

JOB DESCRIPTION

JOB DETAILS	
Job Title	Pathology Computer Systems Analyst
Reports to	Pathology Computer Systems Manager
Band	Band 7
Department/Directorate	Specialist Services

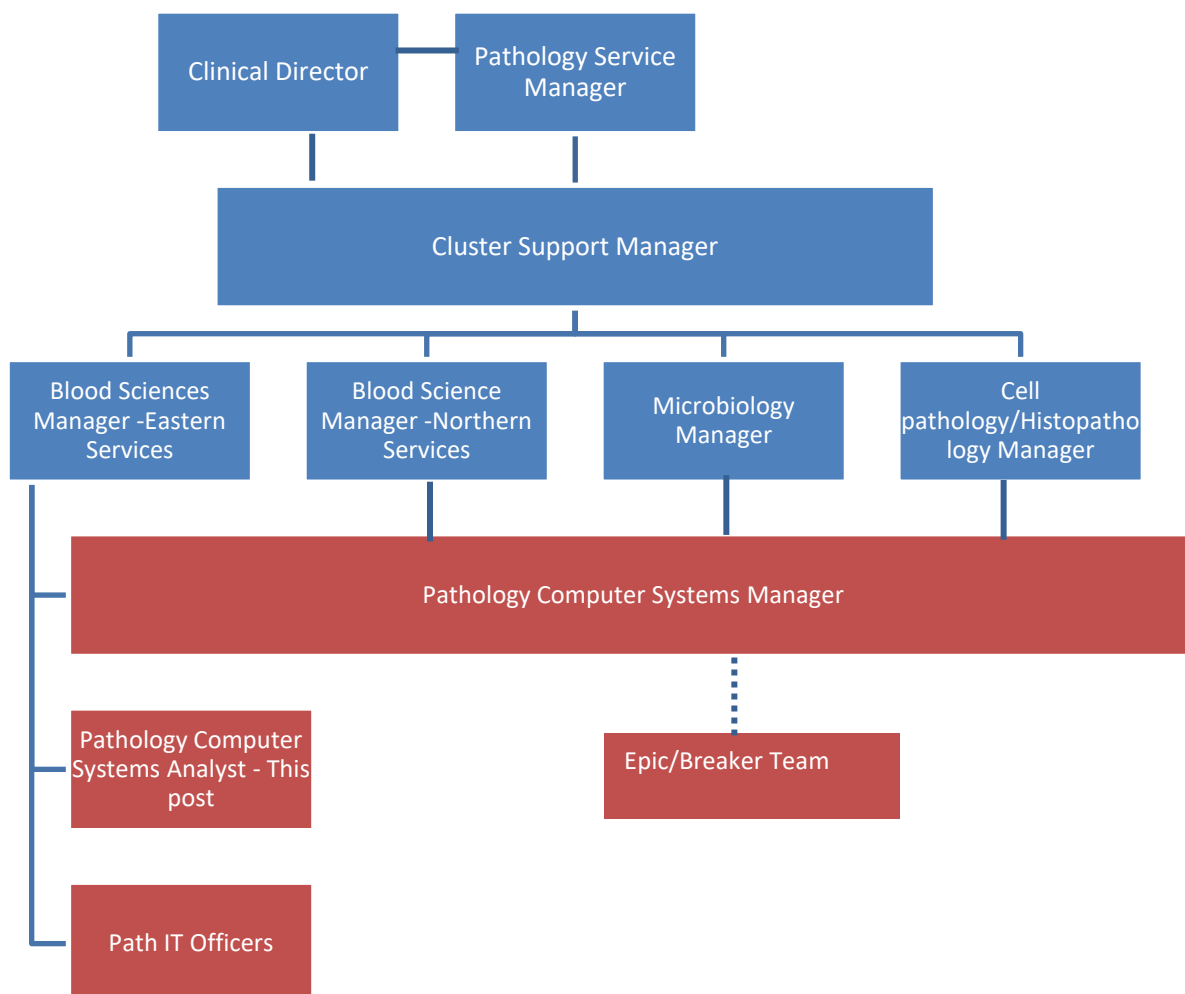
JOB PURPOSE
The purpose of this role is to provide support for pathology IT systems for all pathology services provided at both North Devon District Hospital and Royal Devon & Exeter Hospital. This includes supporting systems as they interact with other systems within the Royal Devon and with external organisation, for example General Practice management systems.
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The purpose of this role is to work under the direction of the Pathology IT Manager to assist with the management of Pathology IT systems. The role will include:</p> <p>Assisting with the ongoing delivery, maintenance and quality improvement of all major pathology IT systems as part of a designated team and ensuring design integrity of these application, this will include:</p> <ul style="list-style-type: none"> • EPIC Laboratory Information Management System (Beaker); • Electronic Requesting and Reporting System; • Laboratory Middleware and interfaces to all internal and external systems; • Laboratory Electronic Quality Management System; • Take a lead on managing assigned projects and future IT implementations within Pathology Services; • To manage the provision of electronic reporting to local and national agencies e.g. Public Health England screening programme; • Establishment of protocols, standard operating procedures, service level agreements as required, to support all Pathology IT systems; <p>To review, develop and harmonise mechanisms for invoice generation and other laboratory admin systems;</p> <p>To manage and run, on behalf laboratory management, data extraction requirements;</p> <p>Working with clinical and administration teams to deliver maximum benefit for patients through on-going systems optimisation with the aim of improving support for clinical care and increasing efficiency of administrative and clinical processes;</p>
KEY WORKING RELATIONSHIPS

