**eHealth/Diagnostics Job Pack 2023**

**NHS GREATER GLASGOW AND CLYDE**

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**Post: Radiology Information System (RIS) Manager**

**Tenure: Permanent**

**Directorate: Diagnostics/eHealth**

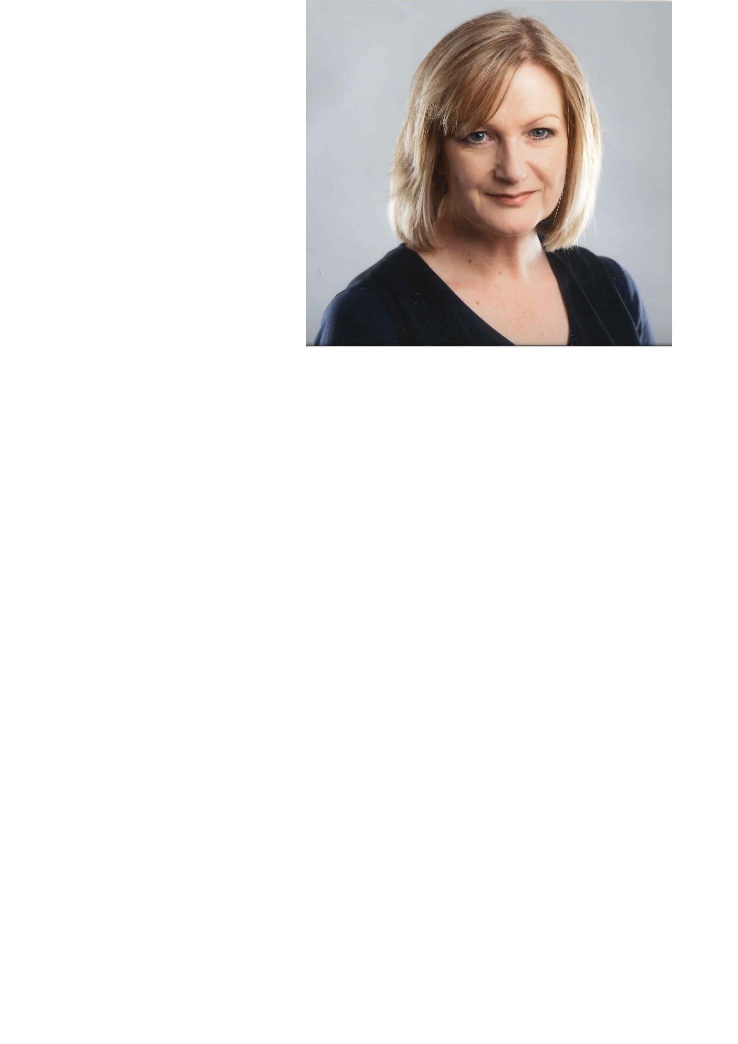
**Grade: Agenda for Change Band 6**

**Salary: £37,831 - £46,100**

**Hours: Full time 37.5 hours per week**

**Location: Royal Alexandra Hospital**

**Closing Date: 17/11/2023**

**Welcome from Denise Brown, Director of Digital Services**

Thank you for expressing an interest in the role of Radiology Information System (RIS) Manager.

NHS Greater Glasgow and Clyde (NHSGGC) has the largest eHealth department in NHS Scotland and is at the forefront of digital transformation across the Health Service in Scotland. This role is an exceptional development opportunity for an experienced and dynamic person to join a highly motivated team whose role it is to support clinical and other staff to deliver the best possible care. NHSGGC is a Board which values and develops its people and joining the team provides many potential opportunities to grow and develop your career over time.

**About NHS Greater Glasgow and Clyde Health Board**

NHSGGC is the largest healthcare provider in Scotland, serving a population of approximately 1.3m, through the provision of a comprehensive range of Acute, Mental Health and Community Care services. The Board also provides cross-border and Regional services.

**About the Directorate**

The eHealth Directorate has 1,640 staff. The Directorate has a revenue budget of approximately £70m (including annual Scottish Government funding), an annual capital budget of circa £7m and other non-recurring budget of approximately £13m.

