

# **Salford Care Organisation**

## **Job Description & Person Specification**



## **Choose to make a Difference**

Be developed • Be supported • Be inspired • Be empowered • Be rewarded • Make a difference

# We're thrilled you're thinking of joining us!

The Northern Care Alliance is an NHS Group formed by bringing together two NHS Trusts, Salford Royal NHS Foundation Trust and The Pennine Acute Hospitals NHS Trust.

As an NHS Group, we can deliver a more co-ordinated way of providing safe and sustainable local health services, consistent with the concepts of standardisation of best practice across our hospitals and community services in Greater Manchester.

Our four Care Organisations (Salford, Oldham, North Manchester, Bury & Rochdale) provide services to over one million people in Greater Manchester and the North West.

We employ 17,500 staff, have a combined operating budget of £1.3bn and provide 2,000 beds.

## **The Alliance was formed:**

- To provide safe, reliable and high-quality care
- To provide economies of scale
- To improve management of healthcare at a local level
- To bring together health and social care in each local area.

The Alliance provides a range of healthcare services including five hospitals and associated community services - Salford Royal, The Royal Oldham Hospital, Fairfield General Hospital in Bury, Rochdale Infirmary and North Manchester General Hospital.

Using our mantra of 'Saving lives, Improving lives', the aim is for our Care Organisations to work closely with the communities they serve to deliver safe, high quality and reliable care, which are trusted, connected and pioneering.

We are creating an environment each individual will be inspired and empowered by to be the best they can be. Thanks to our size and geographical reach, we are able to offer an abundance of career opportunities, internal mobility and development opportunities that cannot be met elsewhere. This is a really exciting time to join our new team.



# Our Values

We have four core values which are a focus for how our staff and volunteers work with each other to provide care for our patients. We think of our values as a set of guiding principles to refer to when making decisions and interacting with people and they help us to work together to continuously improve the organisation and ourselves.

These core values form part of the Organisations Performance Framework which regularly reviews how staff are performing.

## Patient & People Focus

This value enables us to place the patient first we everything we do.

All staff are required to demonstrate that they:

- Communicate effectively with patients, families and colleagues
- Pro-actively personalise the service, connecting with patients and carers
- Adopt and practice the 'safe, clean, personal' ethos.

## Continuous Improvement

This value ensures that the organisation including individual staff are always moving forwards and improving the ways things are done.

All staff are required to demonstrate that they:

- Look at ways of measuring and auditing improvements
- Pro-actively develop goals and objectives in support of the Trust's vision
- Identify opportunities to reduce waste and inefficiency.

## Accountability

This value enables us all to recognise our own part in keeping our organisation 'safe, clean and personal' in the way we care for people.

All staff are required to demonstrate that they:

- Are transparent and results focused
- Display personal accountability towards problem-solving
- Recognise and accept accountability beyond job role.

## Respect

This value is about respecting patients and colleagues alike, and also the on-going reputation of the organisation.

All staff are required to demonstrate that they:

- Are supportive and empower staff involvement
- Are consistent and understanding of others and their needs



# Job Description

**Job Title: IMT Systems Manager**

**Band: 5**

**Reports to: Clinical Systems Team Manager**

**Responsible to: Associate CIO IM&T**

**Base/Department: IM&T Department, North Manchester General Hospital**

**Main purpose of the job:**

- To provide management, support and development function for the EMIS UCR Community system and other clinical systems within the IM&T Department to support Trust operations and clinical care. The post holder will be required to support other systems as directed by the Clinical Systems Team Manager.
- Liaise with clinical users and System suppliers for incident and problem management, release management and development and configuration change requests.
- Define and maintain standard operating procedures for systems management of the systems and maintain appropriate records.
- To act as the subject matter expert for systems allocated to the role.
- To maintain systems in line with supplier road maps
- To manage support tasks.

## • **Main Tasks & Overview of Responsibilities**

- Take direction from the Clinical Systems Team Manager and the Division for future developments and requirements from the systems and for the maintenance and support.
- To manage their own daily tasks and activities workload dependent upon priorities
- To define and maintain written procedures for the maintenance of the systems in line with clinical governance and patients safety guidelines e.g. clinical roles maintenance, patient merges and ensuring data quality etc.
- To take the lead in the development of the systems to improve the quality and effectiveness of them in a clinical setting.
- To manage and lead on testing of new system releases, ensuring the system is fit for purpose prior to releasing to the live environment for Trust use.
- To manage, plan, and deploy upgrades at suitable working hours to fit in with clinical priorities.
- Develop new, or revise, policies, procedures and working practices to comply with new legislation or changes to Trust operations.
- Liaise with the IM&T first line Service Desk for the resolution of users' issues and problems, providing telephone guidance and support to ensure correct use of the clinical systems
- Provide second line support for systems by carrying out root cause analysis to resolve complex system issues and problems.
- Liaise with System Suppliers providing third line support for :
  - third line escalation and resolution of issues and problems
  - the management of Service Level Agreements with the supplier
  - the development of systems to support IM&T Strategy and Trust objectives
- Develop and produce systems training materials for users of the systems. Provide relevant system training to users when required.
- Setting up new system user accounts for staff authorised to access and use the systems.
- Liaise with the Information Teams to ensure that data collected for reporting is validated and that the reports produced support Trust Management with accurate and timely information to improve the effectiveness and quality of the service.

- Manage and document information governance for the auditing of unauthorised access and disabling staff that no longer require access.
- Manage and document the configuration changes to systems.
- Manage the creation of new wards, clinics and other Trust locations, and support Trust reconfiguration programmes, taking into account clinician requirements and patient safety.
- To communicate system changes that affect users to the relevant departmental managers and users in accordance to the Trust Communications Policy.
- Creation and running of standard and ad hoc reports from the systems as and when required.
- To manage merges within clinical applications to comply with data quality rules.
- To define new clinical roles and security access permissions agreeing the requirements with Senior Clinicians.
- To participate in the IM&T Change Advisory Board and produce requests for change that describe the full impact of system changes
- Maintain specialist knowledge of systems

## **Communications and Relationships**

- Ensure Trust guidelines, policies and procedures regarding confidentiality, disclosure of information and Data Protection are observed at all times
- Communicate regularly with managers and clinical teams to ensure that system requirements are met
- Deal with system enquiries efficiently
- Communicate system issues and changes to a wide variety of users, both clinical and non-clinical
- Deal appropriately with telephone calls into the department
- Prioritise and action jobs logged in the Manage Engine system
- Prioritise and action incoming emails
- Communicate with system users via telephone, email, and the Manage Engine system
- Promote user participation in the development of the system and attend meetings to increase this participation
- Produce training materials for relevant systems
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## **Analytical and Judgmental Skills**

- Lead on the testing and deployment of system upgrades and changes
- Develop and maintain test scripts
- Investigate and resolve system issues
- Produce data reports from IT clinical systems as required
- Audit systems and provide data quality reports

## **Planning and Organisational Skills**

- Able to work on own initiative and deal with more complex system issues
- Prioritise and organise own workload
- Work independently and as part of a team
- Plan and organise system development and upgrades

## **Physical Skills**

- Required to use a VDU for long periods during the working day

## **Responsibility for Policy/Service Development**

- Maintain and update clinical system documentation as required
- Maintain records of system change requests and the changes implemented

## **Responsibilities for Financial and Physical Resources**

- Ensures own working practice is not wasteful of Trust resources
- Maintains office equipment in a clean operative standard, registering faults and problems when required

## **Responsibilities for Human Resources**

- Provide training to other team members
- Responsible for monitoring and attending own mandatory training
- Maintains a professional standard of behaviour with all Trust staff
- To understand their own role and scope, identify own development needs and take responsibility for their continuing professional development and performance whilst maintaining a personal development plan

## **Responsibility for Information Resources**

- Access and update Trust IT systems on a daily basis in line with Data Protection and Information Security policies
- Uphold the confidentiality of all records held by the Trust, whether patient records or trust information
- Email patient identifiable information in line with the Trust Email Policy
- Be the Trust expert on the systems they are responsible for
- Only access patient records for work related purposes

## **Responsibilities for Research and Development**

- Complete data audits when required

## **Freedom to Act**

- Conforming to Trust policies, procedures and regulations
- Flexible working pattern
- Deal with and maintain confidentiality in all aspects of the post holder's work
- Monitor the quality of work in own area, raise quality issues and related risks and bring to the attention of others



## **Partnership Working**

- Participates in regular training to develop and hone skills including refresher dates, specialty based workshops etc
- Raise any system issues with system suppliers if required
- Liaise with other system managers and teams within the Trust and surrounding organisations as required
- Liaise with system suppliers as required
- Cover for other members of the team in times of absence

## **Equality and Diversity**

- Accepts responsibility for adherence to Trust Equality and Diversity policies
- The Trust provides a range of services and employment opportunities for a diverse population. As a Trust employee you are expected to treat all patients/customers and work colleagues with dignity and respect, irrespective of their background.

## **Making Every Contact Count**

- 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**

- Duties to take reasonable care of the health and safety of yourself and others who may be affected by your acts or omissions
- Ensure that you work in accordance with all Trust policies and procedures
- Ensure that you attend induction and regular mandatory update training including risk management policy and procedure
- Identify through risk assessment any risk you feel exists within the department or during delivery of service
- Provide incident reports and supporting documentation for any unexpected event or incident you are involved in
- Adhere to Trust policies on Security to ensure safe working environment, particularly in secure areas with coded doors etc

## **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.

## **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 policies at all times.



## Person Specification

[illegible]

	<ul style="list-style-type: none"> <li>• Understanding complex system related issues</li> <li>• IT knowledge across many areas including Microsoft Office and IT desktop applications</li> <li>• Knowledge of Information Governance and Data Protection</li> <li>• Understanding of clinical IT systems</li> <li>• Understanding of Clinical environment</li> <li>• Understanding of Clinical administration</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Desirable</p> <p>Desirable</p>
<b>Other (Please Specify)</b>	<ul style="list-style-type: none"> <li>• Ability to travel</li> <li>• Valid driving licence</li> <li>• Ability to work flexibly, covering 24/7 if required</li> <li>• Work Health Assessment if required</li> <li>• Attendance in line with Trust Sickness and Absence Policy</li> </ul>	<p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p> <p>Essential</p>

## Physical & Mental Requirements

<p><b>Physical effort:</b> Required to use a VDU for long periods during the working day</p> <p><b>Mental effort:</b> Required to undertake prolonged concentration</p> <p>Required to meet IM&amp;T SLA deadlines when dealing with logged incidents and requests</p>	<p><b>Emotional effort:</b> Exposure to sensitive and distressing information</p> <p><b>Working conditions:</b> Required to use a VDU for long periods during the working day</p> <p>Ability to produce details work which requires concentration / attention to detail whilst working in an environment where you will be prone to interruptions e.g. telephone calls</p>
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