The postholder will work closely with the Pathology Computers Systems Manager, laboratory managers, clinicians, key IMT colleagues, GP's, practice managers, service users, external agencies and system suppliers.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • MY CARE Programme Team • Digital Healthcare Services • Clinical, Technical and Admin Staff in Pathology • Clinical, Technical and Admin Staff in Outside of Pathology • Information Governance Lead • Clinical Information Officer (CIO) • Chief Clinical Information Officer (CCIO) • Chief Nursing Information Officer (CNIO) • Senior Admin Information Officer (SNIO) • Information Officers 	<ul style="list-style-type: none"> • Epic Staff • NHS Digital • Colleagues in other NHS and Social Care organisations • IT System vendors

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder will, work autonomously in accordance with local policies and procedures, and national requirements, using their own initiative to deal with routine and highly complex issues.
- The post holder will lead on specific projects for the Pathology team, as assigned by the Pathology Computers Systems Manager working within broad occupational policies and principles.
- The post holder will liaise with Service Managers for issues effecting business processes.

COMMUNICATION/RELATIONSHIP SKILLS

- Under direction of the Pathology Computers Systems Manager, liaise with Laboratory Managers for aspects of the IT requirements relevant to the individual laboratory areas.
- Liaise effectively with service users at all levels, including clinical, ancillary and managerial, to deliver training, troubleshoot issues, implement and develop systems.
- Liaise effectively with laboratory personnel at all levels, from senior managerial briefings to training, problem solving and application developments.
- Liaise and work with colleagues in the IM&T department to proactively respond to user requirements.
- Respond to enquiries, providing system support and troubleshooting, to users at all levels in a positive and timely manner.
- Liaise as necessary with IM&T department and external system suppliers to ensure a timely resolution of faults and system errors;
- Ensure that any issues / faults that cannot be resolved in a timely manner are escalated to the appropriate application specialists;
- Liaise effectively with suppliers, involving highly complex analyses of application and interface issues, developments and implementations.
- Ensure that all communications to recipients both within and outside the Trust are of the highest standard being clear and not open to misinterpretation. This applies particularly to written communications.
- Will need to provide and receive highly complex information; be persuasive, motivational, have negotiating and training skills.
- Will be required to present highly complex information to large groups.
- To liaise effectively with departmental IT champions.
- The post holder will have a high degree of knowledge, understanding and skills in Pathology IT systems to undertake the complex implementations, configurations, inter-system communications and interactions.

ANALYTICAL/JUDGEMENTAL SKILLS

- The post holder will have a high degree of knowledge, understanding and skills in Pathology IT systems to undertake the complex implementations, configurations, inter-system communications and interactions.
- The post holder will generate highly complex data mining algorithms to produce required management and clinical reports over a number of integrating IT systems (e.g. My Care, Modulab, ICE, Labcomm, NPEx).
- The post holder will analyse situations and information to identify and resolve a range of highly complex problems including application problems, user errors/training issues, data quality issues and mismatches between system functionality and administrative or clinical processes.
- Highly complex facts or situations requiring analysis, interpretation, comparison of a range of options
- The post holder will analyse situations and information to identify and resolve a range of highly complex problems including application problems, user errors/training issues, data quality issues and mismatches between system functionality and administrative or clinical processes.

PLANNING/ORGANISATIONAL SKILLS

- Assist the Pathology Computers Systems Manager with the day to day management of the Pathology IT applications.
- The post holder will work with the Pathology Computers Systems Manager to prioritise their own workload and oversee the timely and effective implementation of IT tasks and duties, throughout Pathology;
- Working within a framework of policies and procedures, the post holder will maintain appropriate documentation to support the processes;
- The post holder will assist the formulation, monitoring and maintenance data quality standards for all supported systems;
- The post holder will 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;
- The post holder will take part as required in Health Records Accreditation;
- The post holder will provide, when required, support at all levels, responding in a positive and timely manner to day to day system / user errors, faults and issues;
- The post holder will undertake continual improvement of data quality in the provision of a Pathology clinical service
- Requirement to plan and organise a broad range of highly complex activities, requiring formulation, frequent adjustments and ongoing strategies. This includes supporting systems as they interact with other systems within the Royal Devon and with external organisation, for example General Practice management systems.
- Take a lead on managing assigned projects and future IT implementations within Pathology Services.

PHYSICAL SKILLS

- The post holder will have excellent advanced keyboard skills, requiring precision, accuracy and speed.