The Imaging IT Team supports a wide range of deliverables across all of the departments detailed below

The eHealth Directorate comprises of the following departments:

* **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. In addition, Information security and compliance.
* **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration and System development.
* **Innovations** – responsible for development and delivery of eHealth enabled Innovation Programmes, linking with Innovators such as clinicians, R&D, industry and SME's within NHSGGC, West of Scotland, and the broader Innovation community.
* **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Clinical Coding and Business Intelligence.
* **Health Records** - delivery of Health Records services across NHSGGC, including provision of outpatient clinics and ward clerk services
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit, risk management, Programme Management Office (PMO), Information Governance, FOI responses and overarching aspects of staff governance and organisational development, Health & Safety, general Directorate wide governance and facilities management activities.

The Directorate is fortunate to have in place strong governance structures to enable us to manage and effect change at pace and scale. The success of the Directorate is down to the way that teams work flexibly to deliver the support that’s required. A key element of the progress that we’ve been able to also down to the strong clinical leadership roles which are now embedded within the Directorate structure. Our clinical colleagues are aligned to key programmes and operate as a clinical reference group too.

Additionally, we place a big emphasis on staff development, retention and attracting new talent and we do this through a mature performance development framework, robust workforce and succession planning and role-based training which is pivotal overall.

The job description is enclosed as appendix 1 and the person specification is enclosed as appendix 2.

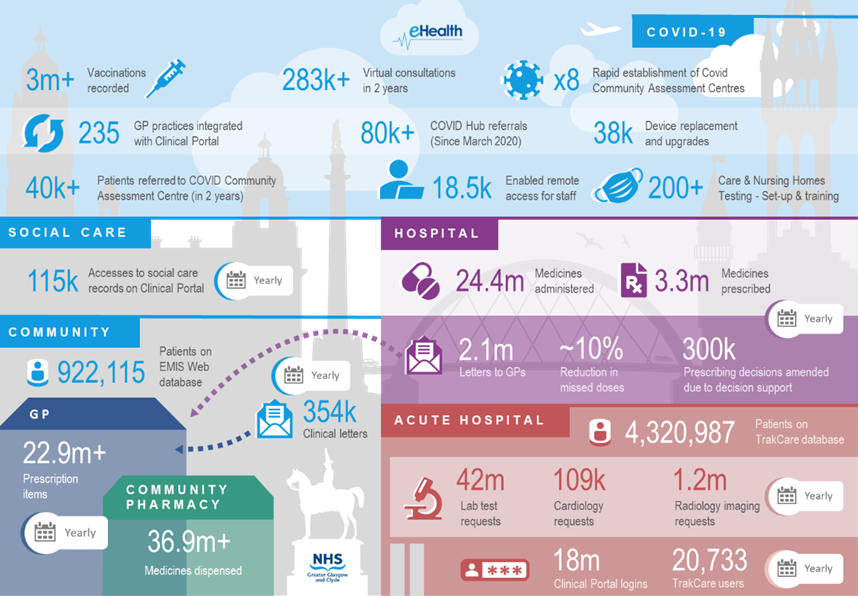
**Digital Strategy and other Transformation Programmes**

NHSGGC has an ambitious 2023-2028 Digital Strategy ([LINK](#)) which sets out all of the strategic themes and programmes. The Imaging Department is pivotal to supporting the delivery of transformational change, with some examples of the key programmes of work the department is involved in, set out below.

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| **Programme** | **Description** |
| National PACS Reprovisioning and Implementation | Implementation of a new National Picture Archive & Communications System. |

**Moving Forward Together (MFT)**

Launched in 2018, the NHSGGC Moving Forward Together programme is a whole-system approach to planning services covering acute hospital care, community services and primary care in order to improve care and outcomes. The MFT Portfolio of Projects comprises a range of short-, medium- and longer-term initiatives including development of new ways of working which provide safe, effective, and patient-centred care. The Digital Strategy aligns with MFT over the coming five years, making best use of available resources and the opportunities created by innovation and technology. More information on the Moving Forward Together Programme can be found via the [LINK](#).

