NHS
Royal Cornwall Hospitals
NHS Trust

JOB DESCRIPTION

1.   JOB DETAILS

Job Title: Clinical & Business System Support Officer

Band: Band 4

Directorate: Cornwall IT Services

Location: Royal Cornwall Hospital Treliske but may be required to travel to other sites

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2.   JOB PURPOSE

During the eCare Electronic Patient Record project the workload will need to focus on supporting the project and getting ready for Go-Live.   The team will need to be full time members of the Workstream developing the processes and supporting system design for an agreed area of scope.   The team will be Workstream Configuration Analysts and contribute to the data collection worksheets and testing.

The Workstream Analysts will:
- Have an understanding of the project and associated timelines
- Review of Oracle Health's Model System configuration and any required localisation (detail of which is to be entered into the Oracle Health design documentation) taking direction from the Workstream Lead.
- To collect the necessary "content" for the configuration of the system from the identified Subject Matter Experts within the Organisation
- To identify and escalate risks, issues and process gaps to the programme management team
- To complete with Oracle Health the relevant deliverables eg DCWs as appropriate
- To attend events and workflow testing as agreed
- During cutover this role can be utilised as a Super User and post go-live they would form part of the Sustainment Support team
- Assist with testing during test cycles – managed by the Test Manager
- Once the appropriate training has been taken, they will be responsible for "Business as Usual"(BAU)

The post holder will deliver system support to many operational Clinical or Business software systems currently used within the NHS.

In addition the post holder will:

- Provide 1st and 2nd line support to users on Clinical & Business systems including fault diagnosis and resolution, answering queries or requests, and guiding users.

- Ensure all logged calls are resolved within their SLA and to escalate any necessary calls to a senior team member for assistance

- Provide effective call management and prioritise their own workload to ensure critical areas are responded to in a timely manner. In addition to monitor the system workload and coordinate this with fellow team members to ensure deadlines are met.

- Liaise with any third party supplier support teams and progress issues to ensure all calls are attended to within their SLA/contract

- Ensure all system accounts are set up and amended in a timely manner in order that front line patient service provision is not affected

- Present guidance on software access and correct use to new medical staff by a presentation to a group at their Induction days or via the telephone

- Provide occasional training on Clinical & Business systems in addition to those courses provided by Education & Training Department, usually on a one to one ad hoc basis

- Provide consultancy support on Clinical & Business applications and assisting users to improve their processes in combination with software use

- Attend meetings and User Groups regarding Clinical & Business software within Cornwall Health Community and to occasionally represent the department with external Consortiums.

- Ensure that system security is maintained at all times and in accordance with the Trust policies and procedures escalating any issues to the Coordinator and Team Leader.

- Identify areas of poor data entry and inform users of the correct procedures

- Undertake activities required to ensure Patient Identifiable information is accurate and true including the correction of data entry

- Produce procedures and protocols on software applications regarding system support and administration in order to maintain standards

- Monitor and maintain the software systems to ensure they run at their optimum level and any system down time is minimised

- Maintain an extensive working knowledge of the software systems and the ways they are applied in the NHS workplace

- Participate in an in-depth training programme to extend their knowledge of Clinical and Business software the team supports

- Develop, design and create reports for the Trusts in accordance with National and local reporting needs.

- Mentor fellow team members including identifying and providing support, guidance and training on system areas in order to maintain skills mixing within the team

- Liaise with the Team Leader and Coordinator on any critical problems and issues as necessary however be competent to deal with the majority of fault resolutions

- Ability to deputise in the absence of the Team Leader and give appropriate advice in order to support others in the team

- Provide front line Support Centre service in busy periods and for cover

- Act as a link person for Clinical & Business system projects essentially to offer advice on the 'best practice' use of the software together with any necessary administration as the project moves into the live environment. Your experience of system support and projects will be a key factor in this.

- Implementation of new and existing system's projects into the live status including communication to all relevant parties, testing, planning, coordinating and carrying out any necessary software administration and quality analysis work together with assisting with developing the software to the customer needs.

- Currently we provide 2nd line Out of Hours on-call support for critical patient system issues and this post will be expected to be part of this service. With the implementation of the new Electronic Patient Record system it will be necessary for this post holder to work as part of an on-call rota and participate in flexible working hours in order to provide extended or out of hours support to Cornwall Health Community.

- In addition the post holder will carry out any other duties as agreed by the Team Leader.
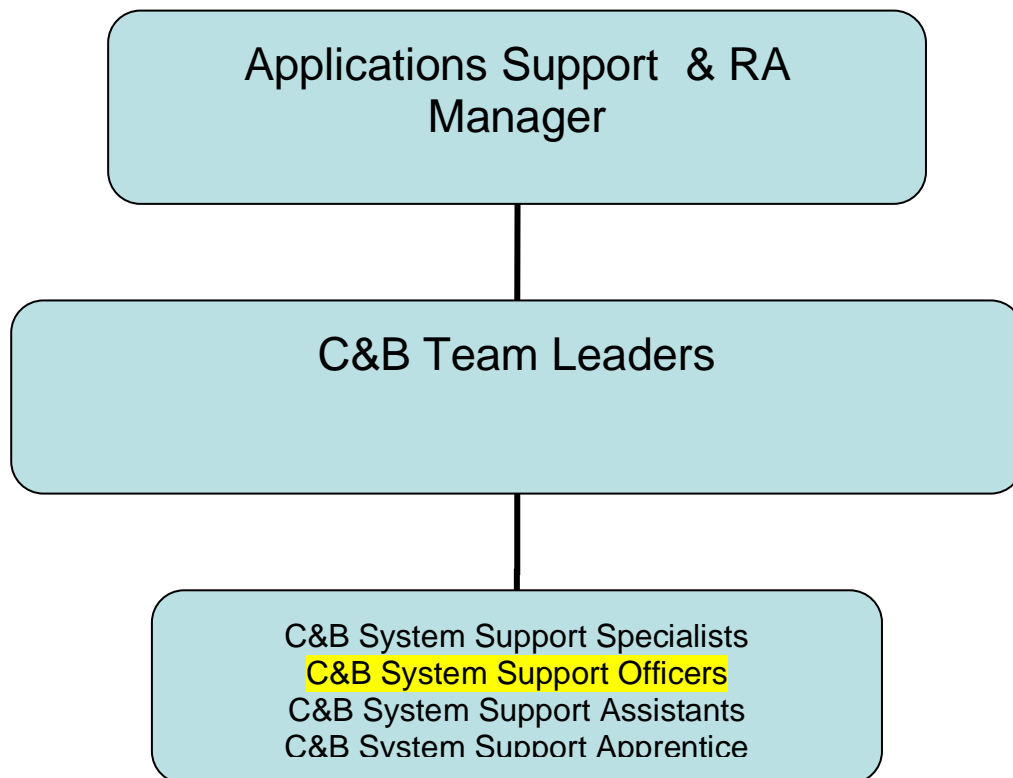
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3.   **DIMENSIONS**

Cornwall IT Services currently covering all NHS Trusts and Health organisations in Cornwall and the Isles of Scilly, users in excess of 12,000, annual calls in excess of 120,000.

Sites covered range from acute hospitals to home users and number in excess of 300, both NHS and privately owned.

This team will cover second line support for over 40 applications during service opening hours.   Hours of service are between 0800 and 1700 Monday to Friday.

The team also provide an Out of Hours service between 1700 and 0800 weekdays, and all weekend attending to critical patient application issues.

4.   ORGANISATION CHART

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│   Applications Support  & RA     │
│           Manager                │
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┌─────────────────────────────────┐
│       C&B Team Leaders           │
│                                  │
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┌─────────────────────────────────┐
│  C&B System Support Specialists  │
│  C&B System Support Officers     │
│  C&B System Support Assistants   │
│  C&B System Support Apprentice   │
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5.   KNOWLEDGE, SKILLS & EXPERIENCE REQUIRED

- Excellent communication skills with an ability to calm difficult situations.   The post holder must be able to explain complex technical solutions to users over the telephone or face to face, using non-technical language and be able to communicate effectively with staff at all levels within customer organisations.

- Excellent knowledge of the software applications from the basic user level to the in-depth background system administration and set up screens, together with knowledge of the routes of patient care, in order that faults/queries may be analysed effectively. Excellent problem solving skills together with the ability to think logically and laterally across several systems is essential for complex problem resolution.

- Experience of software support and administration together with extensive knowledge of the health environment and way the applications are used.

- Ability to bring the software application from critical status back to normal working mode and ensuring any errors from the incident are dealt with in a timely manner and that the risk of reoccurrence is minimised for the future.

- Ability to plan ahead and to improve system procedures and protocols or implement system enhancements within the software to the changing needs of the organisations.

- Excellent understanding of the Data Protection Act, UK General Data Protection Regulations, Caldicott Report, Computer Misuse Act and Trust Security policy to ensure that all software system security is maintained at all times and data is administered appropriately.

- Ability to manage and prioritise your own workload and workload of less experienced colleagues to meet any deadlines together with monitoring system critical areas and ensuring appropriate support is given in a timely manner whilst appreciating the affect of the situation to patient care.

- Ability to work with minimum supervision to the quality standards of CITS and ensuring data accuracy and administration is always correct. Also highlighting any calls of concern to your senior team members and working together to resolve these.

- Ability to produce reports for Trusts in accordance with National and Local reporting needs. Knowledge of databases, reporting packages and SQL queries is essential.

- Ability to work as part of a project team and offer best practice advise on new software applications or enhancements conveying this information back to the Support sections and guiding them on any relevant actions they need to take.

- Ability to learn complex new systems quickly and to write up procedures and notes to aid training of fellow team members. The post holder will be proficient in all available IHCS training courses to system management level and in addition will participate on an in-house training package of system administration to extend their system knowledge.

- Advanced ECDL qualified or equivalent experience with practical use of MS office applications in order to analyse and input data on databases and spreadsheets together with the ability to produce reports in a clear format for customers.

- Ability to cover the Support Centre call logging in busy times and for their team meetings. Excellent knowledge of the support services and CITS teams is required for this.

- Ability to work at a PC workstation for long periods of time together with up to date knowledge of the health and safety issues applicable to IT equipment in order to minimise risks to yourself and your customers.

- Ability to travel to any other NHS sites within Cornwall Health Community or external to Cornwall, in a timely way not necessarily by public transport, to provide training/support or attend meetings in order to offer best practice advice to the group.

6. KEY RESULT AREAS

Successful delivery of IT system support solutions to staff in the Cornwall Health Community in accordance with the agreed Cornwall IT Services quality standards and within NHS policies and procedures enforced by the Cornwall Health Community. Many of these systems have a direct impact on patient care and hence may require urgent and immediate attention necessitating prompt reorganisation of your workload.

Ensuring the optimum system performance and minimum "down time" is maintained at all times through regular system administration and monitoring of the various Clinical & Business applications.

Ensuring that system security and data accuracy is maintained at all times and user access is only given as appropriate for their work needs and for the necessary length of time in accordance with the Data Protection Act, UK General Data Protection Regulation, IT Security Policy and CITS procedures

To progress system development to enhance the Cornwall Health Community and any appropriate South West System Consortium needs and objectives.

Ensuring procedures and protocols are developed for each software application to ensure all system administration/maintenance tasks are clearly defined and conveying this information to other team members

Management of own workload including support calls, system maintenance and project commitments with minimum supervision.

Mentoring less experienced colleagues to assist them with training on system administration and problem solving ensuring team standards are maintained at all times and workload meets any deadlines

7. COMMUNICATIONS & WORKING RELATIONSHIPS

Clinical and Business Team Leaders
Applications Support Manager
Clinical and Business Team members
All CITS teams to ensure support is integrated
Senior Project Managers and project team members for application projects
Training teams to ensure that training and support are coordinated
Various external third party software suppliers
All employees of customer organisations using Clinical and Business applications
Patients

8. MOST CHALLENGING PART OF THE JOB

Delivering a diverse portfolio of IT system support to a wide spectrum of NHS staff in the Cornwall Healthcare Community with a range of IT skills, requirements and knowledge.

Remaining calm and patient with staff who encounter difficulties whilst using Clinical or Business software who may not have an understanding of Information Technology

Ensuring the various Clinical and Business software systems are maintained to the optimum running level whilst delivering the service with an ever increasing demand on resources.

Keeping up to date with new system enhancements/releases and ensuring the benefits are delivered to the organisations.

9.   OTHER GENERAL COMPLIANCE

- The post holder must at all times carry out his/her duties with due regard to the Trust's Equal Opportunities Policy

- It is the responsibility of all employees to maintain a safe and healthy environment for patients, visitors and staff

- It is the responsibility of the post holder to ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work

- All staff who have access to or transfer data are responsible for that data and must respect confidentiality and comply with the requirement of the Data Protection Act 2018 (UK General Data Protection Regulation GDPR), in line with the Trust's policies

- The post holder is responsible for data quality and complying with the policies, procedures and accountability arrangements throughout the Trust for maintaining accuracy and probity in the recording of the Trust's activities

- Staff are required to comply with the requirements of the Freedom of Information of Act 2000 in line with Trust Policy

- The Post holder must comply with all RCHT Policies and Procedures.

- The Post holder must comply with the current regulatory framework that applies to NHS provider trusts.

- The Post holder must comply with the RCHT Mandatory Training policy.

- The Post holder must comply with all RCHT Risk Management & Health & Safety policies & procedures, including undertaking associated training as per the RCHT Mandatory Training policy. *NB: A post-holder who has managerial accountability will have the added responsibility for the management and maintenance of the department/division/directorate risk register[s], ensuring that all appropriate risks are suitably identified, recorded via the appropriate routes, and acted upon. Specific duties are outlined in the Risk Management Policy to which you must comply with.*

- The Post holder must comply with all aspects of confidentiality, professional codes of conduct [where relevant], the RCHT Staff Charter and the NHS Managers/Code of Conduct.

- The Post holder must work within infection control guidelines to ensure that work methods do not constitute a risk of infection either to the health care professional, to the client or to any persons working/visiting in RCHT premises.

- If it is thought that you have breached your code of professional conduct and/or the Managers Code of Professional Conduct, the matter will be investigated in line with the Trust's disciplinary policy as a matter of personal misconduct. Where there appears to be a case to answer a disciplinary hearing will take place. At any stage of the process the Trust may refer the matter to your professional registering body for their consideration under their own registration review procedures.

- This job description will be subject to regular review and amended to meet the changing needs of the Trust.

- This job description is subject to the Terms and Conditions of service of Royal Cornwall Hospitals NHS Trust, and the post holder will undertake any other duties which may be required from time to time.

- RCHT has a No Smoking Policy across all its sites and adherence to it will form part of the Contract of Employment.

THIS JOB DESCRIPTION IS SUBJECT TO REVIEW IN CONSULTATION WITH THE POST HOLDER

10. JOB DESCRIPTION AGREEMENT

Job holder's Signature: Date:

Head of
Department Signature: Date:

Title:

The Royal Cornwall Hospitals Trust is a non-smoking organisation. Smoking will not be permitted on any of the sites by staff in trust uniform and/or wearing a trust identification badge in any location, in vehicles owned or leased by the Trust or in the homes (including gardens) of any patients visited at home.