# Job Description

| Job Title: | Clinical Systems Specialist (EMIS) |
|---|---|
| Reports to (job title): | Clinical Systems Lead (EMIS) |
| Line Manager to: | None |

## Job purpose

HCRG Care Group is a well-established and regarded provider of NHS services, with significant growth achieved this year. As a result, we are looking for an experienced and highly skilled Clinical Systems Specialist working on our EMIS estate. This role will work with local services on the development of the EMIS product to support clinical activities and optimise usage across allocated areas.

This role, as part of a team of 5 Specialists and led by the Clinical Systems Lead for EMIS, will be the local Clinical Systems representative for a specialist area – this could be geographic, clinical or functional: bringing cases for change to board for approval, implementing those changes, and acting as the SME in local projects and programmes. This will include managing the clinical systems workstream on mobilisations of new services and decommissioning activities for exiting services within the allocated areas.

The postholder is expected to have a detailed and extensive knowledge of EMIS Web suite of products as well as an understanding of integrated and associated technologies. The role combines technical expertise with system design/process engineering and data quality to provide a comprehensive service to the allocated areas. Therefore, the postholder is expected to display a high-level of autonomy. End user support, training, and incident management is provided by centralised teams working in partnership.

The postholder will represent the Clinical Systems division and therefore will need to have excellent communication and interpersonal skills and deliver work to time and quality standards consistently.

**Base**

Local office dependent on location. Remote working is supported, and occasional travel is expected to sites within the allocated areas and beyond as required.

## Key responsibilities

• Represent the Clinical Systems division at Business Unit level leadership and project or programme meetings as required.

• Actively maintain and expand breadth and depth of knowledge and understanding of the product suite deployed, including EMIS, within the areas covered or as directed by the Clinical Systems Lead (EMIS).

• Deliver specialist business change, configuration, testing and deployment outputs to meet the requirements of requests for change and projects.

## care·think·do
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• Investigate escalated complex errors and system issues methodically, liaising with suppliers as necessary and ensuring our Knowledge Base is updated with details of the issue and resolution.

• Support the technicians and trainers to keep their understanding of local deployments of systems up to date with knowledge transfer sessions and inputting knowledge into the updating of the knowledge base and training materials as necessary.

• Act as the Clinical Systems Workstream Lead on mobilisations and exits of services within the assigned areas or as directed by the Clinical Systems Lead (EMIS), ensuring that all activities under the workstream are identified, resourced, and completed to time and quality standards. This includes the effective management of data transfers, as well as schedule planning, & management of risks and issues.

• Lead on the scheduling and deployment of upgrades to clinical systems as directed by the Clinical Systems Lead (EMIS), this could include liaising with internal technical and operational teams and suppliers to schedule test and live upgrades, management of communication to end users and completing relevant paperwork.

• Ensure that key documents within the Clinical Systems division are kept up to date with changes delivered in your area including but not limited to:

- Clinical System Master Matrix
- Knowledge Base
- Standard Operating Procedures
- Policies
- Change Requests
- Project Documentation including Project Plans, RAID Logs

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

| Care | Think | Do |
|------|-------|-----|
| • Inspire | • Challenge | • Accountability |
| • Understand | • Improve | • Involve |
| • Communicate | • Learn | • Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the  Records Management:  NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training

- Reading applicable policies and procedures

- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements

- Ensuring the security and confidentiality of all records and personal information assets

- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines

- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.

- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy

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- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

**Nursing or registered healthcare professionals**

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

**Skilled non-registered staff**

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

**Essential**

- Deep understanding of EMIS Web functionality which should include workflows, coding (SNOMED CT), data entry templates, and reporting tools.

- A good understanding of change management principles, and how to embed change successfully.

- Significant experience (minimum 3 years) in either a training, configuration, business change, or testing role on EMIS preferably in a community setting.

- Experience in supporting and leading clinical system optimisation and transformation projects

- Project Management experience using industry standard methologies

- Evidence of continued professional development

- Excellent interpersonal skills

**Desirable**

- ITIL Foundation qualification

- Change Management qualification

- Business Analysis qualification

- Project Management qualification

Other requirements

- Comfortable working under pressure, at pace, in an Agile environment

- Solution focused attitude to problem solving

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HCRG Care Ltd, company number 5466033 registered in England and Wales at The Heath Business and Technical Park, Runcorn, Cheshire WA7 4QX

**Employee signature**

**Manager signature**