

JOB DESCRIPTION

JOB DETAILS	
Job Title	Admin Information Officer
Reports to	Senior Admin Information Officer
Band	5
Department/Directorate	Clinical Digital

JOB PURPOSE
- To improve end user familiarity, proficiency, compliance and confidence in the use of Epic through peer-to-peer support and training Trust wide for administration teams. - Acts as first point of contact for Epic enquiries from admin end users - Maintains library of user documents for sharing with end users - Provide operational input to the Epic Team, for system upgrades, producing and delivering training packages to administrative staff on all issues relating to Epic use - Assists operational areas to meet performance targets for quality, volume and cost by improving the understanding and use of the Epic system - Promotes quality improvement across the Trust by using standard operating policies and procedures. - To lead and supervise the Digital Peer Support Admin team in improving patient pathway and experience.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- In conjunction with Senior Admin Information Officer, deliver a revised approach to digital peer support to the administrative and clerical workforce, ensuring appropriate levels of consistency across each specialty. - To co-ordinate Epic training requirements of administrative and clerical workforce in line with operational priorities – this will include the actual delivery of some training components - Support the Senior Admin Information Officer Lead to:- - Meet key administrative metrics - Meet key RTT and Cancer metrics - Met key outpatient objectives - Support the administrative and clerical workforce with the use of Epic and changing roles within the clinical administration workforce - Responsible for the preparation and completion of routine and ad-hoc request required by the project leads and Epic programme team. To play a key role in developing and signing off revised administrative processes

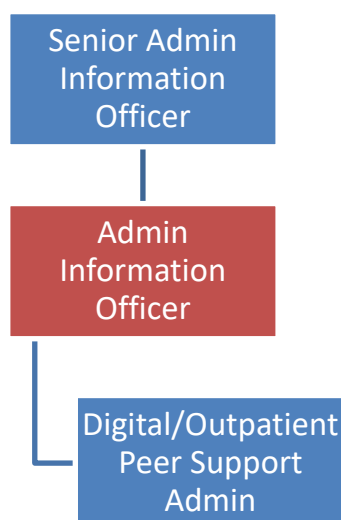
KEY WORKING RELATIONSHIPS
Areas of Responsibility: Peer support and coaching No. of Staff reporting to this role: 2

The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Digital Peer Support Admin • Senior Admin Information Officer • Epic Configuration Manager and Teams • ASM's/ALM's • Epic training teams • Operational Managers in Community • All admin staff across Trust • Other Information Officers • Clinical and nursing colleagues	• Epic • DRSS • Patient

ORGANISATIONAL CHART



FREEDOM TO ACT

- Provide specialist operational knowledge on administration within Epic
- Implements and support production of standard operating procedures
- Ability to make decisions autonomously when required, on difficult issues
- Work is managed, rather than supervised, then reviewed at regular intervals
- Work within Trust policies and processes

COMMUNICATION/RELATIONSHIP SKILLS

- Deliver communication updates to all admin staff on changes to workflows in the Epic system. These workflows may change during testing and implementation phases of system upgrades and therefore communication messages may need to be amended and updated
- Provide updates to internal and external colleagues on project tasks
- Deliver training and support to end users on epic upgrades, this may be complex information
- Develop effective channels of communication and working relationships across all Clinical Divisions to support the delivery of complex information regarding the use of Epic.

- The post holder will be required to support the production of guidance for complex Epic workflow
- Organise and/or support Trustwide admin meetings through effective communication
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging and will require tact and persuasive skills
- Provide side by side training or training to teams of staff on the use of Epic where reassurance skills will be required.

ANALYTICAL/JUDGEMENTAL SKILLS

- Receive queries from Epic admin users on system/business issues that require resolution
- Uses experience to resolve queries, escalating where appropriate if unable to resolve
- Offers suggestions on solutions for queries, where there may be more than one solution to a query/problem
- The postholder will be required to analyse complex data in teams and provide solutions to teams to support safe tracking of the patient's journey.
- Run project plans and where issues are identified, provide solutions to meet project standards
- Validate patient pathways and patient journey's to ensure Epic is being used both appropriately and to diagnose system faults.

PLANNING/ORGANISATIONAL SKILLS

- Organises meetings with end users to support end user understanding of Epic- in groups or individuals
- Plans meetings with staff to support system upgrades over teams or in person
- Plan the delivery of training packages or system upgrade updates to end users
- Facilitate the use of standard operating policies and procedures across all teams.
- Develop, maintain and update the programme shared drive(s), databases, intranet site and external website in accordance with agreed processes and standards.
- Organise meetings for senior management to include room bookings, action tracking/minute taking

PATIENT/CLIENT CARE

- Incidental contact with patients or clients

POLICY/SERVICE DEVELOPMENT

- Implements policies for own area of work
- Will provide feedback, as expert user, and propose changes in working practices for Trustwide administration teams in the use of epic for booking and waiting list procedures, that will support the delivery of operational targets
- With the Administration Transformation Lead promote standardisation of process across the Trust to include:

- Waiting List management
 - Managing patient cancellations
 - Procedures requiring prior approval
- Contribute to the implementation and audit compliance of teams in the use of the system.