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**Useful Links and Information**

* NHSGGC Digital on Demand Strategy 2023 – 2028 ~~-~~ [LINK](#) & Video
* NHSGGC Twitter - [LINK](#)

**Key Strategic Drivers**

* [National Digital Health & Care Strategy](#)
* [National Workforce Strategy for Health and Social Care in Scotland](#)
* [Fairer Scotland Duty](#)
* [Meeting the Requirements of Equality Legislation (2020-24)](#)
* [NHSGGC Stakeholder Communications and Engagement Strategy (2020-23)](#)
* [NHSGGC Healthcare Quality Strategy 2019/2023](#)
* [NHSGGC Moving Forward Together (MTF) programme](#)
* [NHSGGC “Growing Our Great Community” Workforce Plan 2022-25](#)

**Appendix 1 – Job Description**

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| * **JOB IDENTIFICATION**   **Job Title:** Radiology Information System (RIS) Manager  **Responsible to:** RIS Support Team Manager  **Department:** Imaging  **Directorate:** Diagnostics/eHealth |
| **2. JOB PURPOSE** |
| To manage the implementation, ongoing management, and future development of the RIS across Greater Glasgow, including management/installation of RIS equipment and interfaces with other IT systems and medical equipment/PACS.  To integrate and support the Picture Archiving & Communication throughout Glasgow ensuring robust communication between CRIS and PACS.  To develop and implement methods of collecting management information, to aid management in service development and for data quality checking.  To assume key responsibility for developing the system to support the needs of a modern radiology department, co-ordinating a single system approach across Greater Glasgow.  To ensure appropriate communication to senior management, key clinical users and Administration staff management.  To develop and implement projects to develop the RIS Service. |
| **3. ROLE OF DEPARTMENT** |
| The overall aim of the eHealth Directorate is to deliver and maintain a comprehensive integrated information, technology and record management strategy in order to ensure that the right information is provided in the right place at the right time, to support highest possible levels of diagnosis, treatment and care of patients and clients, to support continuous improvement of the health of the populations we serve and to achieve more effective integration between Health and the care services of our Local Authority partners.    This includes patients’ case notes and other information for clinicians working in the community and primary care, in outpatient clinics, on the point of admission for inpatients/day cases and for review after discharge: it includes developing and supporting electronic information systems for clinical and management use: and it includes collection and analysis of data required by the Scottish Government Health Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populations.    The eHealth Directorate has approximately 1,480 staff, a revenue budget of approximately £57m (incl annual Scottish Government ring fenced funding), annual capital budget ranging between £3-5m and non-recurring eHealth budget of approximately £15.8m.  The eHealth Directorate comprises the following departments:   * **Operations** – responsible for the overall IT and Telecommunication service delivery to NHSGGC including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHSGGC to agreed KPI’s and SLA’s. * **Strategy and Programmes** - responsible for the development of the medium to long term eHealth Strategy and the delivery of a large number of highly complex programmes and projects including significant service reconfiguration. * **Information Management** – responsible for the collection and analysis of information, information governance and delivery of knowledge management services. This service comprises Knowledge Services (Libraries), Information Governance and Business Intelligence. * **Health Records** – delivery of Health Records services across NHSGGC, including provision of outpatient clinics. * **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI responses and overarching aspects of Human Resource and Organisational Development, Health & Safety, general Directorate wide governance and facilities management activities. |
| **4. ORGANISATIONAL POSITION** |
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| **5. SCOPE AND RANGE** |
| Working in close collaboration with the PACS Team, IT Managers, RIS Supplier and other external suppliers, maximising the benefits of the system to improve the quality of patient  care and the efficiency with which it is delivered**.**  Ultimately responsible for the management and support of the Greater Glasgow Radiology Information System, working within a highly technical/complex imaging environment, developing the system, testing new software releases/bug fixes and training of a multidisciplinary group of staff (medical, radiographic, nursing, administration, nuclear  medicine technicians, porters).  Direct responsibility for all issues relating to the Radiology Information System.  **Sites covered:**  **North Glasgow Sector:**  West Glasgow ACH, Gartnavel General Hospital, Beatson WOSCC, New Stobhill Hospital, Glasgow Royal Infirmary, Lightburn Hospital and Glasgow Dental Hospital.  **South Glasgow Sector:**  Queen Elizabeth University Hospital, Royal Hospital for Children, Institute of Neurological Sciences, New Victoria Hospital.  **Clyde Sector:**  Royal Alexandra Hospital, Vale of Leven Hospital and Inverclyde Royal Hospital.  RIS covers a wide range of patient administration and clinical support functions for all hospital users requiring access to radiology information (including clinical, nursing, support services, Picture Archiving Communication System (PACS), administrative and management staff). |

