# 

**JOB DESCRIPTION**

**1. JOB DETAILS**

**Job Title: Practice IT and Data Lead**

**Band: 4**

**Reports to: Operations Manager**

**Department: Castle Place Practice**

**Directorate: Community Services Division**

**2. JOB PURPOSE**

* To be the main point of contact for IM&T and data within the Practice.
* Responsible for the day-today supervision and line management of the Practice Care Co-ordinator team.
* To act as a liaison between Practice Clinical staff and Care Co-ordinators to support with obtaining data, audits and quality improvement projects.
* To oversee and support the access, analysis and interpretation of data within the Practice via the Practice clinical system (EMIS) and associated software packages (Edenbridge, Ardens Manager etc.)
* To liaise with the Clinicians and Management Team to support the monitoring of QOF compliance across the Practice, ensuring this information is accessible and non-compliance is highlighted as appropriate.
* To provide support in processes across all aspects of Practice business, ensuring that all local Practice, Trust and National policies and data quality standards are met.
* To provide project implementation support for new systems and infrastructure and develop the Practice in response to Service and Patient need.
* To monitor the Practice EMIS system including managing appointment slot types, protocols, templates, clinician access and other housekeeping as required.
* To support in managing and maintaining existing systems and infrastructure.
* Responsible for local IT set up for new starters within the Practice and coordinating with RD&E Trust Induction.
* Responsible for training new and current staff including production of Standard Operating Procedures to support staff to navigate IT Systems and Software.
* Helping employees and the Management team to make the best use of the systems, as appropriate.
* To liaise with the Practice Patient Participation Group to ensure patients are recognised in service developments and system design.
* To suggest and implement improvements to the service and infrastructure systems, to monitor and maintain those systems, and to provide training and leadership to other members of staff in the Practice as required.
* To share co-ordination of Practice clinical rotas including setting up clinic templates and assigning GP co-ordinators.
* To develop and make changes to clinical templates as required by clinicians and the development of the service.
* To manage and oversee the Practice website and social media channels

**3. KEY WORKING RELATIONS**

* Operations Manager
* Care Co-ordinator Team
* Practice Manager
* Administration and secretarial teams across the Practice
* General Practitioners, Nursing teams, Advanced Nurse Practitioners, Clinical Pharmacists, Healthcare Assistants, Mental Health Practitioners, Paramedics, Social Prescribers and other members of the multi professional clinical team.
* Divisional Management team
* RD&E IM&T Department
* GPIT: DELT services and third-party providers
* RD&E Central Support Team
* RD&E Communication Team
* Human Resources
* Payroll Leads
* Software Providers

1. **ORGANISATIONAL CHART:**

Practice Manager

Operations Manager

Practice IT and Data Lead

Care Co-ordinators

**5. PRINCIPAL DUTIES AND RESPONSIBILITIES:**

* Applying experience and expertise to provide overall support of IT processes within the Practice.
* Overseeing the access, analysis and interpretation of data within the Practice via the Practice clinical system (EMIS) and associated software packages (Edenbridge, Ardens Manager etc.) Including creating and running searches to support income claims, audit processes as well as monitoring QOF compliance alongside the Care Co-ordinator Team.
* Building and creating protocols and concepts for all staff use within EMIS.
* Providing and receiving information on IM&T matters which may be complicated; providing training in own area of expertise.
* Delivering training for other users, both clinical and non-clinical, in the best use of the system and all the associated third-party software.
* Ensuring systems and processes for the end users are appropriately mapped and correct procedures adopted.
* Contributing to improving integration processes with a peer group of Practice Leads and Clinicians
* Leading recruitment and induction processes.
* Further developing the Practice’s understanding of available information, its application and benefits to staff.
* Monitoring and overseeing the development of telephony and social media for the practice.
* Developing or adapting software/information reports.
* Maintaining and regularly updating the Practice website and social media channels.
* Ensuring information flows are appropriate and the data maintained within the systems are maintained to the Trust’s and national quality standards.
* Achieving the timetables for the provision of information, whilst maintaining accuracy and the quality standards required.
* Promoting and encouraging the correct use of systems to all levels of staff within the Practice and support any access issues.
* Liaising with the Operations Manager and system suppliers to gain an in depth understanding of any change processes to support implementation within the scope of the position.
* Identifying training needs of staff and undertaking training as required on Practice systems and software.
* Acting under instructions from the Operations Manager, identify and arrange suitable end user training/notification in preparation for system implementations, modifications and upgrades.
* Creating and editing standard operating procedures to support staff to navigate Practice systems and software.
* Day-to-day troubleshooting of IM&T issues within the Practice and providing on hand support for all staff.
* Undertaking other duties as required as appropriate to the banding of the role.

# Service Delivery and Improvement

* Supervising and monitoring the Practice Care Co-ordinator team to ensure the delivery of a high-quality service.
* To share co-ordination of Practice clinical rotas including setting up clinic templates and assigning GP co-ordinators.
* Testing and making recommendations regarding IM&T systems proposed for use within the organisation.
* Supporting with upgrades and renewals of IT systems and software as required, liaising with service suppliers to do so.
* Supporting the education of the wider Practice on proposed IM&T systems, providing training and additional support as required.
* Maintaining IT equipment within the Practice.
* Responding to information requests from within the Trust and other NHS Organisations and sharing data as required.
* Developing processes within the Practice alongside the multi-disciplinary team to meet the demands of a growing service.
* Participating in team and directorate meetings as required.
* Contributing to audits regarding departmental procedures.
* Having a flexible approach to working hours to meet the demands of the service.
* Adhering to the Trust Access Policy, Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.
* Becoming a Practice Registration Authority Agent to support smartcard accesses and managing users smartcards to include renewing of certificates and unlocking cards.
* Setting up IT equipment and remote access to facilitate working from home as required.

