**JOB DESCRIPTION**

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| **JOB TITLE:** Clinical Informatics Lead |  |
| **BAND:** 8a (Provisional banding) |  |
| **DEPARTMENT:** Informatics |  |
| **LOCATION:** Carlisle, Cumbria |  |
| **ACCOUNTABLE TO:** Director of Informatics |  |
| **REPORTS TO:** Chief Clinical Information Officer (CCIO) |  |
| **RESPONSIBLE FOR:** N/A   |  | | --- | | **MAIN PURPOSE OF THE JOB**  The role supports the business in driving transformation as well as value for money through the improved use of Clinical Informatics.  The role will embed digital solutions in clinical services, support innovation and strengthen the links between informatics, clinical services and partner agencies and promoting increased Clinical Informatics knowledge within clinical groups.  The role will include providing clinical informatics input into operational clinical IT systems, clinical informatics projects and medico/legal functions. The role will act as a liaison between clinical services and informatics ensuring that the systems we develop, and support meet required clinical safety requirements and meet the needs of our clinical services. Building strong links with partner organisations and facilitating information sharing will be a key aspect of this role. The post-holder will be the senior representative for Informatics in Cumbria and will form part of the department’s wider senior team and participate in the department’s senior team network and meetings. Whilst not line managing staff in Cumbria, the role will be expected to support the wellbeing of informatics staff through liaison with line managers.  The job description and person specification are an outline of the tasks, responsibilities and outcomes required of the role. The job holder will carry out any other duties as may reasonably be required by their line manager and as required by different projects. | |  |
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| **DIMENSIONS**  Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.  From 1st October 2019 the organisation will run Mental Health Services in the North of Cumbria expanding the geographic footprint of the organisation and increasing staffing levels by approximately 1,000. | |
| **The post holder will commit to the vision and values of the Trust** | |
| **VISION AND VALUES**  The way we relate to each other, the way that we do our work needs to be reflective of our Trust’s values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.  Our values are: | |
| To be caring and compassionate | |
| * Put ourselves in other people’s shoes * Listen and offer hope * Focus on recovery * Be approachable * Be sensitive and considerate * Be helpful * Go the extra mile | |
| To be respectful | |
| * Value the skill and contribution of others * Give respect to all people * Respect and embrace difference * Encourage innovation and be open to new ideas * Work together and value our partners | |
| To be honest and transparent | |
| * Have no secrets * Be open and truthful * Accept what is wrong and strive to put it right * Share information * Be accountable or our actions | |
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| **ONLY FOR CLINICAL STAFF** | |
| **CORE COMPETENCIES**   * **Clinical Leadership** * **Patient Care** * **Professional Practice** * **Practice Development** * **Ensure that the care delivered is compassionate, competent, and courageous underpinned by a commitment to high standards and effective communication.** | |
| **COMMUNICATION & RELATIONSHIPS**   * Excellent communication skills to develop effective relationships with internal users, staff and external partners at a local, regional and national level. * Work as an embedded member of the wider Informatics Team and as part of the Informatics senior management team. Develop and maintain working relationships across project and operational functions. * Negotiation and persuasive skills to convey complex information to non-technical users. Negotiate complex and sensitive matters internally with colleagues and externally with local healthcare organisations and suppliers to support the implementation of the Trust’s strategies * Proven ability to work across multiple departments, organisations and agencies to develop relationships and partnership working to implement change programmes. * Communicate and present a range of Clinical Informatics issues that could be complex and multi-stranded to technical and non-technical staff. * Respect confidentiality of any confidential information shared during the course of employment. * To develop Trust’s profile in Clinical Informatics both locally, regionally and nationally, supporting networks and partnerships | |
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| **KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE**   * Relevant degree or masters level qualification (or equivalent experience). * Clinical registration or qualification with substantial experience of working in health and/or social care. * Evidence of Continuing Professional development. * Experience of working on complex clinical informatics change projects involving the use of advanced informatics systems in a clinical environment. * Knowledge of the development of clinical safety cases in line with NHS guidance. * Commitment to train and maintain formal NHS Clinical Safety Officer status. * Experience of supporting other clinical staff in the use of informatics through the development of informal and formal Clinical Informatics groups and networks. * Knowledge and understanding of project and programme management structures and methods. * Experience of operational service development and delivery with a strong customer focus. * Experience of implementing change programmes across different disciplines. * Experience of inter-agency working involving multiple and diverse partners. * Knowledge of change management principles and methodologies including benefits measurement and realisation. * Knowledge of a wide range of NHS functions and disciplines. * Contribute to the strategic vision of the Trust and the identification of the Trust’s objectives. * Ensure compliance with all corporate governance and statutory requirements. | |
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| **ANALYTICAL AND JUDGEMENTAL SKILLS**   * Analytical skills are required to interpret, analyse and present complex information of varying quality from a number of diverse sources, where precedent or clear guidance may not exist. * Complex problem solving across multiple projects and services is necessary to ensure project timescales and/or customer expectations are maintained. * Analyse, interpret and present data to highlight issues, risks, and realisation of benefits to support decision making. * Using expertise, make judgements on complex clinical informatics issues where there may be conflicting opinions. | |
