



Royal Devon and Exeter
NHS Foundation Trust

“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”

JOB DETAILS

Job Title	Clinical Application Analyst
Reports to	Senior Clinical Application Analyst
Band	6
National Job Profile used	IM&T Analyst Specialist/ Technical Engineer/ Team Leader
Department/Directorate	Digital Services Division

JOB PURPOSE

The Digital Services Division is committed to a culture of continual service improvement. The post holder will be an advocate for this culture across their service area, contributing to and demonstrating continual service improvement in the services for which they are responsible.

The purpose of this role is to be the senior system manager for a number of patient-based administrative and clinical applications. Based within a small team providing system management services for a range of departmental and enterprise wide clinical information systems, the Clinical Application Analyst provides cover and support for system managers of other applications and therefore requires an understanding of all systems supported by the team. The role includes:

- Responsibility for day to day management of the applications for which the post holder is assigned direct responsibility;
- Working with administration and clinical teams to deliver maximum benefit for patients through ongoing system optimisation to improve the efficiency and quality of the associated care pathways;
- As a senior member of the Clinical Application Services Team, involvement in the management and provision of a responsive and customer focused service to all clients within a Service Level Agreement (SLA) framework.

The post holder will:

- Be the assigned Clinical Application Analyst for some of the applications supported by the Team;
- Participate in the supervision and support of system analysts and assistants within the team as required;
- Demonstrate comprehensive knowledge and expertise in system management; and
- Support a broad range of system related service development, project and workflow development tasks as required.

KEY WORKING RELATIONSHIPS	
Internal to the Trust Divisional Directors Trust Service Managers Information Asset Owners Digital Services Division Finance Department Procurement Department Internal Committees and Governance meetings Trust User Base	External to the Trust External Clients and Partners Epic technical experts and implementation team 3 rd Party Service and Solution Providers NHS Digital Colleagues in other NHS and Social Care organisations
ORGANISATIONAL CHART	
<pre> graph TD MD[Medical Director] --> CIO[Chief Information Officer (CIO)] MD --> PA[Personal Assistant to CIO] CIO --> DCIO[Deputy CIO] CIO --> IG[Information Governance Manager] CIO --> HAP[Head of Applications, Platforms and Infrastructure] CIO --> HRC[Head of Records Management] CIO --> CS[Cyber Security Manager] CIO --> BPCM[Business Partnerships & Contracts Manager] HAP --> CASM[Clinical Application Services Manager] CASM --> SCA[Senior Clinical Applications Analyst] SCA --> CA[Clinical Applications Analyst] CA --> CAS[Clinical Applications Support Analyst] CAS --> CSA[Clinical Applications Support Assistant] CSA --> DQL[Data Quality Lead] </pre>	
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES	
<ul style="list-style-type: none"> • Be responsible for the day to day management of a number of applications; • Play a leading role in the implementation of new functionality across the Trust with specific focus on systems management and methodology; • Ensure a standard based approach for all systems with respect to relevant Local and National policies, procedures and standards; including those for Records Management, Information Governance, Data Quality, Clinical Safety, Quality Assurance and Information Security; 	