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| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **RIS Management**  Continuing management of the RIS and its data to support clinical services delivered throughout the Imaging Directorate, which is essential to all clinical practices across Greater Glasgow and Clyde.  Develop and implement cross directorate working practices to ensure data integrity of shared data and commonality in data collection policies.  In conjunction with senior managers monitor on a daily basis the performance of the RIS, related network, equipment and interfaces and implement changes to achieve suitable performance/productivity levels.  In conjunction with eHealth carry out necessary quality assurance including resilience testing of the system/servers.  Under guidance of the RIS Support Team Manager, develop and maintain standards for maintenance of the data structure of all major System Structural Tables and System Coded Reference Tables ensuring compliance with ISD coding structure, pan-Glasgow agreed structures and national guidelines.  In conjunction with the RIS Supplier and Senior eHealth Managers, manage and co-ordinate all relevant system patches and upgrades at times that least impacts the service.  Participate in the design and implementation of a thorough test plan for testing of new  software releases and bug fixes, maintaining a record of test processes and actual results  and carry out such tests systematically, while minimising service disruption.    Close liaison with 3rd party suppliers to manage the resolution of any acceptance testing  issues through further application releases.  In collaboration with eHealth, design, implement and update, via continuous review, the system backup processes to meet data integrity and recovery standards ensuring security of clinical information as per Data Protection Act.  Assist with issues with fault finding relating to computer peripherals such as SpeechMikes  and Document scanners.  Provide first line support for Speech Recognition for users and triage as necessary.  Develop continuous process improvement mechanism to support service redesign and expansions.  The management of system changes using established Change Control Processes in  associate with eHealth and Imaging.  Develop and provide a sensitive, pro-active customer focused information service, with  support from the RIS Officers and other members of the teams across the Directorate.  Advise on RIS and related operational matters to Directorate Management Team to ensure continuous service delivery.  Advise on RIS integration with other developments of both hardware and software, including other imaging equipment.  To be familiar with and observe divisional and departmental protocols, policies and local  rules.  Propose expansion the inter-departmental systems integration and promote the use of the  RIS functionality.  Develop and maintain an understanding of the complexity of the RIS processes and their interactions within the departments in relation to the needs of the service in respect of patient data, e.g. RIS provides patient worklist data for imaging modalities such as CT, MR, etc.  Assist the PACS Team and PACS vendors with interface issues between the RIS and PACS  Setup RIS workstations to allow PACS Desktop Integration.  To attend site outside of regular hours when required  **RIS Support and Maintenance**  Manage the ongoing support and maintenance of the RIS hardware and software, monitoring equipment performance and providing first line and more high level system support, communicating with users in relation to planned and unplanned maintenance/downtime.  First and second line support for dealing with system problems, investigating, analysing and resolving problems, both minor and complex.  To be subject matter expert in all matters of CRIS to support system users, management and other GGC disciplines.  Responsible for reducing any risk to patient safety resulting from system errors in mis identification of patients attending any GGC Imaging Departments.  Maintaining the quality of the demographic and study information held within the CRIS database.  Plan, develop and deliver the training programme for the RIS Officers to provide first  line support to users and develop designated staff on each site to be first contact  point to resolve more general problems locally.  Manage the setup and support of the operational interfaces with PACS (RIS Dicom  worklists) including ongoing interface monitoring and alerting, investigating and  escalation of any issues where necessary.  In conjunction with eHealth Service Support Personnel, prepare and monitor Service  Level Agreements for the RIS application software and hardware and associated interfaces.  Creation & maintenance of comprehensive contingency processes and Disaster  Recovery Protocols for Electronic data recovery, hardware recovery, Software repair & recovery.  Paper systems back-up for use in a 'complete system failure' environment.  **Staff Management & Responsibility**  Responsible for direct management and supervision of all RIS Officers across Greater  Glasgow and Clyde in their areas of responsibility.  Responsible for the recruitment and selection process for staff in line with NHS GGC policies  and procedures.  Manage leave and absence for RIS Officers and liaise with Human Resources and Occupational Health when necessary to ensure there is adequate support during core hours.  It is essential that staffing levels are maintained to ensure support is available to Clinical Imaging Services.  Carry out PDP interviews for RIS Officers ensuring that training and development needs are met.  Manage, plan and implement the training programme for all staff in the Diagnostic Directorate with regards to organisation of the programme ensuring every member of the Diagnostic Directorate understands and is able to operate the RIS.  To devise and maintain training/documentation on the RIS web page access for external  users of the system, allowing for staff at ward and clinic level throughout Greater Glasgow  to view Imaging results for patients. There are currently around 1500 main application  users on the system and over 230 web users.    The successful candidate will be required to maintain a good working knowledge of the  system software.  To maintain a personal CPD programme with reference to developing ongoing role  progression. |

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| **7a. SYSTEMS, EQUIPMENT AND MACHINERY** |
| The post holder would require knowledge of complex data structures with an emphasis on Oracle, Unix and SQL database structures. The post holder will also be required to carry out research into latest IT application innovations ensuring appropriate technology is utilised and will manage and support services and applications within wide range of technical platforms and software environments, including configuration, support and analysis with the following technologies: -   * Unix * SQL (incl SQL DBA) * Microsoft.NET * JavaScript * ASP.NET * HTML * Visual Basic * XML * MS Access   The post-holder will also use support monitoring tools and applications for Performance, Availability and Capacity Management.  The post holder will use a range of systems and in doing so require advanced keyboard skills, including:   * Microsoft applications – Word, Excel, PowerPoint etc * Adobe and similar applications * eMail systems, internet and intranet * Incident and risk management systems * Various departmental databases * Patient administration and management systems * Financial reporting applications * SSTS and workforce systems * Service Now   The post holder will use a range of manual recording and reporting systems, including:   * Files (contracts, personnel, technical & supplier literature, legislative) * All other associated systems, equipment and interfaces across NHSGGC |

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| **8. DECISIONS AND JUDGEMENTS** |
| * Key areas of responsibility will be allocated by the RIS Support Team Manager, following direction provided by NHSGGC eHealth Strategy. * The RIS Manager agrees personal objectives and responsibilities, which are reviewed by the RIS Support Team Manager and operates autonomously at senior level, managing RIS Team service resource to meet the clinical systems objectives. * The majority of the post holder’s activity will be self-initiated and proactive in response to meeting objectives of the job with freedom to act with autonomy in the following key areas:-   + Management and direction of staff   + Response to user requests including anticipation and resolution of issues   + Development of policy and procedures (in line with any Directorate wide policies)   + Communication to the rest of the Diagnostics/eHealth Directorate   + Communication to General Management and Service Managers   + Communication to Key Clinical Users and User Groups * Deputisation for RIS Support Team Manager and other Team Leads as required. * Priorities will be established in collaboration with the RIS Support Team Manager, Imaging Programme Manager and SDPM – Diagnostics. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder is required to communicate with:   * Other eHealth Directorate Professionals ensuring models of service delivery are achieved. * NHSGG&C Business and Project Managers, both advising and negotiating the use of new and emerging technologies * Clinical staff throughout NHSGGC, advising and supporting to resolve issues. Staff from other Health Board areas, in particular when national information events and working groups take place |

