|  |
| --- |
| JOB IDENTIFICATION |
|  Job Title: **Digital Enablement Co-ordinator - Primary Care** Responsible to (insert job title): **Head of Digital Strategic Delivery** Department(s): **Digital Enablement** Directorate:  **Digital and Information** Job Reference:No of Job Holders:  **1**Last Update (insert date): January 2024 |

|  |
| --- |
| JOB PURPOSE |
| The Digital Enablement Co-ordinator – Primary Care will be responsible for facilitating the delivery of a proactive Digital/ICT training & mentoring service to General Practitioners and the extended Primary Care Team including Community Pharmacies, Dental Practices and Opticians with the intention of assisting them to derive maximum clinical and administrative benefit from the various clinical systems.To plan and deliver high-quality training and training materials across NHS Fife Independent Contractors to support the Digital agenda and enable our workforce and service users to engage effectively with Digital. The postholder will work with Digital and Information colleagues and Primary Care Teams inc GPs, Dental, Community Pharmacists and Ophthalmologists to provide professional advice, guidance, and support on all aspects of delivery of Digital Enablement within NHS Fife. There is a need for this post to research matters where there may be no national guidance in relation to clinical coding, system functionality or contract requirements, ensuring findings are shared throughout Scotland.This post will take a lead role on training matters to both internal and external customers, developing and carrying out innovative training needs analysis, agreeing appropriate training and timescales to support the digital agenda. This post will also provide leadership, management and ensuring ongoing development of the Primary Care Mentor Team.NHS Fife is ambitious in developing its Digital Delivery Plan to support organisational change and modernise service delivery for the benefit of staff, patients, carers, and the public. This post will act as a key advocate of this agenda. |

|  |
| --- |
| 3. DIMENSIONS |
| Digital Strategic Delivery and the Digital Enablement Teams are a service area which forms part of the Digital and Information team within NHS Fife. This role will be based at Cameron Hospital with training across NHS Fife Independent Contractor sites and may involve working on local or regional delivery of National objectives. Engagement will be across NHS Fife and will involve Primary Care Sites and working within Community and Acute Hospitals. Primary Care consists of 52 General Practices, 85 Community Pharmacies, 57 Dental Practices and 44 Ophthalmic practices. You will lead the team which ensures effective training and mentoring within of these practices. The post holder will engage directly with those delivering projects as well as National Services Scotland GPIT Team, GP Practice Managers, Community Pharmacists, Dentists and Opticians and the wider primary care team in Fife. The post holder must be capable of applying management and leadership skills as appropriate to ensure that digital enablement including training is delivered successfully. **4. ORGANISATIONAL POSITION** |
| 5. ROLE OF DEPARTMENT |
| The overall aim of the Digital and Information Directorate is to deliver and maintain a comprehensive integrated digital information technology and health information strategy, to ensure that the right information is provided in the right place at the right time, to support highest 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 Executive Health & Social Care Department, for local monitoring of activity or performance, and for surveillance and protection of the health of our populationsThe Digital and Information Directorate has approximately 300 staff, a revenue budget of approximately £12m, annual capital budget of approximately £1m. The Digital and Information Directorate comprises the following departments:* **Operations** – responsible for the overall IT service delivery to NHS Fife, H&SCP, Contractor Services, and partner organisations including the delivery of the underpinning technical infrastructure and applications to support the health and corporate directorates across NHS Fife and partner organisations to agreed KPI’s and SLA’s.
* **Strategic Delivery** - responsible for the development of the medium to long term Digital and Information /IM&T Strategy and the delivery of many highly complex programmes and projects including significant service reconfiguration.
* **Information Management** – responsible for the collection and analysis of information, and delivery of knowledge management services. This service comprises Knowledge Services, and Business Intelligence Acute, Partnerships and Public Health.
* **Information Governance & Security** – responsible for guidance and advice to the organisation in respect of the processes and procedures within NHS Fife to comply with all relevant legislation and guidance in relation to Information Governance and IT Security areas.
* **Health Records** - delivery of Health Records services across NHS Fife.
* **Business and Resource Management** – responsible for financial management, procurement & contract management, audit & FOI co-ordination and aspects of HR, health & safety, General Governance, and facilities management activities.
 |
| 6. KEY RESULT AREAS |
| * Contribute to the implementation of Digital and information strategy by taking the Digital Enablement role in the management of several concurrent projects being delivered within Primary Care.
* Developing and maintaining Digital training needs analysis, action training plans to support the enablement of all client groups via digital training.
* Lead and manage the Primary Care Mentor Team to ensure that operational objectives are completed and delivered. Ensuring appropriate allocation of resources within budget to complete objectives within specified timescales. Ensure work packages are agreed and kept up to date.
* Developing and maintaining an innovative training framework for all training materials to ensure a standard approach to all Digital training.
* Provide innovative professional advice, guidance and support for the design, development of specialised supporting training materials. Ensuring these materials are available for all staff and service users within NHS Fife for self-help and refresher training.
* Participation in meetings and seminars as the Digital Enablement Co-ordinator representing Primary Care. Ensuring provision of Digital Training in the appropriate format for a range of health-related topics, taking the lead role in the development of, and supporting the preparation of, a range of Digital Training developments.
* Take responsibility for establishing requirements with the customer, providing advice and guidance on Digital Training, suggesting, and implementing alternative innovative solutions as appropriate.
* Contribute to NHS Fife’s delivery of digital innovation.
* Monitor current work and reassess priorities as required; negotiate with senior colleagues, within NHS Fife and partner organisations, to manage customer expectations and conflicting priorities.
* Review and influence the development of digital Training, including communication with appropriate stakeholders to ensure digital Training reflects the training needs of customers and business priorities/current initiatives.
* Requirement to contribute to one or more digital projects and will direct the work of those involved in the delivery of training.
* Responsible for the recruitment and selection and ongoing management of Primary Care Mentor Team including staff professional development and performance appraisals.
* Ensuring work delivered remains effective, relevant, and up to date.
* Ensure secure filing, updating, and archiving (for up to 10 years) of extensive software training documentation as required by Regulatory Authorities and Legislation and review dates are agreed and actioned as appropriate.
* Other relevant duties as directed by the line manager.
 |
| 7a. EQUIPMENT AND MACHINERY |
| * PC/Tablet
* General office equipment
* Presentation equipment
* Smartphone

Requires an advanced working knowledge of Digital related Technologies this may include but not limited to* Server Platforms
* Wireless Technologies
* Computers (Desktops, Laptops & Tablets)
* Printers
* Smartphones
 |
| 7b. SYSTEMS |
| * Projects shared area: maintaining training status within the shared area to ensure a knowledge database of programme and project information is developed.
* Maintenance of personal, departmental, and divisional information using MS Office systems (including use of MS Project for project plans). The majority of NHS Fife Strategic Delivery staff and managers use MS Office.
* 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.
* Expert Knowledge of GP clinical systems, Docman & Order Comms
 |
| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is assigned by the Head of Digital Strategic Delivery in line with the NHS Fife Delivery Plan. The post holder will be expected to lead on the delivery of high-quality Digital Enablement activity across NHS Fife Independent ContractorsWork will be regularly reviewed with their line manager and shaped by both National and Local priorities.The post holder is subject to the formal NHS Fife appraisal of performance system, taking responsibility for delivering against agreed objectives. |
| 9. DECISIONS AND JUDGEMENTS |
| Required to use own initiative and work on a self-directed basis under the direction of the Head of Digital Strategic Delivery and Senior Nurse/Practitioner. Supported by the Senior Nurse/Practitioner with the requirement to manage own workload and manage conflicting priorities effectively to meet challenging timescales. Monitor and modify the range of work undertaken by those delivering training. This includes ensuring that all members of the team are appropriately trained to deal effectively with the type of work and demands expected of them.Key influencing role to inform business priorities of Digital Enablement. This will require analysis of current user knowledge and understanding, and the development of tailored training needs analysis and implementation plans that support both the user and the development of services.Authority to manage project issues and risks in relation to training and, where appropriate, escalate these to the relevant programme manager.Self generation of work and use of a high degree of initiative and autonomy to achieve personal, team and organisational objectives |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| * There is a regular requirement to deal immediately with the needs/demands of users during periods of intense change (e.g., in response to deadlines or following developments, changes or upgrades to clinical software) whilst continuing to deliver the ongoing requirements of the job in a professional and timely fashion.
* To ensure that all Digital training development, irrespective of complexity, is provided accurately and is presented in a way which enables ease of use and understanding by the target audience (whether general management or clinical interests, inside or outside the NHS).
* Delivery of operational service and a range of projects in an environment of change and tight timescales with rapidly changing priorities
* To effectively manage conflicting demands between user and service requirements
* Ensuring that up-to-date, high quality professional advice on Digital training is provided timely to key business priorities and implementation plans across NHS Fife.
* Interpreting complex facts, comparing a range of options, and proposing effective training solutions to management.
* Highlighting and managing issues and risks in relation to training delivery and informing the strategic management of project teams by analysing and recommending risk solutions.
* Negotiating and liaising with the different multi-disciplinary teams, departments, and agencies to access data systems and bring them on board. To utilise and obtain the identified benefits from the implementation of the designated project(s).
* Facilitating cultural shift from technology led information to information focussed system implementation.
* Working within an environment with active political agenda and ensuring all viewpoints are catered for
 |
| 11. COMMUNICATIONS AND RELATIONSHIPS |
| The Digital Enablement Co-ordinator – Primary Care post requires a high level of communication skills. Internal 1. Regular formal and informal meetings with the line manager.
2. GPs, Practice Managers, Community Pharmacists, Dentists and Opticians
3. Regular meetings with National Services Scotland and National Lead Facilitators
4. Projects and Programmes colleagues and NHS Fife staff at all levels
5. Day to day liaison with members of the relevant Project team to ensure effective communication and coordination of effort.
6. Direct liaison with training stakeholders throughout NHS Fife, eg. Senior Managers, and all other levels of staff (face-to-face meetings and delivery of presentations, as well as telephone and email communications).

