

AGENDA FOR CHANGE NHS JOB EVALUATION SCHEME



JOB DESCRIPTION

1. JOB IDENTIFICATION

Job Title: **Telecoms & Digital Services Facilitator**

Reports to (insert job title): **Deputy Head of E-Health HSCP**

Department, Ward or Section: **eHealth**

HSCP, Directorate or Corporate Department: **ARGYLL & BUTE HSCP - eHealth**

Job Reference: **ARGEHTHRAIGIMPL20**

No of Job Holders: **1**

Last Update (insert date): **17th February 2021**

2. JOB PURPOSE

To provide a proactive Digital and Telecoms facilitation and administration service for the HSCP users with the intention of assisting them derive maximum clinical and business benefit from IT and Telecoms systems and resources and to advise on appropriate business process change.

To provide an IM&T and Telecoms analysis service so as to understand the ongoing training requirements of staff, to translate these into training programmes and to manage the delivery of these programmes as appropriate. To provide ad-hoc instruction in the use of clinical and non-clinical systems when required and to provide specialist advice and instruction in respect of such systems. To develop complex analytical reports on sensitive data using a variety of different specialised reporting applications. To research matters where there may be no national guidance in relation to clinical coding, system functionality or contract requirements, feeding back findings to the appropriate national bodies as necessary.

3. DIMENSIONS

Provide specialist IM&T digital and Telecoms advice and training to all users in the Argyll and Bute HSCP linking and supporting work across NHS Highland.

Programme and facilitate on line workshops and face-to-face group meetings with HSCP staff – approximately 20 workshops per year and up to 50 formal group meetings per year.

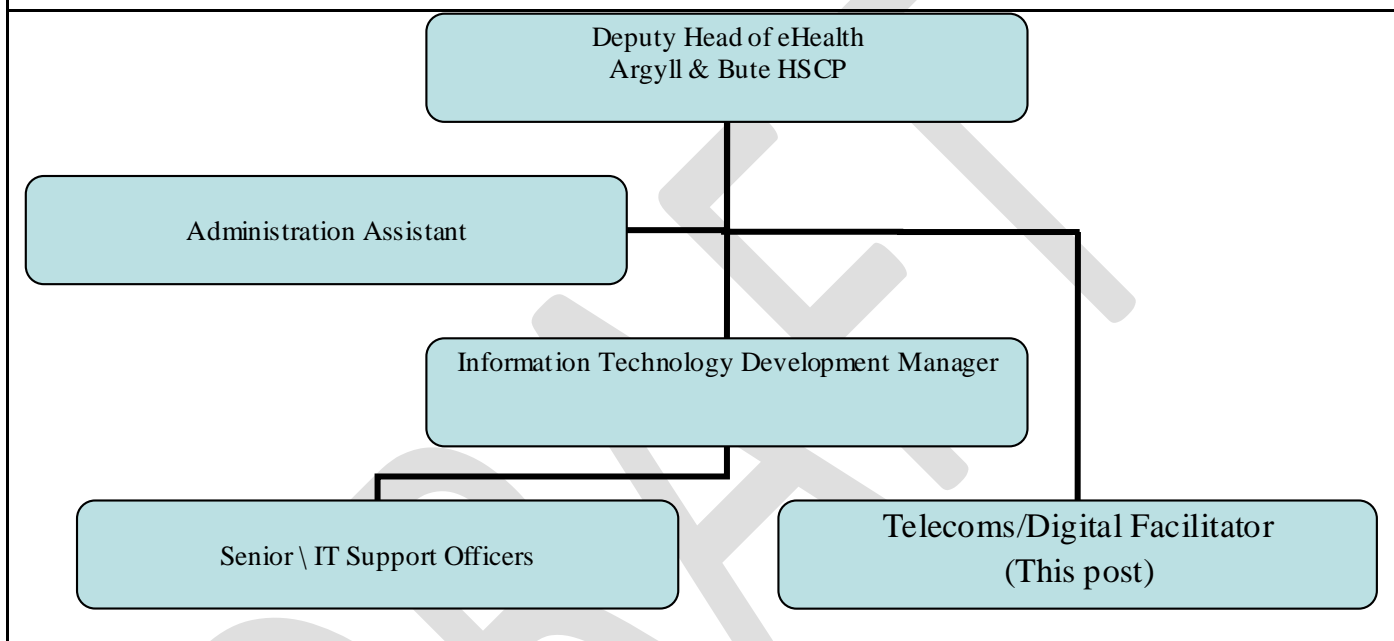
Deliver workshops and seminars to audiences of up to 100 people.