FINANCIAL/PHYSICAL RESOURCES

- In conjunction with the Senior Admin Information Officer oversee the management of the financial and physical resources within the Digital Peer Support Team.
- To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use.
- Contribution to the delivery of Admin Benefits Realisation Program as required by the Division and the Trust.
- Ensure the office is adequately resourced in terms of equipment and stationery and orders are managed on the electronic ordering system; Ensure this is done efficiently and cost effectively in line with the service

HUMAN RESOURCES

- Provide training and information for staff across the Trust relating to Epic use, supporting training packages for a number of staff groups both clinical and administrative.
- Responsibility for the line management of a discreet group of administrative staff
- Day to day scheduling of staff and workload to meet the needs of their Service Lines
- Day to day management of annual leave and sickness absence
- Formal performance management of staff such as objective setting, monitoring KPIs and documenting the relevant discussions
- Ensure all mandatory (essential) training, PDRs (appraisals) and sickness absence is correctly recorded on Trust database (ESR) in a timely manner
- Formal performance management of staff up to, but not including, final disciplinary/capability hearings
- Responsible for regularly providing refresher training and side by side coaching to admin staff in the use of Epic.
- Regularly undertakes work place assessments to ensure that the correct processes and use of Trust policies around patient journeys and Epic use are being followed.

INFORMATION RESOURCES

- Regularly uses Epic to create reports using query parameters to collate specific patient data for analysis.
- Use excel to create and work on complex spreadsheets, analysing data to present evidence for changing processes to improve patient pathways.

- Produce Epic workbench reports and functionality user guides which are disseminated Trustwide to operational teams.
- Use Epic to devise new workflows for administrative staff.
- Competent on Microsoft packages including excel, word and outlook.

RESEARCH AND DEVELOPMENT

- Staff survey completion
- Provide Support, information and advice relating to Trustwide internal and external audits
- Oversee the roll out of designated audits in conjunction with the Senior Admin Information Officer with regard to the use of Epic.
- Undertakes surveys as necessary to their own role.

PHYSICAL SKILLS

- The post holder will have advanced keyboard skills for the purposes of audio typing best interest meetings, or taking meeting minutes for a range of different meetings regarding the implementation of new processes impacting Clinical Administrative staff.

PHYSICAL EFFORT

- The role requires a combination of sitting at a VDU and walking around the Trust as required to provide support to different areas.
- Will be required to travel or work at multiple sites across Trust.

MENTAL EFFORT

- There is a frequent, more than half of the shifts worked, requirement to concentrate on reporting documents to provide analysis and consequential recommendations.
- The post holder will be occasionally required to attend meetings regarding EPR usage and the Digital/Epic Senior Management team and provide detailed minutes and actions.

EMOTIONAL EFFORT

- There will be the occasional indirect exposure to distressing and sensitive information through the course of the role. The post holder should maintain confidentiality in accordance with Trust Policies.

WORKING CONDITIONS

- The use of visual display unit equipment for a substantial proportion of the working day.

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.

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 1:1's / supervision with employees you always check how they are.

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

Job Title	Admin Information Officer
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING 4 GCSE's or equivalent grade A-C to include Maths and English, or equivalent experience. CMI level 3 or equivalent/higher qualification in leadership or be working towards one, or equivalent experience. ECDL, CLAIT or equivalent qualification or experience. Degree level education or equivalent experience	E E E E	
KNOWLEDGE/SKILLS Excellent communication, listening and interpersonal skills Knowledge of clinical administration processes Experience of using Epic at detailed level Experience of training staff/colleagues in a new process Customer Service and Customer Care skills Competent in providing constructive feedback, completing projects and providing service improvement suggestions Ability to work to deadlines Ability to work to protocols	E E E E E E	D D
EXPERIENCE Reasonable experience in a similar environment Interest in Healthcare Implementing change processes	E E E	
PERSONAL ATTRIBUTES Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment Empathetic, but able to understand professional boundaries Smart appearance, adhering to the Uniform Policy Welcoming friendly and approachable manner An adaptable approach to work Flexible approach to working hours Commitment to continual development to inc. relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements	E E E E E E E E E E E E E E E E	
OTHER REQUIREMENTS The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. Ability to travel to other locations as required.	E E	

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
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				
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				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y/N	X			