trust has embarked 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.

This role leads the Clinical EPR technical team to design, optimise and transform clinical pathways across the RDUH and connect sites.

**Context:**

The Application Configuration Lead can be based in either Exeter or Barnstaple depending on personal preference. However there will be a need to travel between sites as required. The postholder is responsible for the delivery of the EPR’s design, configuration and transformation to support the successful optimisation and transformation of Epic following recent go-lives and for the development of Epic and the transformation of how the RDUH uses and interfaces with the system. . This role is a key senior manager within the Clinical Digital Services and wider Digital Team.

We will shortly be commencing an expansion of our EPR to other Devon Trusts. As a result, travel to these sites will also be required as your team expands to include these organisations.

The post holder will be responsible for jointly setting the strategy and being accountable for the continuous development of the system

The post holder will be managing and co-ordinating the Application Design and Delivery multi-disciplinary configuration teams whilst ensuring a consistent approach to the configuration, integration and development between all Epic modules. This will involve providing guidance, ensuring compliance and authority around information standards and quality across the configuration teams and to the wider RDUH.

Giving complex Epic software demonstrations or presenting highly complex information on the team’s progress to Divisional Governance Group and other senior meetings, or to those which are significant in size, adapted in a way which makes it easy for the audience to understand

Using expert clinical and supplier knowledge to support and guide the teams in making appropriate decisions with regards to matching workflow transformation, with the modules either already built within Epic’s modules and/or configuring the Epic system using configuration tools to tailor the system to the Trust’s requirements, whilst still complying with national information standards. This will involve the Configuration teams working closely alongside Programme Implementation Team colleagues during the workflow/pathway transformation phase.

Ensuring designated teams understand and comply with robust testing of the modules in accordance with approved testing methodologies and working closely with Epic.

Ensuring designated system training teams understand and comply with robust system/workflow training of the configured Epic software

The post holder will provide strategic direction in relation to application development, optimisation and support of systems in line with the Clinical Service Strategy, national initiatives and local ICB objective of a single EPR

The post holder will make a significant contribution to developing the digital maturity of the organisation through the successful delivery of the Epic application modules of the Trust strategy and the re-engineering of business processes in conjunction with the service.

The post holder will be proactive in engaging with the organisation to ensure systems are aligned with business requirements.

**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.

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| --- | --- |
| **Internal to the Trust** | **External to the Trust** |
| Clinical Digital Services Governance Group Programme Board | Epic Implementation Director |
| Business Intelligence (BI) RDUH and shared service | ICS Digital delivery teams |
| Digital Leads and their staff | NHS Digital |
| Head of Health Records | Colleagues in other NHS and Social Care organisations |
| Procurement |  |
| Clinical and Non-Clinical Trust Staff |  |
| Internal Audit |  |