PATIENT/CLIENT CARE

- The post holder will strive to ensure the patient is at all times the centre of focus.
- Incidental contact, delivery of good pathology IT to help patient diagnosis and treatment

POLICY/SERVICE DEVELOPMENT

- To contribute to the process of service change to ensure effective use of information technology within the systems;
- The post holder will actively engage with users to understand their working practices then advise and champion system functionality to enhance, support and refine clerical, clinical and business processes.
- They will act as an advocate for the systems, being tenacious in striving for improvements in ways of working in order to provide a better service for users whilst ensuring the effective delivery and operation of all systems at all times.
- Propose policy or service changes, understand impact beyond own area

FINANCIAL/PHYSICAL RESOURCES

- The post holder will have a duty of care in relation to all equipment and resources used in the course of their work, by themselves and others.

HUMAN RESOURCES

- To 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;
- To recognise the importance of people's rights and act in accordance with legislation and Trust policies and procedures;

- The post holder will develop core training programmes and participate in the delivery of such training during new implementations and as part of user support.
- Day to day supervision of others within pathology with IT roles. Teaching and delivery of specialist training

INFORMATION RESOURCES

- Accurate information is essential to the data collection process; the post holder will be responsible for ensuring accuracy in Pathology IT systems, interfaces, ordering and reporting systems and user procedures;
- Responsibility for supporting Research and Development projects which have a Pathology component;
- To facilitate the effective use of information technology within Pathology to contribute to the process of service change;
- To ensure all Pathology IT systems are maintained and any changes are notified to users, ensuring appropriate training is provided and documentation is updated;
- To understand Pathology business processes in use and engage with colleagues, users and suppliers to ensure the most effective system functionality is maintained;
- To lead in the specification of required IT 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;
- Ensure all system changes are subject to a robust change control process and fully tested before transfer to the live environment in compliance with ISO15189:2012
- Adapt, design information systems to meet the specifications of others; responsible for the operation of one or more information systems for pathology service, major job responsibility
- The post holder will generate highly complex data mining algorithms to produce required management and clinical reports over a number of integrating IT systems (e.g. My Care, Modulab, ICE, Labcomm, NPEx).

RESEARCH AND DEVELOPMENT

- Supports and undertakes R&D studies as required, ensuring data and pathology systems enabled to support new studies
- Required to manage and undertake testing of any proposed IT technology or applications, as part of system validation processes.

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.

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;

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.

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.
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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 1:1'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	Pathology Senior Computer Systems Analyst
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to Masters level in an IT or Professional subject, or equivalent professional experience, skills and training Evidence of continuous professional development in IT Professional knowledge of pathology services Current holder of the EPIC Clinical Pathology Administration Proficiency, or willing and able to achieve within 6 months *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 E E	D
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Specialist knowledge and understanding of integrated healthcare IT systems Understanding of complex pathology systems Highly skilled in the use of MS Windows and MS Office applications In depth knowledge of clinical practice within a healthcare environment Strong project management skills and experience. Strong interpersonal and communication skills to influence and co-ordinate personnel from different disciplines and with differing viewpoints Able to work collaboratively with own team members as well as those in other application teams Ability to produce and deliver, or make decisions based on received and processed, highly complex and highly sensitive information. Numerate with high level of computer literacy Well-developed analytical and problem solving skills Able to plan User Group meetings and lead consultations with staff groups Ability to impart knowledge, training and/or present to others in a clear and concise manner Able to lead meetings, resolve conflicts, maintain issues lists and work to a project plan Ability to interpret national guidelines, advising colleagues accordingly, and planning change management strategies to ensure system/organisational compliance Able to deal effectively with unexpected situations, take advantage of opportunities and overcome problems Developed specialist knowledge of IMT and pathology, underpinned by theory and experience 	E E E E E E E E E E E E	D D D
EXPERIENCE <ul style="list-style-type: none"> Working with staff at all levels across a multidisciplinary team Demonstrable experience of working in multiple specialty settings, particularly understanding their workflows Excellent, proven verbal and written skills Good keyboard skills Ability to work on own initiative and manage own workload 	E E E E E E	

PERSONAL ATTRIBUTES <ul style="list-style-type: none"> • Ability to remain calm and focussed under periods of intense pressure • Flexible • Motivated • Smart appearance • Able to organise own workload • Pay attention to detail • Be enthusiastic, responsive to new demands, willing to learn new skills and welcome change. • Effective team player • Able to work on own initiative and manage a challenging workload • Able to work to deadlines • Proven ability to interact effectively with staff at all levels, both clinical and non-clinical • Combination of sitting, standing and walking, a lot of keyboard/computer related work • Frequent requirement for concentration, work pattern is unpredictable; occasional prolonged concentration • Potential for exposure to distressing or emotional circumstances 	E E E E E E E E E E E E E E E	
OTHER REQUIREMENTS <ul style="list-style-type: none"> • Ability to travel at short notice to support users in other locations • Good attendance/ employment record • Able to work flexible hours to support staff across different shift patterns • Excellent keyboard skills • Ability to work within an office and laboratory environments, with occasional exposure to unpleasant conditions 	E E E E E	

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