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| **PLANNING AND ORGANISATIONAL SKILLS**   * To act as a specialist team member in a large programme constituted of many projects, of high technical and business change complexity contributing to the delivery of the Trust’s informatics strategy. * Adapt complex electronic health record systems in collaboration with clinical and managerial specialist interest and design groups. * Advise the team in the delivery of project plans, allocation of tasks, and identification of risks, issues and dependencies, promoting best practice and robust analysis of current options, ultimately steering decisions in the best interest of the project. * Advise on strategies to develop comprehensive and cohesive plans for transition, which is consistent with the overall project timetable, meets the strategic direction, and minimises unnecessary disruption to clinical stakeholders involved in the process, and is operationally sound and clinically appropriate. * Pro-actively manage stakeholders, respond to and resolve conflict between different stakeholders when this arises through facilitation or other appropriate mechanisms. * Ensure advice is available to ensure the flexibility of the project if required to meet conflicting/changing requirements. * Responsible for the planning and organisation of Clinical Informatics events/meetings. Ensuring communication tools are used to their maximum value for circulating the minutes, agenda and presentations in a timely manner. * Demonstrate effective stakeholder management across different departments, organisations and at all levels, internally and externally. * Take into account the impact of any change the projects will have on the clinical business and oversee handover of any products to ensure full ownership and buy-in within the business. | |
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| **PHYSICAL SKILLS**   * Advanced keyboard skills to manipulate information at speed. | |
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| **PATIENT CARE AND FAMILY INVOLVEMENT**   * Requirement to work with patient and carer representatives as stakeholders in Clinical Informatics developments. * Responsibility for supporting the implementation of critical clinical information systems. | |
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| **POLICY AND SERVICE DEVELOPMENT**   * Responsible for proposing and drafting changes to policies, guidelines and training materials. Working with policy area owners to ensure the Trust has a competent policy environment. * Develop communication and training programmes to support the use and development of clinical informatics solutions working closely with project and support teams. * Proposes changes to services and service delivery across the Trust, making recommendations for improvement and compliance. * The post holder will need to maintain a good knowledge of emerging policies from government departments that could impact on the development or use of Clinical Informatics systems, including emerging confidentiality and privacy policy, clinical and informatics related policy decisions and also maintain a good knowledge of the commissioning and contracting agenda including national data flows. * The post holder will may represent the Trust on external Clinical Informatics boards where Clinical Informatics developments are discussed (eg. Integration groups, system user groups etc). | |
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| **FINANCIAL AND PHYSICAL RESOURCES**   * Ensuring projects remain within agreed resource tolerances and raising early exceptions where tolerances are exceeded. * Identify products, equipment, services and facilities to support clinical informatics achieving stakeholder buy-in as required. * Responsible for making recommendations, providing advice and able to prepare strategic reports/briefings for the Programme Manager, Steering/Reference Groups and others as required. * Contribute to the strategic planning of services and projects, identifying interdependencies across projects/functions, potential impacts on wider organisation, resource requirements and building in contingency and adjustments as necessary. | |
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| **HUMAN RESOURCES**   * The post-holder may be responsible for managing staff either directly, or via project management frameworks. * Support the well-being of informatics staff based in the Cumbria providing informal support and liaising with line managers. * To coach, support, motivate and develop staff within the informatics department and project teams to ensure that they are able to deliver across the Clinical Informatics agenda. This may include supporting clinical staff that are new to working in informatics, and informatics staff that need to develop a greater understanding of clinical roles. * Managing third parties (such as consultants/interims and especially supplier representatives) to ensure deliverables are met in a timely manner and within budget. | |
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| **INFORMATION RESOURCES**   * Design, produce and adapt complex electronic health record systems in collaboration with clinical and managerial specialist interest and design groups. * Actively promote the benefits and use of Clinical Informatics, information management and governance principles and practices. * Where appropriate, support the system design and development lifecycle including business case development, user requirement analysis and specification, systems evaluation and implementation. * Support the development and embedding of relevant information governance processes and the Caldicott agenda, particularly to develop a culture of safe and appropriate information sharing. * Support the development of stream-lined clinical processes to enable end users of Trust wide systems to use Clinical Informatics systems and services appropriately. | |
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| **RESEARCH AND DEVELOPMENT**   * Support the development and production of benefits cases and evaluations in relation to the use of Clinical Informatics. * Plan, develop and evaluate methods and processes for gathering, analysing, interpreting and presenting data and information * Deliver projects to comply with key performance indicators. * Co-ordinating Research & Development initiatives, delegating as appropriate. | |
