North Manchester 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!

Our new Northern Care Alliance NHS Group unites five local hospitals to deliver high quality care across the North East of Greater Manchester.

The Alliance provides the benefits of scale but delivers this locally through multiple hospital sites which make up four new Care Organisations – Bury/Rochdale, North Manchester, Oldham and Salford. 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.

Our Care Organisations are designed to operate within our group arrangement of hospitals, community and healthcare services which bring together over 17,000 staff and the services of The Pennine Acute Hospitals NHS Trust and Salford Royal NHS Foundation Trust. Our size and geographical reach means we are creating an environment in which each individual will be inspired and empowered by to be the best they can be. This is a really exciting time to join our new team.

North Manchester General Hospital (NMGH) has a positive and vibrant future, providing much needed health and care services to the local population of North Manchester, as well as those who will travel from other parts of Greater Manchester to use its services.

On 1 March 2018, the Care Quality Commission (CQC) confirmed that services at NMGH have improved significantly since its last inspection two years ago. Its maternity and A&E services in particular were notably improved, having previous rated Inadequate in 2016 to Good in 2018.

NMGH is continuing to provide key services to its local community and will continue to do so in the future. Investment continues to be made at the site and to services - with a brand new £5m intermediate care facility which opened in November 2017 to patients and £4m which has been spent on improving the estate and developing more car parking. In addition, the hospital is benefitting from recruiting more doctors, nurses and frontline staff.

NMGH has a vital role to play as part of the single hospital service for Manchester. It will continue to provide a range of hospital services, including emergency and maternity care. As far as the Northern Care Alliance is concerned North Manchester General Hospital is an asset which should be further developed to serve the people of North Manchester.

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 in 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: IM&T System trainer

Band: 5

Reports to: EPR Training and Implementation Manager

Responsible to: EPR Transformation Manager

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

Main purpose of the job:

To provide training and implementation support for IM&T related systems into clinical areas Trust wide, specifically the implementation, training and support to deliver a new SPR system trust wide. Assist in the development, test and implementation of new working practices and procedures to ensure maximum benefit is gained from the system implemented. Support users under business as usual by delivering high quality training. Expected to be aware of the clinical practices for the division and location in which the deployment/training is taking place and take responsibility to deliver accordingly.

Main Tasks & Overview of Responsibilities
Please include a summary of the main tasks and responsibilities below.

ROLES AND RESPONSIBILITIES

- Delivering indirect care to the patient by supporting clinical staff in their use of IM&T systems which are of key importance to patient safety, the quality of patient care, day to day operational management and effective delivery of services

Responsibility for Policy/ Service Development
- To contribute to the development of departmental or trust wide policies & procedures.
- To contribute to the development of tools, templates, documentation methodologies and approaches used by the IM&T teams especially in relation to IM&T training.
- To identify areas where IM&T system training will provide service improvement
- Assist in the review of engagement and communications practice across the organization

Responsibilities for Human Resources
- Responsible for the day to day delivery of training and support for IM&T & clinical

system users
- Responsibility for scheduling training sessions, rooms and allocating training resources
- Test new systems using test scripts and document results
- Support the administration & configuration of the IT systems and user accounts
- To assess, identify and evaluate own practice needs, maintain and develop skills and knowledge through continuing professional development.
- To undertake mandatory training and other relevant courses in line with Trust and local policies.
- To participate in the appraisal process for themselves
- To ensure the effective use of learning opportunities.
- To supervise junior staff

Responsibility for information Resources
- Establish and maintain information systems to monitor and evaluate the outcome of training & engagement activities especially relating to KPI's.
- Collate as required, qualitative and quantitative information, feedback and lead appropriate analysis to support the team & department.
- Plan for and ensure timely documentation and reporting of training & engagement activity and outcomes
- Ensure timely and accurate information analysis and reporting to management on agreed areas of work.
- Ensure that the Systems Training website is an effective information system to provide the system users with core up to-date information.
- Develop and maintain robust techniques, feedback and information systems for ensuring systematic engagement. Such systems to store and generate information relating to capture of feedback, ensuring feedback is acted on by the Training Team
- Responsible for the maintenance of the IM&T Training Databases

Responsibilities for physical and financial resources

- Observe personal duty of care in relation to equipment and resources used in the course of work
- To make effective and efficient use of resources within the department by self
- Ensure processes are documented, reviewed and maintained to support continuity of service