**Organisational Chart:**

**Divisional Director**

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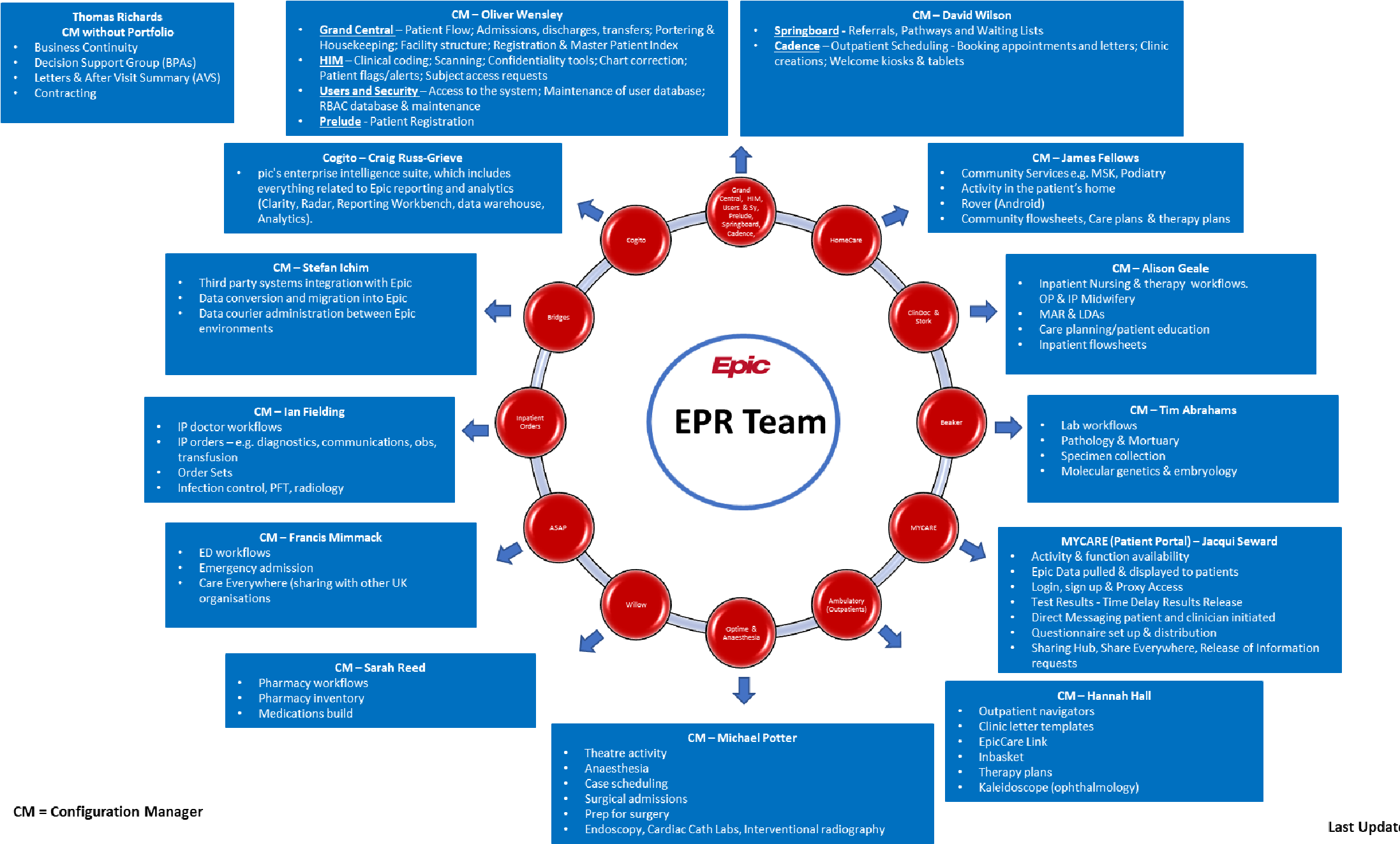
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# Key Result Areas/Principal Duties and Responsibilities

* To direct and lead a team of design and configuration build specialist managers ensuring that their work and that of their teams conforms to the design integrity of clinical Epic modules.
* To support the Trust Corporate, Clinical Services Strategy and IM&T Supporting Strategy;
* Complete all required Epic courses and certifications (in the UK or overseas) and within 5 months of commencement, become qualified in at least one Epic module;
* Become an Epic expert, developing highly specialist configuration knowledge of the Epic implementation and modules in order to provide well informed leadership for the application coordinators and wider teams, confidently assisting with troubleshooting problems and questions from end users;
* Utilise expert clinical and/or operational experience to guide the configuration and wider teams to support the new clinical pathways and processes through the design and build of the Epic modules and the associated system and workflow training;
* To performance manage and meet with the configuration managers to track the progress of our Digital objectives and to address any issues that could otherwise become a barrier to successful implementation;
* To initiate, arrange, chair meetings between Trust senior multidisciplinary staff, Digital and operational teams, Programme Implementation Team (Northern) and or supplier teams to facilitate design and delivery of Epic modules;
* Lead the performance management process for the configuration team;
* To develop and provide an internal system development roadmap agreeing this through the Senior Delivery Team, Clinical and Corporate Divisions;
* Safeguarding the transition of solutions into production by applying robust testing disciplines and effective configuration and release management;
* Delivering systems training to meet the requirements of the organisation;
* Networking within and outside the organisation in order to explore technological opportunities and trends and understand best practice;
* Ensuring the reliability, robustness and coverage of specified requirements before releasing into production;
* 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 to ensure robust adherence with levels of data integrity, and ensuring the tracking of data;
* Work with the My Care IM&T Senior Programme Managers to ensure smooth transition of the new systems into business as usual;
* Provide a second line support for Epic modules following appropriate certification and training;
* Liaise with system suppliers to represent Trust interests and monitor and manage service level agreements and contracts;
* Produce business cases following the Trust CRIC process involving all key stakeholders as appropriate;
* Be responsible for ensuring that the configuration teams configure the new system to meet new “best practice” ways of working as agreed through the Clinical Design Authority and through the other relevant programme board structure;
* To work closely with the Head of Records Management and clinical coding team to enable the smooth transition from paper to Epic service;
* Provide detailed statistics and analysis on the configuration team’s performance and progress in the agreed programme format and timeframe including issues to the Clinical Pathway & Services Transformation Lead and My Care Programme Board;
* Provide line management and staff development for the configuration team as described in the dimensions above;
* Direct the configuration team to ensure delivery RDUH Digital objectives
* Ensure the configuration team take responsibility for data quality and for ensuring all data, both written and electronic, is recorded accurately and in a timely manner;
* To deputise as required for the Divisional Director;
* To act as an ambassador for the Trust’s My Care Implementation Programme at all times;
* Use conflict resolution strategies in response to barriers of understanding or acceptance faced by or from the configuration team and/wider Trust audience;
* Carry out any other related duties as directed by the Clinical Pathway & Services Transformation Programme Lead as is commensurate with the band.

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# Communication and Relationship Skills

* Manage communications with configuration team staff to ensure effective delivery of the team objectives;
* Maintain effective, productive working relationships with the Operational and Digital teams to ensure the successful delivery of the EPR objectives;
* Manage effective and productive relationships between the DCI team, Technical Design Team, configuration team and the IM&T BAU teams;
* Manage effective relationships as required with external organisations such as Epic, and other system suppliers;
* Effectively translate highly complex technical aspects of the application design into understandable concepts and language for other members of the Programme Implementation Team ensuring that all parties understand the implications of application design and delivery on the strategic direction of the My Care Programme;
* Deliver information about plans/developments/concepts to large groups from across the organisation.

# Analytical and Judgement Skills

* Develop an assurance framework and associated reporting for the Epic application design and development performance and delivery to assure the Clinical Pathway & Services Transformation Programme Lead and Programme Director
* Works closely with the CCIO, CIO, Nurse Lead & Clinical Lead for Pathway Re-design and other relevant stakeholders to ensure that application design and delivery meets the strategic pathway and workflow redesign ambitions;
* Interpretation of highly complex data models to understand workflows and transaction triggers;
* Make strategic judgements about application design and delivery with Epic EPR to support safe patient care;
* Make complex judgements on how to design and map Epic modules into clinical and business processes where there are a range of options where there is no precedent within the Trust;
* Provide expert advice on the Epic Application;
* Manage challenging delivery timeframe to My Care Programme timeline;
* Manage the challenging delivery timeframe to My Care Programme timeline.

# Planning and Organisational Skills

* Manage the strategic planning of the design, build and delivery of the Epic modules to meet the Programme plan;
* Adjust plans/strategies when necessary to meet the needs of the programme;
* Plan and allocate work packages to Application Design leads, Test, Training and Cutover managers within Programme Implementation Team;
* Facilitate a planning process which supports the Pathway Re-design Programme Managers to make and maintain formal programme and project plans;
* Ensure any operational service change is factored into Epic licensing where appropriate in response to national and local requirements. This will be particularly pertinent to changes in patient activity;
* Identify training and other skills are required for particular components of the Programme and ensure that the appropriately skilled staff are involved;
* Regularly risks assess progress and product, respond to, and escalate, issues as appropriate.

# Physical Skills

* Ability to lift and carry IT equipment on occasional basis;
* Physical lifting **/** manoeuvring of heavy objects may be an occasional requirement in order to prepare demonstration environments.

# Responsibility for Patient and Client Care

• This is a senior post and there is likely to be significant interaction with patient representatives during the design, implementation and roll out of My Chart.

# Responsibility for Policy and Service Development

* Responsible for delivering policies, procedures and practices which will impact across the whole organisation including:
  + Policies, SOPs and procedures for testing and cutover;
  + Policies and SOPs for the design approach and stakeholder engagement in Application

Design; o Policies and SOPs for the on-going release management, training, security and standards of the EPR which will impact all services across the organisation.

* Work with the Clinical Safety Officer to ensure that Policies and SOPs associated with the use of Epic EPR assure the safety of patients;
* Work with the Programme Implementation Team and operational staff to create and maintain policies, SOPs and procedures for the Clinical Pathway & Services workstream during implementation;
* Work with the other Transformation Programme Leads to ensure go-live readiness;
* Interpret policies for day to day operational processes and ensure that staff, clients and suppliers abide by them;
* Act as an ambassador for the Trust’s My Care Programme at all times.

# Responsibility for Financial and Physical Resources

* Be responsible for the financial management of the significant budgets associated with the delivery of the Epic configuration work stream. This will consist of at least 5 elements.
* Monitors these budgets, supplying detailed financial analysis for the My Care Programme Management Accountant and the Clinical Pathway & Services Programme Lead;
* Prepare and submit business cases/CRICS for new developments that may arise from the process of delivering the Epic Applications.

# Responsibility for Human Resources

* Be responsible for recruiting to the Configuration team (up to 70 staff) required for the Epic design and delivery team work stream, this will include: subject matter experts, configurations analysts, trainers, business intelligence specialists;
* Line manage and mentor the Configuration Team ensuring that PDRs are developed and completed. This will include responsibility for HR issues including grievance, disciplinary, redeployment and redundancy situations;
* To be the Epic Application Design and Delivery Lead for the My Care Programme and to ensure the alignment with or agree a transition for BAU in conjunction with the CIO/Digital Transformation Programme Lead;
* Assign and monitor work packages efficiently and effectively to Configuration Managers;
* Provide SME input to the My Care Programme Board for security and governance assurance;
* Ensure that configuration team are current with their mandatory training and are Epic certified where appropriate;
* Proactively manage team members, colleagues and Trust staff to provide information in a timely fashion to ensure that deadlines are met.

# Responsibility for Information Resources

* Implement and have oversight of the operation and system management of the Epic EPR system;
* Data input will be high, both in terms of supporting the build of Epic modules as required and running and designing the relevant spreadsheet/analyses to provide assurance of performance;
* Ensure all Epic modules are compliant with national information standards, legislation such as GDPR and a consistent approach is taken across both core enterprise access and security and design and builds across the Epic system;
* Manage the provision, and analysis of, service performance data to inform changes to service that improves service delivery and client experience;
* Ensure that appropriate documentation is in place prior to any go live date for elements of the design, delivery and build environments;
* Working with Programme Manager, ensure that the My Care Programme Board is provided with appropriate performance monitoring data;
* Gather information from service requests, action lists, risks and exception reports to inform discussions with the suppliers and designers to determine the optimum product developments;
* 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;
* Budgetary information will require use of Agresso;
* Staffing information will require use of ESR.

# Responsibility for Research and Development

* Become an Epic Application expert by researching the product use in clinical communities; its development in the UK and the innovative ways it is being used to enhance the delivery of healthcare;
* Epic application competence will be required to be maintained through on-going attendance of conferences and courses;
* Regularly undertake surveys, audits and or research to support the monitoring and implementation of the application modules.

# Decision Making

* The post holder is managed and will decide how results are best achieved, interpreting broad policies and establishing standards;
* The post holder will have a strategic objective to deliver the Epic Application and will have the freedom to operate within the broad framework of the Programme.

# Physical Effort

* There may be a requirement to work occasional evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase;
* Physical lifting / manoeuvring of heavy objects will be an occasional requirement;

# Mental Effort

* The post will require prolonged concentration for long periods of time while designing and planning or writing complex test plans;
* The post will require the ability to maintain high levels of concentration whilst being interrupted to resolve both technical questions and system problems;
* The post will require the ability to manage complex HR issues in a sensitive and confidential manner;
* The implementation timeframe for the Epic environment will be very challenging as the Epic solution is dependent on this function and therefore delays will be strongly challenged.

# Emotional Effort

• Frequent exposure to distressing situations such as delivery of unwelcome news to stakeholders, management of organisational change and change to working practices where there is resistance to change.

# Other

* There may be a requirement to work occasional evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota at go-live and during the subsequent optimisation phase;
* Ensure service conforms to appropriate national standards and escalate risks as appropriate.

**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.

# Working Conditions

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

# 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 :**  **Application Delivery Lead – MY CARE Northern Devon – Band 8b**

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| --- | --- | --- |
| REQUIREMENTS | Essential Desirable | / |
| **QUALIFICATIONS / TRAINING**   * Educated to Masters level or equivalent experience * Clinical professional qualification or equivalent experience * Maths and English GCSE or equivalent qualification * PRINCE 2 Foundation Level * Epic Certification in at least one of the core clinical application\*     **\*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.** | E  D  E  D  E |  |
| **KNOWLEDGE / SKILLS**   * Extensive knowledge of clinical, administrative and/and operational workflows and processes within a hospital environment * Understanding of the NHS Financial Framework * Excellent managerial or strategic based operational or clinical knowledge of clinical/IM&T departments * Knowledge of managing complex, strategic projects or areas of complex working practices * Knowledge of NHS Information Standards and their application * Understanding of Information Governance and risk management * Ability to analyse & interpret highly complex information * Exceptional organisational and planning skills * Exceptional leadership qualities with the ability to lead, manage and motivate several multidisciplinary teams into achieving a common goal * Ability to engage with and successfully convey highly complex information and concepts to audiences at all levels in the organisation * Exceptional presentation skills * Excellent knowledge and use of IT systems and software programmes such as MS Office applications, clinical systems. * Ability to prioritise tasks to achieve deadlines whilst working under significant pressure and with frequent interruptions | E    E  E    E    D  E  E  E  E    E    E  E    E |  |
| **EXPERIENCE**   * Significant experience of managing a service at a senior level. * Significant experiencing of implementing clinical systems that impact on patient care * Understanding of the principles of project management and PRINCE2 methodology * Management of others in a high performing team environment, including appraisals, disciplinary, grievance etc. * Demonstrable experience of implementing & managing change within a challenging environment * Significant experience of working at a strategic level developing and leading a service * Experience of managing significant operational budgets (>£1mpa) • Previous and current NHS experience | E    E  E  E    E    E  E  E |  |
| **PERSONAL REQUIREMENTS**   * Skilled communicator * Self-confident * Self-motivated and able to work on own initiative and take responsibility for decisions * Team player * Pragmatic * Logical approach to problem solving | E  E  E  E  E  E |  |
| * Able to work under pressure with competing priorities * Personal credibility, with ability to quickly gain the confidence of others. * Honesty, openness and integrity | E  E  E | |
| **OTHER REQUIREMENTS:**   * Hold a drivers’ licence * Access to a car for work purposes * Willingness to travel to all Trust sites and localities | E  E  E | |

\* Essential/Desirable

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| **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 | x | Manual Handling | x |
| Solvents |  | Driving | x | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |