



JOB DESCRIPTION

1. Job Details	
Job Title:	Health Informatics Clinical Lead (East/West)
Pay Band:	Band 5
Reports to (Title):	Health Informatics Clinical Manager
Accountable to (Title):	Head of Health Informatics and Records
Responsible for (Title/s):	Health Informatics Analyst – Cardiac Arrest
Location/ Site/ Base:	Nexus House, Crawley (West) or Paddock Wood MRC (East)
2. Job Purpose	
<p>The purpose is to ensure that clinical care is safe and of high quality through local and national clinical auditing, dissemination of results and associated improvement activities. This is a new role giving the successful applicants an opportunity to shape the role and work together.</p> <p>The post holder will work as part of a team and with support from the Health Informatics Clinical Manager, is responsible for the development/completion of local and national clinical audits. This involves working with audit requesters to scope audit standards, analyse audit data, write clinical audit reports, disseminate results, and implement appropriate improvement actions.</p> <p>The role will be outward facing; you will form relationships with operational and improvement colleagues to promote clinical audit across the Trust. The postholder will be a subject matter expert for clinical audit and as such, will provide support to Operating Unit (OU) managers, being their first point of contact for audit enquiries, providing data and supporting local audits.</p> <p>You will be positively delivering developmental feedback with an emphasis on improvement to individual clinicians, whilst also providing strategic level data to operational managers.</p>	

A large part of the workload will be routine audit activity; however, they will also support in the development and delivery of the Annual Clinical Audit Programme and associated reports.

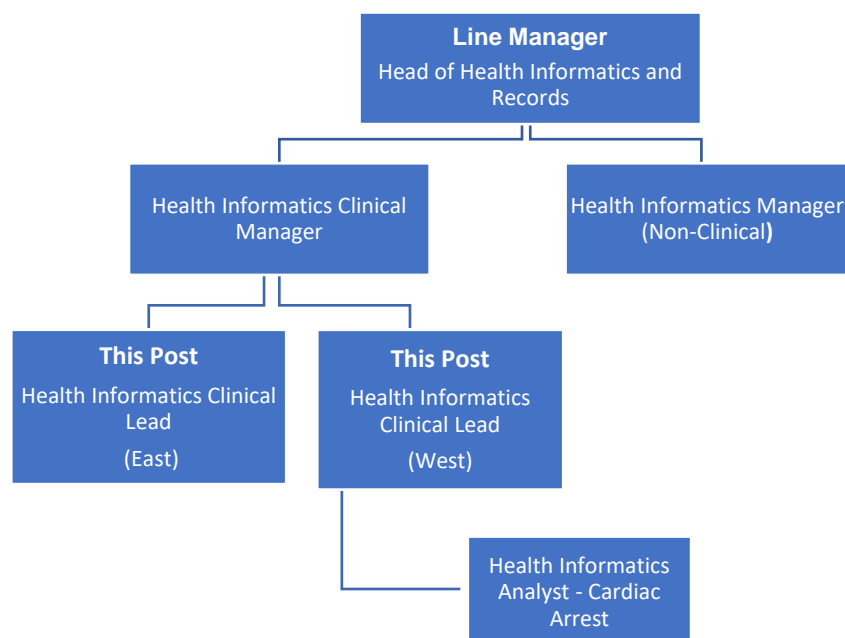
The role includes line management of a Health Informatics Analyst – Cardiac Arrest.

3. Role of Department

The Health Informatics Department is responsible for the management and audit of paper and electronic clinical records. This includes safe scanning, indexing and storage of all paper clinical records created by the Trust; managing the internal data flow and data validation processes for electronic and paper records; engaging with a variety of stakeholders to provide key information relating to health records including the retrospective audit on records to ensure accuracy.

The department is also responsible for the collection, analysis, clinical audit and reporting of data from clinical records and the use of this data to produce reports that drive improvements in the quality of care provided by the Trust. We share the knowledge and skills required for clinical audit and service improvement with colleagues across the Trust.

4. Organisation Chart



5. Duties & Responsibilities

General

The post-holder will have an allocation of OUs, for which they will be the first point of contact for all clinical audit and health informatics activities.

The role requires a combination of clinical auditing and working in partnership with OU management teams, therefore developing strong working relationships with frontline clinical staff, managerial, operational, senior operational colleagues and other area specialists in the Trust is key.

As a departmental clinical lead, act as a central resource for specific guidance/issues pertaining to clinical audit; to risk assess escalated incidents and support staff who have audited incidents that contain highly complex, emotional or distressing clinical content.

Develop the role and understanding of clinical audit within the Trust, in collaboration with the Health Informatics Manager and departmental colleagues to create a culture where audit is viewed positively, as a development opportunity to ensure that patients get the best possible care and where clinical excellence can flourish through feedback.

Deputise for the Health Informatics Manager(s) as required and appropriate to the role.

Assist the Health Informatics Managers and the Head of Health Informatics and Records to effectively manage the Clinical Audit and Quality Sub Group as required.

Act as a clinical audit subject matter expert as part of incident investigation and capability management processes as/if required.

Attend and represent clinical audit in various internal meetings across the Trust.

Travel will be required across Trust premises, sometimes at short notice.

The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust.

Line Management

Line management of the Health Informatics Analyst – Cardiac Arrest.

Support clinicians on an alternative duties secondment in the department.

Support the wider departmental team to develop/produce local and national clinical audits; ensure smooth processing and accuracy of paper and electronic

clinical records; perform against departmental KPIs and provide managerial cover for each other as appropriate to role.

Engage regularly with direct reports through 1:1s, face to face meetings and the Trusts appraisal process to ensure staff members have adequate opportunity to provide and receive feedback on their progression.

Support the team in working within the Trust's Information Governance policies in relation to sharing patient information. Ensure patient confidentiality and data security is maintained at all times in accordance with Trust policies and procedures and managing reported adverse events in accordance with the Trusts Incident Reporting Policy.

Manage direct reports in accordance with Trust HR policies and procedure, this includes, but is not limited to, individual sickness and capability/disciplinary review and carrying out investigations relating to their level of authority.

Expected to analyse the effectiveness of policies and procedures, based on their findings from clinical audit. For example, if there is a trend across multiple drug safety audits, they would be expected to escalate the risks to Medicines Governance and work with them to improve compliance or contribute to changes in the drug administration policies.

Training

Deliver and develop clinical audit training as required.

Escalate local performance issues to OU leadership teams, provide feedback at individual level on audit results (if required), and working with OU leadership teams to support improvements with under-performers.

Lead on audit levelling programmes to ensure audit is applied with fairness and consistency throughout the organisation, challenging and escalating poor practice.

Train and support new starters to the team to ensure that they are enabled to become competent in their role.

Participate in all related training to maintain and develop skill levels and professionalism. Including any prescribed residential or non-residential courses for both operational necessity and career development.

Clinical Audits and Service Improvement

Undertake all aspects of the clinical audit cycle as part of a team of analysts and clinicians, supported by the Health Informatics Manager(s), to ensure delivery and prioritisation of the Annual Clinical Audit Programme.

Produce clinical audit reports from start to finish against agreed timescales and to a high standard, including audit scoping, standard setting, data attainment from patient clinical records, entry, analysis, data presentation, report writing, setting recommendations, actions and reaudit.

Escalate to the Health Informatics Manager(s) any risks'/poor clinical practice found during routine auditing.

Respond to requests for clinical audit data in accordance with Trust policy, being an expert on the data that is available, and providing appropriate data in-line with Trust Information Governance policies.

Support the Health Informatics Support Workers to be able to audit non-clinical standards when required.

Support the Health Informatics Analyst(s) to develop and maintain clinical registries as required.

Audit records that require clinical knowledge (such as indications for drug administrations or the clinical rationale for the non-conveyance of a patient) to agreed standards.

Ensure a cycle of timely reaudit (through the action tracker) to identify change in compliance, highlighting areas of persistent low compliance and identifying improvement activities that have resulted in positive change.

To work to the timelines and prioritisation set out in the Clinical Audit Annual Plan.

National Audits

Support the Trusts engagement with the national clinical audit programme, including attaining and submitting the data to NHS England and other national and local submission authorities within mandated deadlines, including as examples the Trusts Integrated Quality Report, OU dashboards, research/HQUIP organisations (Myocardial Ischaemia National Audit Project/Sentinel Stroke National Audit Programme), escalating early any anticipated delays and performance concerns.

Quality assure the national audit data prior to submission – undertaking clinical reviews on escalated, marginal or high-risk incidents and escalating any actions required.

Have a clear understanding of the national clinical audit standards and local application of Ambulance Quality Indicators including national and local exceptions. Supporting the development of any local exceptions as required via the Clinical Audit and Quality Sub-Group.

Support the Health Informatics Manager(s) to implement any new national audits, developing audit platforms, scoping standards and providing feedback.

Service Improvement

Will be an action owner of local audit actions. This will involve risk rating audit compliance and devising (in partnership with other departments) audit actions that are proportionate to the risk and using the SMART framework for recommendations.

Ensure clinical audit actions are placed on the action tracker and be accountable for delivery, including liaising with other departments to ensure effective implementation within agreed timescales and to support other action owners to implement improvement activities.

Responsible for sharing clinical audit activity, reports, actions and best practice improvements across the operating units.

Reporting

Present completed clinical audits and associated reports to the relevant governance sub-group(s).

Health and Safety

Ensure requirements of the health and safety at work act are observed within the department and that staff carry out their individual responsibilities under that act. Ensures staff follow correct Infection Prevention and Control procedures for workstations during the course of shifts to maintain a healthy working environment.

Individual risk relating to workspace usage will be mitigated through undertaking workstation assessments for all direct reports annually or as a result of an identified issue.

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care**,

Compassion, Competence, Communication, Courage and

commitment. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance NHS Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate Governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.
Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which

could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

Date Reviewed:	February 2024	
Reviewed By:	Manager:	Signature:
	Post holder:	Signature:

PERSON SPECIFICATION

Factors	Essential	Desirable	Assessment
	<i>The essential criteria are those which the role cannot operate without.</i>		<ul style="list-style-type: none"> • Application Form (App) • Interview (I) • Assessment (Ass)
Qualifications/ Training What should the candidate have already attained?	A Minimum of three GCSE's or 'O' Level qualification, Grade C and above or the equivalent qualification including GNVQ, NVQ level 2 or equivalent experience. Successful completion of a recognised ambulance/ health care training programme such as AAP, ECSW, Ambulance Technician, registered nurse or Paramedic registration.	Clinical Audit/ service improvement training Evidence of continuing professional development.	Application
Knowledge What particular knowledge should the candidate already have?	Detailed working knowledge of the ambulance operational environment. In depth knowledge of electronic and paper patient care records.	Technical knowledge of Microsoft Excel, GRS, data presentation and admin systems.	Application and Interview
Experience What previous type of experience should the candidate have?	Excellent understanding of the ambulance service environment through relevant experience in a patient-facing role.	Experience in making effective decisions in a high pressured environment.	Application and Interview

Skills What particular skills should the candidate already have?	<p>Ability to present information logically and concisely both verbally and in writing, including the ability to write reports with clarity to ensure that complex messages are put across effectively.</p> <p>Ability to work within a new and developing role and take on new responsibilities, where there are opportunities for development and progression, which may be challenging due to uncertainties.</p> <p>Good presentation skills and the ability to convey complex information and concepts in a way which is understandable to all.</p> <p>Excellent communication skills; strong verbal communication when conveying the results of audits and associated improvements through data presentation and easy-to-understand written communication.</p> <p>Highly competent in the assessment and audit of patient care records and presentation of quantitative and qualitative information.</p> <p>Competent in the use of Trust information systems in order to retrieve and document complex information.</p>	<p>Ability to multitask and prioritise workloads using a systematic approach.</p> <p>Organised, innovative, supportive and good communicator.</p>	Application and Interview
Personal Qualities	<p>Able to maintain frequent and prolonged periods of concentration and attention to detail.</p> <p>Positive approach to work and continuous improvement of processes.</p>		Application and Interview
Other	<p>Ability to travel between sites for work purposes.</p> <p>Able to undertake further training/development as necessary.</p> <p>A commitment to quality & personal excellence in all areas of work.</p> <p>Ability to adapt and diversify during the working day</p>	<p>Ability to use reflective practice and participate in peer review.</p>	Application and Interview

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	February 2024
Reviewed By:	Nicola Brooks, Associate Director, Quality & Compliance, Medical