**Human Resources**

* Providing day to day supervision and line management to junior members of the Practice Care Co-ordinator team, including allocating and checking of work, agreeing annual leave and resolving straight forward staffing issues.
* Providing accurate information to the Practice Operational Manager to enable to the updating of the Trust HR/Payroll system (ESR) in relation to employee records i.e mandatory training, absence, etc.
* Leading the recruitment and induction of new members of staff within the Practice Care Co-ordinator team.
* Undertaking return to work interviews and straight forward absence management monitoring as instructed by the Practice Operational Manager.
* Assisting the Practice Operational Manager in the delivery of Appraisals for Practice Care Co-ordinator team.
* Providing training to junior staff on systems and processes.

**Communication**

* Communicating with Patients and Colleagues in a courteous, professional and timely manner at all times.
* Dealing with all day correspondence via the Practice Website and Social Media Channels.
* Liaising with the Practice multi-disciplinary team to ensure essential patient information is available as requested.
* Taking a lead in team meetings and ensuring that key information is cascaded to the Practice Care Co-ordinator team as required.
* Providing and receiving information on IM&T matters which may be complicated.
* Communicating effectively including discussion and written communication.
* Providing help and support as required to patients and relatives who may be anxious and distressed.
* Providing excellent customer care, in a calm and professional manner - some situations may be challenging.
* Organising and supporting meetings through effective communication.
* Proactively managing email communication in line with the RD&E’s Email Best Practice guidance.

**Governance**

* Undertaking training as required to maintain competency/compliance with trust policies.
* Working within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisals.
* Adhering to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures
* Supporting with maintaining compliance with Information Governance policy within the Practice.

**Responsibility for Information Resources**

* Developing and creating reports, documents, social media posts and other resources for the Practice as required.
* Responsible for maintaining multiple information systems.
* Creating reports and interpreting data.
* Maintaining user IT accounts.
* Maintaining computer hardware e.g. desktops, cabling, servers, printers.
* Modification or creation of aspects of information systems.

### Additional Responsibilities

* To carry out any other duties as required, commensurate with their pay band.
* To facilitate and support new starters to carry out their role.
* The post holder will understand the limitations of the role and how to access support.

**Trust wide Responsibilities**

* To take part in a regular performance appraisal.
* To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.
* To contribute to and work within a safe working environment.
* The post holder is expected to comply with Trust Infection Control Policies and conduct themselves 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 post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

**THE TRUST - VISIONS 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 encourage flexible working arrangements including job sharing.

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, the Trust reserves 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 call: 01392 207462.

**PERSON SPECIFICATION**

**POST: IT and Data Lead**

**BAND: 4**

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| **REQUIREMENTS** | **At**  **Recruitment** | **At PDR** |
| **QUALIFICATIONS / TRAINING**  Educated to ‘A’ Level standard or equivalent experience of using one or more computer system(s), hardware or software, or telephony systems acquired through diploma or equivalent experience /qualification.  Minimum of 3 qualifications to include GCSE grade A-C/4-9 in Maths and English or equivalent qualification or equivalent experience.  ILM Level 3 Award in Management or equivalent qualification or experience.  Excellent knowledge of the MS Office Suite.  Experience working within General Practice/NHS.  Experience working with EMIS. | E  E  E  E  D  D | E  E  E  E  E  E |
| **KNOWLEDGE / SKILLS**  Knowledge of one of more computer system(s) hardware or software  Excellent technical knowledge and practical experience of GP  IT technologies.  SQL Server skills; Concept and protocol skills and systems administration knowledge.  Excellent technical knowledge and practical experience of server and storage hardware and management.  Excellent technical knowledge of Microsoft technologies,  Administration of telephony services  Knowledge of web and social media services  Excellent communication skills, both written and oral.  Knowledge and practical experience of supporting networks.  Experience in supporting operational and business systems to a high standard.  Operational and site management knowledge | E  E  D  D  E  E  E  E  E  E  D | E  E  E  E  E  E  E  E  E  E  E |
| **EXPERIENCE**   * An understanding of the workings of Primary and Secondary Care organisations * Experience of Practice and Hospital clerical procedures * Working with staff at all levels across a multidisciplinary team * Previous experience working within the NHS * Experience in working in an implementation/project team | DED D  D | E E  E  E  E |
| **PERSONAL ATTRIBUTES**   * Self-motivator and ability to motivate others * Intuitive and able to use own initiative * Proven organisational skills * Committed to develop self * Flexible and adaptable to change * Able to work unsupervised with excellent organisational skills * Able to work accurately particularly when under pressure * Ability to deal with sensitive situations with tact and diplomacy * Enthusiasm and commitment to learning new technical skills * A logical approach to problem solving and prioritisation. * Ability to quickly assess severity of problems and prioritise workload to provide a responsive resolution. * Ability to work with or in a team and able to lone work if required. | E  E  E  E  E  E  E  E  E  E  E  E | E  E  E  E  E  E  E  E  E  E  E  E |
| **OTHER REQUIREMENTS**   * Willingness to work out-of-hours if service required. | D | E |

\* Essential/Desirable

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| **Hazards within the role, used by Occupational Health for risk assessment** | | | | | |
| 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 |  | Noise |  |
| Respiratory Sensitisers |  | Food handling |  | Working in isolation |  |