Communications and leadership
- Lead on the training on all IM&T systems to all systems end users through one to ones and group based (i.e classroom and lecture theatre) training sessions.
- Develop e-learning based courses
- Participate in educational seminars, and Trust induction, to enable users to appreciate the importance of IM&T
- Produce and maintain effective documentation
- Motivate users who are reluctant to embrace new IM&T skills and use powers of persuasion to enhance the benefits new skills will bring
- Develop SharePoint/ Synapse etc sites for system users to access relevant information
- To ensure data is collected and reviewed on attendance to training
- To acquire and maintain detailed knowledge of the systems/applications and provide advice and support to assist departmental managers and colleagues when appropriate
- Motivate users who are reluctant to embrace new IM&T skills and use powers of persuasion to enhance the benefits new skills will bring. This will include senior clinicians and managers internal and external to the Trust.
- Receive, assess and respond to user queries providing problems solving support and follow up training, if appropriate, ensuring that all queries are logged, answered and resolved in a timely manner, and escalate as appropriate
- Liaise and communicate effectively with users, and internal and external contacts as required
- Provide workshops, drop-in and ward/unit/departmental/service level training & support
- Act as Key Trainer for allocated projects to ensure training requirement is communicated between requester and training team
- To support Project and IM&T Teams and take responsibility for managing training and testing aspects of projects, highlighting any issues to own manager and the relevant Project Team member
- Assist in the development of systems and participate in regular review meetings with suppliers and users as required
- Represent IT Training, or deputise for the IM&T Training Team Lead at meetings internal and external to the Trust

Planning and organising
- Undertake training needs analysis/competency skills checklist for end user staff, and identify appropriate training solutions
- Plan and deliver training to end users in accordance with agreed timescale, varying

- from 1-1s, classroom sessions to large groups of staff
- Deliver training in line with standards procedures and policies
- Provide a flexible approach as required to delivery of training courses for out of hours, including evenings and weekends if required
- Ensure that all data regarding delegates, training timetables, etc are supplied in a timely and complete manner in order to support the update of the training database.
- Develop appropriate end user training materials, reference materials, certificates, handouts and promotional materials for distribution within the Trust and on the intranet and ensuring that the End User Training Environment (EUTE) is up to date to support training courses
- Assist with the quality assurance and testing of new or enhanced software and ensure that new/enhanced functionality is understood, users are trained, and training materials are updated as appropriate
- To support End User Testing on systems with a training requirement
- Assist in undertaking regular training audits to assess effectiveness of training and identify areas where further training is required, and escalate to appropriate person
- Maintain staff training records and provide information and statistics in relation to the need for training, delivery of training and targets for training
- Undertake system requirement analysis/process mapping to identify organizational change requirements to support business change
- Responsibility for own training and training courses to support projects involved with, ensuring all training sessions are covered in particular during periods of absence
- Continued personal development of knowledge and requirements to support changes in current software, and to support new software as required
- Assist with the publication of promotional materials, including articles, posters, intranet updates, exhibitions and presentations to support new or enhanced software requirements
- Contribute to ongoing development of IM&T by putting forward end user views on opportunities for enhancement
- Prioritise and manage requests on a daily basis, responding quickly and appropriately to issues, escalating if necessary

Partnership working
- To work as part of a team and participate in team meetings internal & external to the Trust (other Trusts & suppliers)
- To regularly evaluate training effectiveness with all information system end users
- To continuously support information system end users on a daily bases

Analysis and data management
- To participate in the evaluation of outputs from workflow, system design and testing processes ensuring that appropriate actions are taken including
- Amendments to system design
- Flagging of issues to the EPR team and Team Manager
- Resolution of problems
- Escalation of faults
- Configuration of user accounts
- Manage and maintain training databases

- Record training outcomes on a daily basis

Research, Development and Audit

- Participate in audit and research projects linked to core Trust systems as a contribution to the improvement of patient care processes.
- Audit training provide by training team, review and assess findings and act on feedback to improve the service
- Take part in training audits as and when required

Equality and Diversity

- Maintain confidentiality at all times
- To adhere to the Caldicott Principles, Data Protection Act and any other related legislation and guidelines
- To challenge behaviour that infringes the rights of others
- To identify and take action where necessary to address discrimination and oppression
- To carry out your duties in a way that supports equality and values diversity. The responsibility included your actions in relation to service users, carers, work colleagues, people in other organisations, suppliers and members of the public

Health & Safety

- All employees have a duty to report any accidents, complaints, defects in equipment, near misses and untoward incidents, following Trust procedure.
- To ensure that Health and Safety legislation is complied with at all times, including COSHH, Workplace Risk Assessment and Control of Infection
- The role will involve significant use of a personal computer for data input, data extraction and analysis.
- There is a requirement to sit in a restricted position at a PC for a substantial proportion of the working day.
- Prolonged concentration is frequently required to ensure accurate maintenance and validation of database structures.

SELF DEVELOPMENT

1. Attend training programmes in order to acquire the necessary skills and knowledge to carry out the requirements of the post.

2. Maintain expert knowledge in a wide range of EPR systems and reporting tools.

3. Maintain an awareness of current and emerging technologies that may be beneficial to the Trust and undertake the piloting and testing of these as appropriate.

Communications and Relationships

The post holder will be expected to communicate with all levels of clinical & non-clinical staff using a selection of verbal and written formats.

Analytical and Judgmental Skills

The post holder will be expected to assess the training requirements and competencies of the system users in order to provide the most appropriate training.

Planning and Organisational Skills

The post holder will be expected to manage and allocate a large volume of training requests, displaying good organisational, time management, prioritisation skills.

Physical Skills

The post holder must be physically fit and well as the job involves moving between wards and clinical areas, providing training and system support.

Responsibility for Policy/Service Development

The post holder will ensure that all trained system users are aware that electronic systems are developed and aligned with current practice and trust policies.

Responsibility for Information Resources

The post holder will be responsible for keeping accurate records of training provided including the updating of training databases and detailed data collection spreadsheets of various nature.

Responsibilities for Research and Development

The Trust managers all research in accordance with the requirements of the Research Governance Framework. As an employee of the Trust, you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

Partnership Working

The post holder will be expected interact and work closely with all levels of clinical and non-clinical staff throughout the trust, ensuring professional

relationships are maintained consistently and training objectives are achieved. These professional relationships will also be maintained with the various teams and departments within IM&T.

Equality and Diversity

The post holder will ensure that support is available for all learners, ensuring they are trained to a consistent standard and any learning needs are accommodated.

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.

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

SAFEGUARDING VULNERABLE PEOPLE (CHILDREN/ADULTS)

All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact within the Trust for further guidance. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.

PROTECTION OF VULNERABLE ADULTS/CHILDREN (DBS)
DBS Disclosure checks are carried out for all new appointments who have access to children or vulnerable adults or other positions of trust which are exempt from the Rehabilitation of Offenders Act 1974. Disclosures are also requested for existing staff who voluntarily apply for a different job within the Trust, which is subject to DBS checks, and are successful.

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

	Specification	Essential (E) Desirable (D)	Evidence Application form (AF) Interview (I) References (R)
Registration	*No professional registration required*		
Essential Qualifications	ECDL or demonstrates key ECDL competencies IT literacy	E	A F , I , R
	Training qualification or suitable experience	D	

Experience	Experience working within the NHS Acute setting in a training role	E	A F , I , R
	Implementation experience of IT Systems within the NHS	E	
	Training and support to users at all levels within the NHS	E	
	Experience of Hospital administration procedures inpatient and outpatient setting	D	
	Experience writing and using test scripts	D	
Knowledge and Skills	Strong communications skills, verbally and written	E	
	Good time management	E	
	Ability to meet timescales	E	
	IT literacy	E	
	Training capabilities	E	
	Organisational skills	E	
	Training methodologies	E	
	Good working knowledge of	E	A F , I , R
	Microsoft Office products	E	
	Knowledge of clinical specialties and Patient Records.	E	
	Good negotiation skills	D	
	Change management skills	D	
	Risk management	D	
	Clinical services	D	
	Broad IT knowledge	D	

Other	Travel between sites – driver with own car	E	
	Flexibility to provide training in line with clinical working patterns, including covering 24/7 if required	E	
	Work Health Assessment if required	E	A F , I , R
	Attendance in line with Trust Sickness and Absence Policy	E	
	Flexibility to manage workload around the clinical rotas of ward staff	E	
	Clinical background	D	

Physical & Mental Requirements

Physical effort: *This role requires the post holder to be in a good condition of health as it involves walking around site areas, delivering training to staff in all wards and departments.*	**Emotional effort:** *This role would expect the post holder to be predominantly based on wards and clinical areas delivering training.* *Patients / Public contact is not expected as part of the role but may be experienced indirectly.*
Mental effort: *The post holders main focus will be training clinical users on the safe use of clinical systems.* *The successful applicants may undertake training sessions in high pressured ward based settings at any time of the day.*	**Working conditions:** *The post holder will undertake training sessions in high pressured ward based settings at any time of the day.*