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| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| The post holder is expected to deliver in line with Project Plans; unforeseen events can have an adverse effect on how time/resource is managed. As with any non-scheduled support environment, user expectation is of quick fix, which means post holder will react to situation. The job requires the juggling of large numbers of complex issues large and small to ensure that priorities are met for the clinical and diagnostic services in NHSGGC.  Frequent, intensive concentration when working on highly complex business processes and management information issues.  Requirement to travel to other NHSGGC sites to support workload and meetings. |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Manage a 24-hour critical care system in an ever-changing IT/Imaging environment ensuring the continuing availability to users  System failure can cause severe and sudden disruption to clinical services. This requires an immediate response to ensure continuity of patient care and timely treatment.  To encourage, motivate and manage multi-disciplinary groups of staff to user new technology/developments available and negotiating with and persuading staff to change working practices  Management of conflicting resource issues between daily operational and development  projects  To carry out testing of new software releases and develop user documentation while  continuing to provide an efficient support service  Management conflicting requirements of the different disciplines within the departments  Managing and resolving inter departmental operational issues throughout Greater Glasgow  and Clyde.  Meeting the user's expectation of having an understanding of the wide variety of clinical applications to which the system is put.  Isolated nature of the position within the multi-disciplinary structure  Requires resilience, self-discipline and self –motivation.  Multi-disciplinary nature of the environment can lead to difficult inter-personal situations |

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| **12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| **Essential**   * Educated to Diploma/Degree level in an IT related subject or equivalent practical experience in this field * Knowledge of desktop software is also required including Microsoft Office * Good understanding of Windows platforms * Experience in using a helpdesk system   **Desirable**   * Experience of relational databases * Experience in Unix/Linux * Experience of using integration engines   **Experience**  The post holder will have demonstrable practical experience in the support and implementation of clinical and diagnostic applications within a complex environment.   * Ability to prioritise and meet deadlines in a time constrained environment * Ability to exercise initiative and work independently * Able to communicate clearly about technical issues and problems with non-technical   users   * Good interpersonal and negotiating skills allowing post holder to influence decision making |

**Appendix 2 – Person Specification**

**Job Title:- RIS Manager (AFC 6)**

**Department:- eHealth/Diagnostics Support Team**

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| **Qualifications and Skills** | **Essential** | **Desirable** |
| Both theoretical and practical experience of database structures gained through achieving a relevant diploma or degree and/or previous practical workplace experience. | **✓** |  |
| Preferably qualified in Qualified in, ITIL IT Service Management (International standard for Best Practice in IT Service Management) to ensure ITIL service transition techniques are used to deliver successful implementation of all aspects of the service |  | **✓** |
| Experience in project management and knowledge of methodology such as ELMP, Six Sigma or Prince advantageous |  | **✓** |
| **Experience** | **Essential** | **Desirable** |
| The post holder will have gained a minimum of 5 years practical experience in the analysis, specification, development and implementation of information systems within a complex environment |  | **✓** |
| Experience of working in an application support function preferably for at least 2 years, with proven ability of leading or managing staff who have diverse skills and abilities. | **✓** |  |
| Specialist knowledge of technical aspects of systems; hardware, database, software and hardware integration environments and associated knowledge of legislation, best practices and procedures surrounding IT | **✓** |  |
| Proficient in the role of IT support, and service delivery management with exceptional problem solving abilities and firm logical grounding. Familiar with the concepts, standards, technologies, tools, procedures, hardware and software in use for delivering IT services. | **✓** |  |
| **Behavioural Competencies** | **Essential** | **Desirable** |
| An ability to work as part of a multi-disciplinary team | **✓** |  |
| High level of communication and negotiating skills and the ability to diplomatically deal with all levels of users, senior management and clinical staff, allowing post holder to influence decision making with relevant presentation skills | **✓** |  |
| Ability to present to and engage a high level managerial or clinical audience | **✓** |  |
| Ability to prioritise and meet deadlines in a time constrained environment | **✓** |  |
| Organised approach to administration, workloads and prioritisation. Ability to exercise initiative and work independently. | **✓** |  |
| Good interpersonal and negotiating skills allowing post holder to influence decision making | **✓** |  |
| Ability to understand the business aspects of information systems and supported applications. | **✓** |  |
| Intuitive and proven team player | **✓** |  |
| Proactive self-starter, ability to exercise initiative and work independently | **✓** |  |
| Understanding of the business aspects of IT systems and applications | **✓** |  |
| Ensures that technical and complex tasks are completed to a high standard | **✓** |  |
| **Other** | **Essential** | **Desirable** |
| Ability to travel around NHSGG&C and partners sites | **✓** |  |