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| **FREEDOM TO ACT**   * The post holder will be guided by broad NHS policies and must interpret how they will be implemented across the Directorate. * The post holder will be expected to work autonomously within agreed objectives and may be required to work remotely. * To be one of the Lead specialists for Clinical Informatics developments. * Senior representative for informatics in the Cumbria area. | |
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| **Effort and Environment** | |
| **Physical:**   * The post requires sitting at a desk in an office environment or in meetings for long periods of time. * The post requires keyboard and VDU use. * Will be expected to travel to different sites frequently for meetings. | |
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| **Mental:**   * Frequent need to concentrate for prolonged periods of time when analysing and resolving issues related to the running of the department. * Flexible approach required with un-predictable work patterns and the potential to be deployed on to different projects or support multiple projects at the same time. | |
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| **Emotional:**   * Frequent exposure to stressful situations in relation to managing demands and pressures of the role. | |
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| **SAFEGUARDING**  Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee’s responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.  **HEALTH AND SAFETY**  Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.  **TRUST CLINICAL GOVERNANCE STRATEGY**  It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team’s clinical performance, and to engage in activities, which continuously improve, the quality of services they provide  **Information of a Confidential Nature or Access to Confidential Information**  “To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information”  **INFECTION CONTROL**  All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans’. | |
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| **CALDICOTT RESPONSIBILITIES:**  **Principle 1. Justify the purpose(s) for using confidential information**  Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.  **Principle 2. Don't use personal confidential data unless it is absolutely necessary**  Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).  **Principle 3. Use the minimum necessary personal confidential data**  Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.  **Principle 4. Access to personal confidential data should be on a strict need-to-know basis**  Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.  **Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities**  Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.  **Principle 6. Comply with the law**  Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.  **Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality**  Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies. | |
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| **Sustainability**  The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance. | |
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| **Clinical Effectiveness:**  This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.  To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone’s responsibility. Therefore all members of staff should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also a specific responsibility for individual health care professionals to be involved in auditing their own and their team’s clinical performance, and to engage in activities which continuously improve the quality of services that they provide.  Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, thought clinical supervision procedures. | |
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| **ACCESS TO CONFIDENTIAL INFORMATION:**  To be aware of the nature of information dealt with within the NHS, and to work in a manner, which ensures confidentiality and security of this information.  **This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.**  **The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.** | |
| **JOB DESCRIPTION AGREEMENT**  **Post Title: …………………………………………………………………………………….**  **Post Holder’s Name: ……………………………………………………………………….**  **Post Holder’s Signature: ……………………………………….. Date:…………………**  **Line Manager’s Name: ……………………………………………………………………..**  **Line Manager’s Signature: ………………………………………Date: …………..…….** | |

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| **QUALIFICATIONS** | **ESSENTIAL** | **DESIRABLE** |
| **Certificates and Experience** | * Clinical Qualification * Experience of working in Clinical Informatics. * Experience of developing and contributing to Clinical Informatics groups and networks. * Experience of the NHS confidentiality agenda. * Evidence of Continuous Professional Development | * Formal Informatics qualification * Programme/Project Management qualification. * Change Management/Benefits realisation qualification. * NHS Clinical Safety Officer qualification (or willing to undertake training) |
| **Knowledge** | * Significant experience of working in a health and/or social care environment * Knowledge and understanding of clinical change methodologies. * Knowledge of implementing Clinical Informatics programmes * Significant knowledge of Electronic Health Records systems | * Knowledge and understanding of existing national and regional Clinical Informatics groups and networks. * Benefits realisation methodologies. * Knowledge and understanding of programme and project manager methodologies. |
| **Skills** | * Significant experience in the field of Clinical Informatics. * Able to use IT in an advanced manner. * Able to influence others both internally and externally to ensure the objective of the Trust and programmes are me. | * In depth knowledge of electronic health record systems. * Project management experience. * Training and coaching of others in the field of Clinical Informatics. |
| **Behaviours** | * Ability to work as a member of various teams, spread across wide geographic area. * Ability to work autonomously and remotely within broad objectives. * Ability to travel to different locations and also work remotely/home based effectively. * Ability to work flexibly and under pressure to meet reasonable deadlines. * Display high degrees of integrity and professionalism acting as a good role model for others and a positive ambassador for the Trust. |  |