External 1. NHS Fife senior staff and executives
2. Health and Social Care Partnership colleagues
3. NHS Boards Digital staff. Direct liaison with NHS Board staff, eg. Digital and Information managers/staff on matters of training delivery and quality assurance, as well as the post holder providing advice and guidance on training issues (face-to-face meetings, telephone, and email communications, as well as presentation delivery).
4. Public Sector organisations and external clients on an ongoing basis for training activities, progress, liaison with client in-house specialists – IT/Digital, OD, Change Management, IT/IG governance, etc.
5. Other areas within NHS Fife (face-to-face, telephone and email communications).
6. NHS Fife Digital customers including when relevant independent practitioners and practice staff (face-to-face, telephone and email communications).
7. Clinical and clinical care management specialists
8. Management consultants (NHS Fife and external)
9. External / Internal auditors
 |
| 12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB |
| Physical* Light to moderate: including moving light equipment e.g., laptops, projectors for presentations; using keyboards regularly/frequently for work processing, spreadsheets etc and email.
* Regular travel within Fife and occasionally to meetings around Scotland may be required.
* Delivery of workshops and training sessions may necessitate standing for long periods of time. This can vary from project to project but may involve consecutive days of workshop facilitation.
* Sitting for long periods at a PC for long periods of time typically more than half the shifts worked.

Mental* Intense concentration / in-depth mental attention frequently required eg. leading training, influencing NHS staff and managers at all levels of seniority, public speaking, analysing training delivery.
* Working under pressure and balancing multiple demands in complex/changing environments.
* Frequent interruptions are inevitable due to the variety of projects that may be underway.

Emotional* Ability to keep one’s own emotions under control when dealing with those resistant to change and training in a pressured environment.

Ability to cope with unexpected problems and take responsibility.Ensure a high level of Confidentiality and Data Protection  |

|  |
| --- |
| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Qualifications* Educated to degree level (or equivalent) in an Informatics / Information Technology or Business Management related subject.
* Evidence of relevant continued professional development supported with training qualification or equivalent.

Experience* Substantial skills and experience of working within a training environment.
* Significant experience in a Digital/eHealth/ IT or General Practice or Primary Care environment.
* Proven ability to implement training successfully and concurrently within set timescales.

Knowledge* Thorough knowledge of national Digital and Information / Information Management & Technology strategy is highly desirable.
* Good understanding of NHS Fife direction, priorities, and structures.
* Knowledge of innovative training delivery models.
* Knowledge of current legislation on Data Protection, Freedom of Information, Diversity etc.

 Skills* Excellent interpersonal skills, communication (verbal and written) and presentation skills.
* Ability to demonstrate influencing, negotiating and mediation skills, to support delivery of training to areas potentially adverse to change.
* Proven ability to build effective professional relationships with senior clinicians, managers and colleagues through effective communication and engagement skills.
* Ability to work across professional and organisational boundaries.
* Ability to manage, motivate and develop staff, demonstrating a commitment to personal development.
* Ability to demonstrate working knowledge of IT systems.
* Innovative thinker with good problem-solving skills.
* Organisational skills.
* Ability to manage competing priorities within tight timescales.
* Teamwork – Teamwork is critical to success. Working with staff within programmes to ensure relevant training is delivered at the correct time to the right people.
* Because training delivery can be a stressful activity, a clear and helpful frame of mind is essential.
* In a training role active listening is key skill to understand the customers requirements
 |

|  |
| --- |
| 14. JOB DESCRIPTION AGREEMENT |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |

**History:**

|  |  |  |
| --- | --- | --- |
| **Version** | **Date** | **Comment** |
| V1.0 | 2011 | Banded AFC6 CAJE Sco17/JDIT10Q |
| V1.1 | 03/04/19 | Updated to reflect new organisational position and background. |
| V1.2 | 04/05/22 | Updated to reflect change in title as Digital enablement and removal of eHealth.  |
| V1.3 | 09/01/24 | Update to account for Primary Care Focus |