- Work with developers and Suppliers to ensure system compliance with NHS Information Standards;
- Liaise with product suppliers to implement and test software systems upgrades in conjunction with Trust Digital Services Division colleagues to assure safe system changes with minimal disruption to users;
- Manage the progress of incidents, support calls, change requests and other aspects of the service to a successful and timely conclusion and where relevant in line with the contractual SLA;
- Manage system integrity and back office functions;
- Ensure maintenance of system and reference files ensuring compliance with best practice, Trust and National standards;
- Monitor and report on system availability in accordance with the Trust requirement to support 24 hours a day, 7 days a week system availability for users and, in conjunction with the system suppliers and the Applications, Platforms and Infrastructure Services Team, be responsible for maintaining availability of the team's portfolio of applications;
- Under the supervision of the Information Asset Owner(s), to fulfil the role of Information Asset Administrator for the systems managed, and in this role, to maintain required system documentation and contribute to the maintenance of up to date system business continuity plans in conjunction with the Trust IT business continuity and disaster recovery plans, system level security policy and system information security risk assessment;
- Provide a responsive service across multidisciplinary teams, resolving problems in a timely manner;
- Maintain a resolution procedure which is reflected within the Trust escalation policy;
- Ensure accurate data is recorded within the systems to support performance targets identified local and national data submissions and returns including; Referral to Treatment Time, Cancer Waiting Times, CQUINs and System Performance;
- Foster links with counterparts at other hospitals for mutual support and to share best practice in the management and use of applications;
- Co-ordinate systems testing and documentation outcomes in a test report for audit and assurance in a manner consistent with good practice and compliant with specified Trust Standards;
- Work with the Digital Training Manager to develop robust training plans and support materials for routine training, service support and introduction of new functionality or applications;
- Support the user-base and co-ordinate systems support staff in the transition between different versions of a system or migration to a new platform;
- Act and be acknowledged as the Subject Matter Expert (SME) for relevant systems within the team's remit;
- With respect to business continuity, and disaster recovery; monitor and assess the viability of existing arrangements and advise on viable options for improvement;
- Work with clinical directorates and Trust management to identify and document existing functional specifications and support the development of new functional requirements to support evolving service frameworks and drive service improvement;
- Lead the design, development and maintenance of system protocols and procedures;
- Ensure timely and accurate reporting of system and team performance.

COMMUNICATION/RELATIONSHIP SKILLS

- Present highly complex and potentially contentious information to multidisciplinary groups;
- Develop and maintain strong communications and relationships across all potential users, particularly across clinical directorates to ensure the engagement of stakeholders and the successful integration of new clinical information systems into day to day working practices;

- Engage key stakeholders throughout implementation of new functionality and maintain this relationship throughout the system lifecycle;
- For the applications within the team's portfolio; act as the system suppliers' first point of contact in the Trust for the purposes of support and system management and co-ordinate/oversee ongoing communication between Trust staff and system suppliers to ensure issues are promptly and successfully managed to resolution;
- Develop good working relationships with system suppliers and maintain effective communication to ensure high quality day to day support and that ongoing system developments and implementation are managed smoothly with minimal achievable disruption to service and to users;
- Communicate clearly with managed staff, system management team colleagues, wider Digital Services Division colleagues and system suppliers on the functionality and design of both front end and internal system processes and the operational/business processes into which they fit;
- Ensure system maintenance and administration documentation is obtained from system suppliers and internal procedures and protocols are documented and maintained in an effective system library along with relevant system change, issue and service logs;
- With others, communicate a range of complex and sometimes controversial or sensitive issues, relating to the managed systems, to staff of all levels within the organisation in a supportive and positive manner;
- Maintain effective channels of communication across Divisions/Clusters within the Trust.

ANALYTICAL/JUDGEMENTAL SKILLS

- Act with a 'problem solving approach' in order to identify and communicate challenges within the system in a manner that facilitates successful resolution;
- Identify and interpret complex facts and scenarios to be presented to senior management and clinical staff;
- Maintain an in-depth understanding of system processes and internal configuration and how they relate to the experience of users to ensure that the system is best configured and optimised to support users in effective and efficient use of the system.

PLANNING/ORGANISATIONAL SKILLS

- The post holder will organise their own day to day activities;
- Take a lead role, where required working with Divisional Programme and Projects colleagues, in the planning and management of system implementation and upgrades, ensuring good communication and co-ordination between internal teams and system suppliers.

PHYSICAL SKILLS

- Ability to lift and carry Information Technology (IT) equipment on occasional basis.

PATIENT/CLIENT CARE

- Patient Contact in this role is incidental.

POLICY/SERVICE DEVELOPMENT

- Substantially contribute to enabling sustained service improvement and reducing waste in the system workflow;
- On-going review of workflow process to ensure effective use of the information technology within departments and clinical directorates;
- Identify viable options for system change with the potential to improve efficiency; realise benefit and increase resilience;
- Lead quality improvement initiatives, identifying areas where processes can be improved and in conjunction with Users and the Digital Training Manager, design new

processes to be trialled evaluated and implemented.

FINANCIAL/PHYSICAL RESOURCES

- Safe use of own and others IT equipment;
- Support secure and safe operation of the incident logging system;
- Support the preparation and submission of business cases for new developments that may arise from the process of delivering the Trust's digital services;
- May have to assume responsibility for safe use of equipment used by others when investigating incidents.

HUMAN RESOURCES

- Motivate staff of all levels within the Trust to adopt new systems and procedures;
- Persuade and negotiate when implementing new ways of working when there may be a resistance to change;
- Promote continuous quality improvement to deliver maximum benefits to patients, staff and business processes;
- Line manage named staff within the Clinical Application Services Team. All staff within the team work across all applications and therefore line managed staff will be accountable to other senior staff within the team for some of their day to day work;
- Undertake staff appraisals;
- Ensure essential training is maintained for managed staff;
- Contribute to the team "Comm Cell" as key communication tool;
- Work closely with Clinical Application Services Manager and Clinical Application Analysts colleagues, to prioritise team workload and assign resources to tasks accordingly, taking account of the knowledge, skills and level of responsibility required;
- Provide system management cover for Clinical Application Services Manager and Clinical Application Analysts colleagues in their absence;
- Ensure that the Clinical Application Services Team are sufficiently skilled and empowered with respect to the managed systems within their care to ensure that there is continuous system and user support for all applications throughout normal service hours;
- Ensure that the Digital Training Team is updated with changes to applications and associated processes so that training and training materials can be maintained accordingly;
- Work with the Digital Training Manager to ensure that all staff using the systems are adequately trained and updated in a timely fashion;
- Ensure associated process and system changes across the Trust are effectively communicated.

INFORMATION RESOURCES

- Develop strategies to monitor, improve and promote input data quality;
- Work with the Information Asset Owner(s) to ensure regular audits of data;
- Ensure Trust managers and clinical directors are aware of, and fully utilise, any reporting functionality within the system to improve business intelligence and clinical informatics;
- Work with Business Intelligence, Clinical Coding and other Divisional colleagues to increase availability of information on system use, workload and system management to inform reporting cycles and service plans.
- Utilise system information effectively to monitor and report on the applications performance and support quality assurance.

RESEARCH AND DEVELOPMENT

- Undertake requirements analyses, carry out research, gather, collate and present findings which accurately reflect the needs of stakeholders.

FREEDOM TO ACT

- This role reports to a Line Manager, but may be involved in projects and therefore require reporting to Project/Service Managers;
- Manage own time effectively to prioritise competing demands, generally working with minimal supervision;
- Own assigned tasks to successful completion;
- May be required to undertake other appropriate duties as required by Line Management;
- React rapidly, calmly, professionally and effectively to unexpected issues;
- Dealing effectively with uncertain and complex situations and optimising opportunities, but understanding the need to seek clarity when unsure.

OTHER RESPONSIBILITIES

To take part in 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 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.

There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota.

APPLICABLE TO MANAGERS ONLY

- Be the Subject Matter Expert for all aspects of digital services delivery for the Trust;
- All managers hold the responsibility of the health and safety and wellbeing of their staff.

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 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, 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 call: 01392 207462.

POST	Clinical Application Analyst
BAND	6

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING <ul style="list-style-type: none"> Educated to Degree level or equivalent professional experience, skills and training in a relevant discipline Evidence of continuous professional development to post-graduate Diploma level IT Service Delivery Methodology 	X X	 X
KNOWLEDGE/SKILLS <ul style="list-style-type: none"> Knowledge of clinical systems used in Healthcare and detailed understanding of system administration Knowledge of clinical practice within a hospital environment Knowledge of Outpatient and/or Inpatient (acute hospital) clerical procedures Change management skills and demonstrable experience of bringing order to complex situations and maintaining focus on key objectives Management skills to co-ordinate and direct personnel from different disciplines and with differing viewpoints and achieve pragmatic consensus Ability to produce and deliver, or receive and process, detailed 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 	X X X X X X	 X X X
EXPERIENCE <ul style="list-style-type: none"> Working with staff at all levels across a multidisciplinary Healthcare oriented team Demonstrable experience of working in multiple specialty settings, with evidence of understanding and supporting their workflows At least 3 years' experience of supporting users of patient-based systems and/or maintaining such systems in a system analysis, system testing or system training capacity Experience of managing system upgrades Experience of testing system changes and upgrades 	X X X X X	
PERSONAL ATTRIBUTES <ul style="list-style-type: none"> Effective team player Proven team leadership ability Able to work on own initiative and manage a challenging workload Able to work to deadlines Consistent, reliable attendance Outstanding communication skills both written and verbal Proven ability to interact effectively with staff at all levels, both clinical and non-clinical Credible, convincing and trust-inspiring manner Enthusiastic, responsive to new demands, willing to learn 	X X X X X X X X X	

<ul style="list-style-type: none"> new skills and welcome change • Possess a good sense of humour and enjoy working with multi-disciplinary groups • Able to deal effectively with unexpected situations, take advantage of opportunities and overcome problems • Ability to interpret national guidelines, advising colleagues accordingly, and planning change management strategies to ensure system/organisational compliance • Able to motivate and manage system support staff 	<ul style="list-style-type: none"> X X X X 	
OTHER REQUIRMENTS <ul style="list-style-type: none"> • Demonstrates ambition and clear personal career planning • Flexible to the requirements of the role • There will be a requirement to work evenings and weekends to meet deadlines and to participate in a 24/7 and/or on call rota • Requirement to travel to other sites as required • Car Driver 	<ul style="list-style-type: none"> X X X X X 	

		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
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	Y	X			
Food handling	N				
Night working	Y	X			
Electrical work	N				
Physical Effort	Y	X			
Mental Effort	Y				X
Emotional Effort	Y		X		
Working in isolation	Y	X			
Challenging behaviour	Y	X			

COMPETENCY REQUIREMENTS

To be completed for all new positions

Please tick which of these essential learning s is applicable to this role

(NB those that are mandatory for all staff with no variation on frequency are pre-populated with a tick)

Safeguarding Children	Group 1	<input type="checkbox"/>	Blood Transfusion	BDS18 collection	<input type="checkbox"/>	Consent Training	<input type="checkbox"/>
	Group 2	<input type="checkbox"/>		BDS 19 & 20 Preparing & Administering	<input type="checkbox"/>	VTE Training	<input type="checkbox"/>
	Group 3	<input type="checkbox"/>		BDS 17 Receipting	<input type="checkbox"/>	Record management and the nhs code of practice	<input type="checkbox"/>
	Group 4	<input type="checkbox"/>		Obtaining a blood sample for transfusion	<input type="checkbox"/>	The importance of good clinical record keeping	<input type="checkbox"/>
	Group 5	<input type="checkbox"/>		Annual Update	<input type="checkbox"/>	Antimicrobial Prudent Prescribing	<input type="checkbox"/>
	Group 6	<input type="checkbox"/>				Control & Restraint Annual	<input type="checkbox"/>
Not mapped this one		<input type="checkbox"/>	Safeguarding Adults Awareness	Clinical Staff	<input type="checkbox"/>	Mental Capacity/DOL's	<input type="checkbox"/>
	Group 8	<input type="checkbox"/>		Non Clinical Staff	<input type="checkbox"/>		
Manual Handling – Two Year		<input checked="" type="checkbox"/>	Falls, slips, trips & falls	Patients	<input type="checkbox"/>		
Equality & Diversity – One-Off requirement		<input checked="" type="checkbox"/>		Staff/Others	<input type="checkbox"/>		
Fire	Annual	<input checked="" type="checkbox"/>	Investigations of incidents, complaints and claims		<input type="checkbox"/>		
	Two Yearly	<input type="checkbox"/>	Conflict Resolution – 3 yearly		<input type="checkbox"/>		
Infection Control/Hand Hygiene	Annual requirement	<input type="checkbox"/>	Waterlow		<input type="checkbox"/>		
	One-Off requirement	<input type="checkbox"/>	PUCLAS		<input type="checkbox"/>		
Information Governance		<input checked="" type="checkbox"/>	Clinical Waste Management	Application principles for clinical staff	<input type="checkbox"/>		
Harassment & Bullying (Self Declaration – One off requirement)		<input checked="" type="checkbox"/>		Application principles for housekeeping	<input type="checkbox"/>		
				Application principles for portering and waste	<input type="checkbox"/>		