Provide classroom based and on-site training and mentoring activities and paperless working practices to

HSCP users and staff – approximately 25 such sessions per year.

To obtain service feedback and provide solutions to a broad range of ad hoc enquiries– approximately 25 telephone and 25 email enquiries per week.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

To provide a service feedback, Training and Mentoring Service within the eHealth function to the HSCP services and to the contractor service (GPs, Pharmacy, Dentistry) components of NHS Highland in order to support clinical, diagnostic and business functions in a timely, robust, safe and secure manner.

EHealth has been described as the development, application and implementation of technology to improve effectiveness in healthcare. It includes the use of telemedicine, telecoms and clinical systems used for diagnosis and care pathways. It also applies to the policies and protocols that assure the confidentiality and security of sensitive data and those aspects that support major change of Working practice – service feedback, training, support and Organisational Development.

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

1. Agree objectives with the Deputy Head of eHealth implement and monitor progress to ensure that objectives are achieved.
2. Plan, develop and manage delivery of a broad range of new and ongoing Telecoms and IM&T feedback, learning and training programmes to meet a variety of service user needs in both health and social care

3. The postholder is responsible for facilitating the maximisation of digital investments to achieve the HSCPs KPIs in order to achieve positive digital transformation of its service.
4. The postholder will be responsible for the implementation and delivery of training and mentoring programmes, to provide quality training and mentoring in the effective use of Telecoms and Digital systems. This will involve conveying difficult concepts to staff. Training will comply with standards indicated in the national and local IT Education, Training and Development strategies, and enable the team to comply with departmental objectives. The post holder may also provide underpinning knowledge and core IT skills for staff undergoing ECDL qualification.
5. To provide guidance and advice on the best use of software and clinical applications when issues arise.
6. Responsible for the design and development of tailored IT/Telecoms training and mentoring programmes that will be delivered to all grades of staff within the HSCP (NHS and Social Care). This will include identifying the best training methods for the situation and use of resources from the NHS and Council. There is a specific job responsibility for creating and subsequently modifying these programmes. This may involve the creation of web-based materials and paper copy information.
7. Proactively engage in the analysis and interpretation of training/learning needs of client groups through appropriate measurement strategies.
8. Coach, mentor and train staff in digital services and actively develop digital information management skills and improve quality of data.
9. Deliver specialist training activities in Telecoms/ IT systems to HSCP staff.
10. Plan, develop and deliver seminars and workshops.
11. Be a source of expert/specialist user knowledge in one or more clinical system to support information management in General Practice, Community Pharmacy or General Dental Practice.
12. Review and co-ordinate the ongoing design, development and implementation of user documentation and support materials.
13. Develop data extraction, query and reporting utilities to assist users in the extraction and analysis of service activity data linking with performance teams as appropriate
14. Continuously evaluate develop and implement improvements to training, coaching and mentoring provision by keeping abreast of developments in the Telecoms/IT and wider training industries and ensuring that the most effective learning methodologies are applied.
15. Administer, performance report and inventory all mobile phone and Telecoms assets and service requests ensuring all authorisation requirements are met
16. Specify, request and participate in the purchase of goods/supplies/expenses for department and provide signature authorisation for same as required.
17. Develop appropriate audit tools and prepare reports based on complex statistical analysis of user uptake, KPIs evaluation feedback and training needs analysis.
18. Install and configure and administer software and upgrades in the networked IT Training Suite, mobile training unit and personal laptops as required. Assist users with installation, upgrade and configuration of software.
19. Work closely with colleagues in other departments to ensure quality and consistency of service

delivery also, when required, to contribute to HSCP strategies on implementation of Telecoms and IT digital system and provide advice on aspects of policy.

20. Participate in and represent HSCP on national IT Facilitators network and events.

21. Work with the HSCP GP Facilitator post and other IT services to best meet needs

7a. EQUIPMENT AND MACHINERY

- Desktop PC Applications
- MS Office \365 Applications inc MS Project, MS Mail, Intranet/Internet, MS Visio
- Presentation Aids
- Remote Access System
- Smartphone

Requires a good working knowledge of IT related Technologies this may include but not limited to

- Server Platforms
- Wireless Technologies
- Computers (Desktops, Laptops & Tablets)
- Printers
- Smartphones

7b. SYSTEMS

- Personal computer to undertake specialist and end-user, routine and complex manipulation and processing of data.
- The post holder will routinely use PC desktop software such as word processing, spreadsheet and database software in order to prepare detailed information for reports, presentations and meetings/workshops with HSCP staff. The requirement of the post holder to use/develop and support system and performance and to produce supporting documentation will often require extended use of keyboards/PC equipment
- The post holder requires to communicate extensively with users and colleagues and to manage/maintain appointments and training calendars using the MS Teams and other system
- The post holder requires to possess a detailed working knowledge of a variety of systems in use in the HSCP e.g. Office 365, Sharepoint, Care Portal, design and development of digital systems, integration with national Health and Social Care services digital platform The post holder will be a source of expert advice to practices in the use of these systems.
- The post holder requires to fulfil a department administration function in respect of the inventory and operation of Telecoms equipment and training databases for digital systems systems and to ensure databases/devices are appropriately maintained and data reset as required
- The post holder will be required to develop/design database/software tools to assist clients in the accurate extraction and analysis of performance information and data
- Projects shared area: maintaining project status within the shared area to ensure a knowledge database of programme and project information is developed.
- Use of Internet and Intranets for research, education, obtaining of management information.
- Use of additional systems may be required depending on the agreed software used with external client organisations.



8. ASSIGNMENT AND REVIEW OF WORK

- The post holder will be expected to exercise autonomy in their decision making within the context of objectives assigned by the Deputy Head of E-Health.
- Work is generated principally from requirements for support; identified through formal needs analysis and ad-hoc requests in response to HSCP and national strategic IM&T initiatives and changes to software and contract arrangements.
- The post holder is expected to manage their own time, using initiative and judgement in meeting all areas of the position's remit.
- The post holder must be proactive in identifying and implementing improvements within and beyond their key results areas, anticipating future internal and external customer requirements and in formal planning.
- The post holder will also continuously review his/her own performance to ensure high standards are maintained.
- The Deputy Head of eHealth is responsible for appraising and reviewing the performance of the post holder through formal appraisal system and progress meetings.
- The post holder will review his/her development needs in line with the PDP-R process.

9. DECISIONS AND JUDGEMENTS

- The postholder is expected to undertake analysis of problems involving facts or situations and will be required to give expert guidance and specialist advice to staff in relation to telecoms and digital information management and data extraction issues as well as providing specialist advice regarding the use of business systems. This involves the interpretation of highly complex technical business rules for a given situation.
- The postholder will frequently be required to make decisions based upon uncertain and often unknown information using broad guidance and personal experience and specialist knowledge.
- The postholder may be required to provide specialist interpretation of system issues to support financial decisions and payment verification.
- The postholder will be expected to occasionally escalate issues to the Deputy Head of eHealth

