JOB DESCRIPTION

Job Title:	Chief Nursing Information Officer
AfC Band:	9
Directorate/Service:	Chief Nursing Officer Directorate
Accountable To:	Chief Nursing Officer
Responsible To:	Chief Nursing Officer
Base Location:	NCA Wide
On-Call Requirement:	No
AfC Job Code:	Add Job Code

Values
Three values are at the heart of our organisation: **Care**, **Appreciate** and **Inspire**. Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart

Chief Nursing Officer

- Chief AHP, Professional Standards and Training
- Director of Nursing for IPC
- Deputy Chief Nurse and Director of Quality
- Director of Nursing for Innovation and Continuous Improvement
- Chief Nursing Information Officer
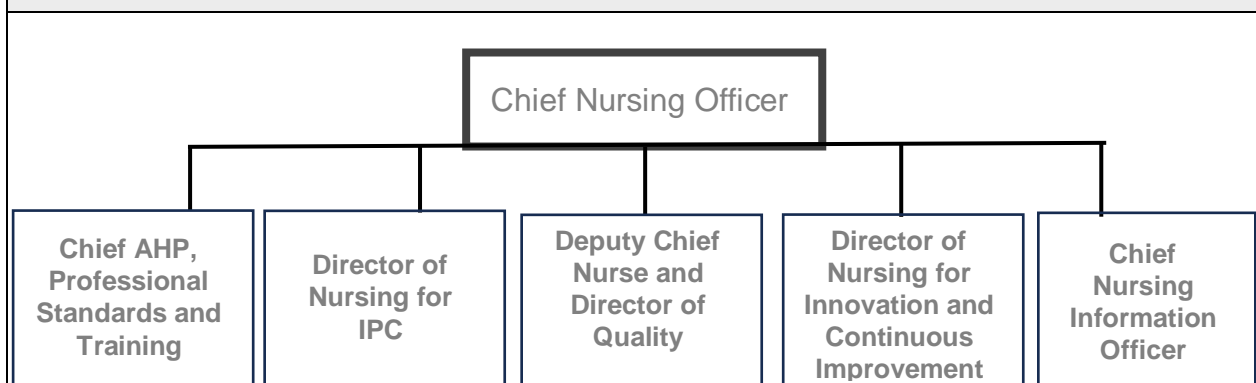
Job Summary

The Chief Nursing Information Officer (CNIO) works with the NCA Chief Clinical Information Officer (CCIO) and the multidisciplinary structure to ensure Nursing and Allied Health Professional (AHP) services are represented.

The CNIO is responsible for providing strategic, and operational leadership aligned to subject matter expertise to support delivery of the NCA Digital Strategy, major digital programmes of work, and long term clinical/digital governance. This role helps to co-ordinate, facilitate, evaluate, deliver, and improve service change enabled by digital health opportunities.

These responsibilities are supported by the digital senior and extended leadership times and framed in the NCA principles of user centred design.

Direct line management is provided by NCA Chief Nurse to ensure that development and delivery aligns with professional needs in support of the NCA Strategic Objectives.

The CNIO will support existing 'Digital Nurses' within the NCA and will be expected to promote digital skills and literacy within nursing and AHP teams to contribute to the development of digital health / clinical informatics within our workforce.

Key Role and Responsibilities

This role will be the most senior voice of the nursing profession within the NCA Digital Structures, providing visible leadership at all our sites. The CNIO will provide a bridge between senior nursing leadership, front line staff and digital colleagues to ensure that all voices are heard and represented to enable the greatest benefit for patients and staff from digital change.

The CNIO will work in partnership with the CCIO and the CNIO team, the digital team and the informatics team. As part of the CNIO team, it is anticipated that the CNIO fulfils the accountabilities of one of the CNIO team (accounting for one working day per week).

Leadership / Management

- Provides NCA-wide level leadership of the ongoing digital agenda within the Corporate Nursing team and vice versa.

- Supports the delivery of change and care through visible clinical leadership, working in partnership with divisions, wards, and department managers.
- Ensures that there are local systems and processes in place that support the delivery of kind, compassionate and respectful care.
- Deputises as requested at the Corporate Nursing, Digital and other Strategic meetings.
- Monitor clinical incidents related to digital solutions, ensuring learning and appropriate action is disseminated to all levels of the organisation.
- Works with the appropriate teams to identify clinical incident trends in DATIX to identify themes and proactive issues to change practice.
- Works with Nursing, Midwifery, Allied Health, and Clinical professions to improve the digital literacy of the NCA.
- Ensures that project and change management plans are credible robustly aligned to professional and operational requirements in conjunction with the Corporate Nursing and Divisional Directors.
- Takes a transformational approach, facilitates, and coordinates a state of readiness within the Nursing Midwifery and AHP teams to prepare them for EPR and other digital implementations.
- Ensures decisions affecting Nursing, Midwifery and Allied Health practice are approved through agreed governance arrangements and ensures the wider leadership teams understand changes being made.
- Acts, as required, to represent the NCA at a regional and national level.
- To act as a voice of dissent when appropriate, to ensure constructive challenge is placed around digital health decisions to prevent group think

Communications and Relationships

Provide / identify senior professional and expert clinical advice and guidance to support digital change within the NCA.

- Support effective design and delivery of NCA Digital Communications to engage nursing and AHP groups.
- Be a visible and credible key leader for clinical / digital cross professionally and more specifically within nursing, midwifery, and allied health professionals.
- Engage with key stakeholders to ensure patient and clinical involvement in the planning, development, delivery and evaluation of systems and services.
- Ensure collaboration across clinical and digital teams and lead on the championing of patient and staff co-designed implementations, recruiting and deploying digital champions to contribute and enhance our digital work streams.
- Promote innovation and champion the development of a clinically appropriate information culture across the NCA.
- Alongside CCIO, CxIO and other digital colleagues, ensure critical analysis, clinical governance and collective leadership underpin digital work streams.
- Work with senior colleagues and Learning and Development to improve the digital literacy & maturity of Nursing, Midwifery, and Allied Health Professions.

- Help to grow, support, and develop a digital clinical team and expertise within nursing and AHPs.
- Collaborate with Clinical Safety teams to support the collective delivery of hazard assessment and mitigation.
- Collaborate with the wider Nursing, Midwifery and Allied Health community developing partnerships with external organisations and others to contribute to and learn from.
- Represent the NCA in discussions with commercial, healthcare, and academic partners.

Analytical and Judgmental Skills

- Support design, specification, development, delivery, and procurement decisions of existing and new NCA Clinical Digital systems. Contribute to requirement gathering, product evaluation and business case development.
- Set and monitor standards based on local and national audit and current evidence ensuring the implementation of best practice within digital tools.
- Help to development methodologies to measure and evaluate the outcome of clinical system implementations including assessment of benefit cases.
- Evaluate changes to local and national policies and practices and their impact to the digital agenda for Nursing, Midwifery and Allied Health professions.
- The analytical and judgmental skills necessary to process, assess and make decisions on highly complex matters, with conflicting information and a comparison of a range of options. This will include analysing financial, HR, activity, performance, local and national policy to support strategic development.

Planning and Organisational Skills

- Balance multiple conflicting requests – efficient prioritisation
- Develop and review papers in a timely manner.
- Build local staff networks to promote digital and digital change within the NCA.
- Contribute to the delivery and development of NCA Digital and Clinical/Digital governance processes.

Physical Skills

- Participate in the trust on Senior Manager On-Call rota to ensure practice remains up to date from an operational perspective.
- Requires using a VDU for long periods during the working day.
- Combination of sitting, standing, and walking.
- Frequent requirement for concentration e.g., answering queries; work pattern is unpredictable.
- Frequent requirement for concentration with occasional prolonged concentration.

- Some flexible working required in the delivery of clinical IT systems e.g., project go-lives.
- Accuracy required when inputting data.
- Exposure to emotional circumstances is rare but the individual will be exposed to serious adverse incidents and work on preventing them.

Responsibility for Patient Care

- Be responsible for the clinical safety of systems and processes in the design, implementation, and use of digital to deliver improvements in quality and patient safety.
- Ensure hazards, risks and issues are identified, mitigated against, and remove barriers to ensure safe and effective digital systems and transformation opportunities across nursing, midwifery, and allied health.
- Apply principles of Clinical Safety and contribute to the efficient running of this NCA group.
- Consider the impact of digital system change on patients/clients. Carers, relatives and /or colleagues
- Ensure that patient experience and, where available. Patient reported outcome measures drives the direction of the trusts nursing. Midwifery and AHP elements of the Digital transformation strategy

Responsibility for Policy/Service Development

- Support alignment of NCA Policies as Processes as appropriate based on digital platforms and developments
- Use the development of digital and clinical safety to drive forward improvement and transformation of clinical processes, pathways, and policies; aligning and standardising these to ensure work is carried out in line with the current and best available evidence-based practices.
- Lead the digital agenda as it applies to Nursing, Midwifery, and Allied Health practice.
- Ensure clinical engagement is front and centre during digital implementations / transformations.
- Ensure that digital lifecycle is multi-disciplinary with significant and sufficient end-user engagement.
- Understand and support the development of the operational and strategic vision for the nursing, midwifery, and allied health in relation to digital in partnership with senior colleagues across the NCA.
- Chairs, vice chairs all appropriate clinical digital forums as deemed necessary to ensure systems development reflects current nursing, midwifery and allied health practice and is responsive to the needs of frontline staff.

- To develop and approve alongside the CCIO, operational ownership of business change and benefits realisation related to digital.
- Contribute to the development and implementation of the clinical and digital strategies by supporting the NCA Change Agency / Extended Leadership team in a user centred manner.

Responsibilities for Financial and Physical Resources

- Identify financial requirements, pay and non-pay requirements and associated benefits for the projects or programmes of work you are leading, ensuring all changes are reported to the appropriate bodies in a timely fashion to mitigate risks.
- When required, make decisions and judgments relating to human resource management or financial issues, which can be highly sensitive, contentious, and complex.

Human resources

- Facilitate the identification of training and education needs of medical, nursing, allied health professionals and other relevant staff in relation to digital informatics.
- Development of roles and responsibilities, job plans and appropriate banding and ensure fairness, equity, and standardisation across the work streams.
- Provide leadership and direction for digital nursing and allied health with a primary focus on nursing practice including research in support of person/patient centred care.
- Supports the nursing, midwifery, and allied health workforce to develop new ways of working and is active in efforts unblock resistance utilising a range of strategies.

Information resources

- Support the development and approach to digital training and ensure there is a process for validation and sign-off training courses with operational managers and trainers to ensure courses are fit for purpose. Advise on course content.
- Establish mechanisms are in place for the NCA to train and maintain knowledge of its staff as required in the operation of digital clinical systems in a safe and effective manner.
- Review hardware requirements and advise on requirement.

- Advise the Business Information team, and other corporate areas on clinical and Nursing aspects of information requirements.

Research and Innovation
- Understand emerging trends and promotes innovation in nursing, midwifery and allied health through new technology.
- Support the Nurse led research agenda within the NCA R&I Division

Freedom to Act

- The post holder is guided by precedent; works within the constraints of terms and conditions of service, policies and procedures. Priorities are set but post holder manages own workload and works independently.
- Accountable for own actions and adhere to Trust protocols and policies.
- Self-directed and works independently.
- Responsibility for establishing and interpreting policy.
- Contribute to the development of policy and strategy.
- Leads on specific policy development as required and its implementation.

Partnership Working

The requirement to interact with others in order to achieve the objectives or purpose of the post. This will range from co-operating with other team members to multi agency working. Clinicians and managers responsibilities regarding SHIFT will be incorporated here.

Equality and Diversity

- To recognise and promote the importance of people's rights and interpret them in a way that is consistent with trust procedures, policies, and legislation.
- Acts in a way that acknowledges and recognises people's expressed beliefs preferences and choices (e.g., how people like to be addressed and spoken to)
- Respects people's diversity and values them as individuals.
- To challenge behaviour that undermines the rights of others.
- To identify and act where necessary to address discrimination.
- Enables others to promote equality and diversity and a non-discriminatory culture.

Making Every Contact Count
- Front line staff are in an ideal position to offer support and advice on how to improve health and wellbeing.

- Staff should use their interactions with the public to give them additional advice on health and wellbeing.
- Staff will be given training and support to help them to signpost people to other services which may improve their health and wellbeing.

Health & Safety

All employees of the Trust have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Trust to meet its own legal duties and to report any circumstances that may compromise the health, safety, and welfare of those affected by the Trust undertakings.

All people (including consultants) who manage others.

You are accountable for the effective deployment of activities that ensure that your department/ward/clinical team is reducing hospital acquired infection. You will ensure that you and your staff comply with the Trust's policies on infection, prevention and control. You will ensure that you and your staff receive the training required to maintain competence to execute the Trusts policies on infection, prevention and control. You have a responsibility to bring deficiencies in the deployment of such policies to the attention of your line manager.

General Staff (including junior doctors/volunteers/contractors/honorary contract holder/locums/agency bank

You have a personal responsibility to support your department/ward/clinic in reducing hospital acquired infection. You must comply with the Trust's policies on infection, prevention and control and maintain your competency to effectively discharge your responsibilities. You must bring deficiencies to the attention of your manager.

Safeguarding.

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. You will be expected to fulfill your mandatory safeguarding training at the level applicable to this role.

Electronic Patient Record

Salford Royal uses an Electronic Patient Record (EPR). All Clinicians must use EPR as the primary patient record. It supports delivery of Safe, Clean and Personal patient care.

Paper is used only for clinical record components (e.g., fluid charts) that do not at present have an EPR replacement.

Most of the clinical documentation is entered directly on the EPR including health issues, case histories and continuation notes, condition specific structured records and risk assessments. EPR also provides systems for prescribing, requesting most tests and some services, and for viewing results, a local integrated record and correspondence.

Access to this comprehensive EPR is via a unique login and password. All Clinicians working at Salford Royal must receive EPR training.

This electronic record is being rolled out to Bury, Rochdale and Oldham and you will support this implementation.

Code of Conduct

Professional staff that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Staff who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and polices are all time.

PERSON SPECIFICATION

Job Title:	Chief Nursing Informatics Officer
AfC Band:	9

	Essential	Desirable
Knowledge	• Current active registration with the Nursing and Midwifery Council • Masters Degree in healthrelated subject. • Management qualification. Post registration qualification. • Digital Clinical Safety Officer training or demonstrable equivalent • Project management qualification (e.g. PRINCE2) • Informatics/Information Management/Digital Leadership qualification/certification	• Current active registration with the Nursing and Midwifery Council • Masters Degree in healthrelated subject. • Management qualification. Post registration qualification. • Digital Clinical Safety Officer training or demonstrable equivalent • Project management qualification (e.g. PRINCE2) • Informatics/Information Management/Digital Leadership qualification /certification
Experience	• Experience of managing across a range of care settings • Extensive experience in managing and delivering change successfully. • Significant experience and understanding of the value that digital technology and information brings to improving quality of care, outcomes and efficiency. • Demonstrates breadth and depth of understanding of	• Experience in leading the implementation of electronic health records • Experience of working with Epic • Experience in developing clinical teams. • Experience of championing diversity and inclusion and promoting actions to make improvements • An ability to apply clinical and technical *understanding and knowledge to day to day*

	current NHS landscape and policy and ability to interpret and implement in clinical practice. • Experience of ensuring that patients, staff and the public are engaged as an integral part of transformation programmes and that safety and experience are considered at every stage. • Experience in management position at directorate level and above. • Experience in developing clinical teams. • Experience of championing diversity and inclusion and promoting actions to make improvements • An ability to apply clinical and technical understanding and knowledge to day to day clinical and operational practice • Experience of creating diverse and inclusive teams that are motivated and inspired to work together to achieve a common objective • Evidence of securing funding to support organisational initiatives. • Experience working with national programmes	*clinical and operational practice* • Experience of creating diverse and inclusive teams that are motivated and inspired to work together to achieve a common objective • Evidence of securing funding to support organisational initiatives. • Experience working with national programmes
Knowledge, Training & Experience	• Highly developed people management skills with experience of all areas of staff management e.g. disciplinary, performance • Excellent communication skills including the ability to articulate NMAHP issues to technical colleagues and	• X • X • X

	conversely technical aspects to non-technical colleagues. • Evidence of influence and negotiating skills • Highly developed programme and project management skills • Evidence of successful change management skills • Evidence of managing conflict and deploying successful conflict resolution strategies. • Ability to work with different disciplines across the health, education and social care settings. • Evidence of IT skills	
Aptitude/leadership	• Passionate about patients and delivering high quality patient care with compassion • Passionate about leading the profession • Passionate about people • Courageous • Demonstrates high degree of autonomy and complex decision making. • Able to work unsupervised and manage deadlines. • Ability to work under pressure. • Ability to manage different work streams simultaneously • Works across boundaries, looks for collective success, listens, involves, respects and learns from the contribution of others • Evidence of transformational change management. • Ability to role model values and standards of the organisation to lead the profession. • Self-awareness: emotional intelligence, biases and	

	personal triggers with cultural sensitivity and awareness • Ability to deliver complex presentations to a multiprofessional audience.	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will…)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

CARE APPRECIATE INSPIRE
Be the difference.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this

commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.

Health and Safety

Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.

Confidentiality and Data Protection

Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.

Equality and Diversity

All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.

Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:
- eliminating discrimination, harassment and victimisation
- advancing equality of opportunity between people who share a protected characteristic and those who don't
- fostering good relations between people who share a relevant protected characteristic and those who don't
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This job description is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.