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- The post holder presents highly complex and contentious information to large groups of staff (NHS and Social Care staff, external system suppliers etc.). The size of the groups could be 6-100 people who are unknown to the postholder. The presentations can be held in a seminar room or virtual using presentational aids as appropriate. The groups of people may have mixed or conflicting interests, objectives and priorities.
- The post holder will be required to establish, develop and maintain a comprehensive support model/service that will be accepted and supported by HSCP staff
- Requirement to concentrate for prolonged periods e.g. when conducting mentoring sessions when the postholder is expected to provide information, advice and suggest solutions to a broad range of different subject areas. These frequent sessions are, by their nature, reactive and therefore require intense concentration and prolonged mental adroitness.
- Frequently overcoming significant barriers to acceptance and compliance of new systems, in sometimes antagonistic environments, by using the highest level of interpersonal communication skills.
- Maintaining the quality of service in a constantly changing environment to a very large user base and an expanding digital portfolio
- Working in a technical and increasingly complex environment.
- Working with a growing user base and changing people perceptions.
- To ensure that advice and materials are technically accurate, completed on time and suitable for purpose.

11. COMMUNICATIONS AND RELATIONSHIPS

Internal

Direction from Deputy Head of E-Health
HSCP and Council and NHS Highland staff at all levels

External

General Practitioners, practice staff and the extended primary care teams

General Dental Practitioners and practice staff
Community Pharmacists and practice staff
Scottish Executive Health Department
Clinical system suppliers including EMIS, InPS
PMR systems suppliers including AAH, Cegedim, Enigma Health, External IT system suppliers
National Training Network
ISD
PSD
RCGP
SCIMP
Computer support companies
Clinical Systems User Groups

12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB

- Continuously adapt and deliver a Telecoms and Digital service administration and development broad range of training, coaching and mentoring activities for staff. This requires the ability to adapt to sometimes stressful and mentally challenging environments and situations. Exposure to distressing or emotional circumstances is rare but there will be contact with clinicians and staff who are resistant to new systems and/or IT training and in some cases get quite emotional.
- The post holder will be communicating with and training health and social care staff in a challenging and complex range of skills to a wide and varied range of users with varying degrees of ability.
- The post holder requires to actively generate enthusiasm and participation from users groups in the use of new technology and to sensitively manage expectations and reactions and occasional failures in software functionality etc.
- There is a requirement for prolonged periods of concentration and extensive use of keyboards/PC equipment
- Constant development and change of national policy and priorities requires the post holder to continuously adapt, which can be emotionally demanding.
- There is a requirement of the post is to make regular visits site in Argyll and Bute and occasionally wider NHS Highland and to attend training and conference activities in other Board areas. This will require travelling for sometimes extended periods and will involve overnight stays.
- The working day may occasionally be longer than expected when required to work in remote and rural locations while still providing a full day of training, coaching and mentoring.
- Contribute to the HSCPs strategic implementation of its IT and Digital requirements for eHealth.

13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Qualifications

- A relevant degree or equivalent level of experience
- Recognised professional qualification/ Specialist knowledge in IT, Training, Primary Care, Pharmacy or Dentistry
- Accreditation to train at least one clinical/PMR system

Experience

- Five years experience in a professional IT or training and development role or comparable health service environment
- Specialist and extensive experience of Telecoms and digital including advanced use of software applications
- Experience of working within a customer-focused environment
- Good understanding of Health and Social care underpinned by theoretical knowledge and preferably practical experience

Skills/Knowledge

- Specialist Digital and General IM&T knowledge relating to health and care services and systems.
- Skilled in learning needs assessment, delivery and course development
- Highly developed presentational skills
- Excellent administration and analytical skills required to produce and interpret complex reports and information
- Ability to understand complex information, diagnose system issues & formulate appropriate solutions
- Exceptional customer awareness/focus with the ability to negotiate and influence change at all levels
- Excellent formal, informal and interpersonal communication skills.
- Excellent organisational and time management skills required to prepare & implement training programmes and meet service user needs
- Ability to work under pressure and to deadlines.
- Sound team leadership skills
- Patient, methodical with good attention to detail and ability to concentrate for extended periods.
- Willingness to see multiple problems through to satisfactory conclusion
- Knowledge of the GDPR & IT /Telecoms Security Policies,
- Full UK driving licence

14. JOB DESCRIPTION AGREEMENT

I agree that the above Job Description is an accurate reflection of my duties and responsibilities at the date of signing.

Job Holder's Signature:

Manager's Signature:

Date:

Date: