

**AGENDA FOR CHANGE
NHS JOB EVALUATION SCHEME****JOB DESCRIPTION****1. JOB IDENTIFICATION**

Job Title: eHealth Facilitator

Reports To: Senior eHealth Facilitator

Department, Ward or Section: eHealth

CHP, Directorate or Corporate Department: Corporate Department

Job Reference: CSEHTRAIGIMPL21

No of Job Holders: 8

Last Update: June 2021

2. JOB PURPOSE

To provide a proactive Information Management & Technology (IM&T) consulting service to general practitioners (GP) and the extended primary care team, community pharmacies (CP) and general dental practices (GDP) with the intention of assisting them derive maximum clinical and administrative benefit from IT systems and resources and to advise on appropriate business process change.

To provide an IM&T analysis service so as to understand the ongoing IT 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, clinical coding and GMS contract advice to all GP practices and the extended primary care team across NHS Highland (North).

Provide specialist IM&T advice to all CP and GDP across NHS Highland (North).

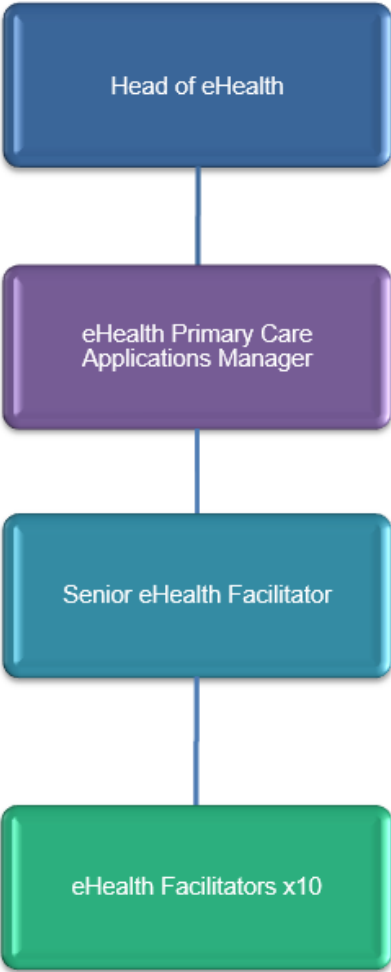
Programme and facilitate workshops and face-to-face group meetings with GP, CP and GDP staff – approximately 20 workshops per year and up to 50 formal group meetings per year.

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

Provide classroom- based and on-site training and mentoring activities in clinical systems, clinical coding and paperless working practices to GP, CP, GDPs and staff – approximately 25 sessions per year.

Provide solutions to a broad range of ad hoc enquiries from GP, CP and GDP practices – approximately 100 telephone and 200 email enquiries per week.

4. ORGANISATIONAL POSITION



5. ROLE OF DEPARTMENT

eHealth is a key element in supporting the delivery of health care services locally, regionally and nationally. It ensures the delivery, application and maintenance of digital solutions which the NHS is reliant upon in a cost effective and secure way using information and communication technologies to support improving the overall health and wellbeing of our population.

The department provides a range of services across all areas of NHS Highland which covers an area from Campbelltown to John O’Groats, supporting all sectors including clinical and care staff as well as non-clinical staff.

eHealth has a wide remit with a range of teams with skills required to delivery NHS Highland’s digital environment. We provide specialist support services from an in-house Service Desk to dedicated support engineers along with specialist teams who proactively manage and develop the digital and application environments. We also have teams that specialise in project management, training, user facilitation, business intelligence, information governance, data protection, identity management. All supported by our Business Services team, providing a wide range of business and administration services

eHealth is committed to NHS Highland’s vision of “partnering with our communities to improve the health and wellbeing of the people of Highland and Argyll & Bute” and we embrace the aspirations of NHS Highland to deliver the vision by:

- Clinical and care excellence
- Partners in care
- A great place to work
- Safe and sustainable services

6. MAIN TASKS, DUTIES AND RESPONSIBILITIES

- Agree objectives with the Senior eHealth Facilitator and implement and monitor progress to ensure that objectives are achieved.
- Plan, develop and manage delivery of a broad range of new and ongoing IM&T learning and training programmes to meet a variety of client needs.
- The postholder is responsible for the design and development of information systems (using software, IT communications or paper-based systems) to meet the specification provided by the GMS contract, GPs or other NHS Highland departments e.g. Pharmacy, Primary Care, Finance, Scottish Executive e.g. ISD, PSD. These systems are then distributed and supported.
- 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 GP/CP/Dentistry IT 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 postholder may also provide underpinning knowledge and core IT skills for GP practice staff undergoing European Computer Driving Licence qualification.
- To provide guidance and advice on the best use of software and clinical applications when issues arise.

- Responsible for the design and development of tailored IT training and mentoring programmes that will be delivered to all grades of staff within the NHS and NHS contractors. This will include identifying the best training methods for the situation. 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.
- Proactively engage in the analysis and interpretation of training/learning needs of client groups through appropriate measurement strategies.
- Coach, mentor and train GPs, CPs or GDPs and their practice staff to actively develop clinical information management skills and improve quality of clinical data.
- Deliver specialist training activities in clinical IT systems to GPs, CPs or GDPs and their practice staff.
- Plan, develop and deliver seminars and workshops.
- Be a source of expert/specialist user knowledge in one or more clinical system to support information management in GPs, CPs or GDPs.
- Review and co-ordinate the ongoing design, development and implementation of user documentation and support materials.
- Develop data extraction, query and reporting utilities to assist practices in the extraction and analysis of clinical and supporting data.
- Continuously evaluate new software developments, clinical applications and customer requirements in order to design, develop and deliver appropriate and up-to-date materials.
- Continuously develop and implement improvements to training, coaching and mentoring provision by keeping abreast of developments in the IT and wider training industries and ensuring that the most effective learning methodologies are applied.
- Apply appropriate evaluation methodologies and design materials to assess effectiveness of mentoring/training programmes.
- Specify, request and participate in the purchase of goods/supplies/expenses for department and provide signature authorisation for same as required.
- Develop appropriate audit tools and prepare reports based on complex statistical analysis of user uptake, evaluation feedback and training needs analysis.
- 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.
- Work closely with colleagues in other departments to ensure quality and consistency of service delivery also, when required, to contribute to Board strategies on implementation of clinical IT system and provide advice on aspects of policy.
- Provide IT facilitation support to Her Majesty's Prisons (HMP) Health Centre in local prison.
- Participate in and represent NHS Highland on national IT facilitators network and events.

<p>7a. EQUIPMENT AND MACHINERY</p> <ul style="list-style-type: none"> • The postholder is required to use a PC and printers as part of their daily duties. • The postholder is required to install and upgrade software and clinical applications on laptops and training servers and PCs. • The postholder is expected to have a comprehensive knowledge of IT hardware in respect of desktop PCs, printers, server equipment and computer networking environments. • The postholder routinely will use and advise on use of other IT equipment including multi-media projector, mobile devices, video-conferencing equipment, remote learning equipment and scanners. • The postholder will be expected to transport and set up multiple laptops, projectors and other media for off-site training sessions. • The postholder is required to use a mobile phone. • The post requires that the holder has knowledge of basic electrical safety rules. • The postholder is also expected to use equipment that will require a comprehensive knowledge of the following software packages above and beyond the limits of normal user skills: Non-clinical – MS Word, MS Excel, MS PowerPoint, MS Access, MS Outlook, Photoshop, Business Objects, SQL Server • The postholder is also expected to build a comprehensive knowledge of the following software packages above and beyond the limits of normal user skills on various clinic-based PCs/servers: <ul style="list-style-type: none"> - Clinical software for GPs, CPs, GDPs, HMP Health Centre - eGP systems: VISION, EMIS, Docman - ePharmacy systems - eDental systems - NHS bespoke systems: SCI Gateway, SCI Store, EDT

<p>7b. SYSTEMS</p> <ul style="list-style-type: none"> • Personal computer to undertake specialist and end-user, routine and complex manipulation and processing of data. • The postholder 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 GP, CP or GDP practice staff. The requirement of the postholder to use/develop and support clinical software and to produce supporting documentation will often require extended use of keyboards/PC equipment. • The postholder requires to communicate extensively with users and colleagues and to manage/maintain appointments and training calendars using the e-mail system. • The postholder requires to possess a detailed working knowledge of GP clinical/eDental/ePharmacy systems including: Clinical – e-GP systems: VISION/EMIS/e-Pharmacy system/eDental systems. The postholder will be a source of expert advice to practices in the use of these systems. • The postholder requires to fulfil a system administration function in respect of and to ensure databases/devices are appropriately maintained and data reset as required. • The postholder will be required to develop/design database/software tools to assist clients in the accurate extraction and analysis of clinical and supporting data.

8. ASSIGNMENT AND REVIEW OF WORK
<ul style="list-style-type: none">• The postholder will be expected to exercise autonomy in their decision making within the context of national and local projects assigned by the Senior eHealth Facilitator.• Work is generated principally from requirements for support; identified through formal needs analysis and ad-hoc requests in response to local and national strategic eHealth initiatives and changes to software and contract arrangements.• The postholder is expected to manage their own time, using initiative and judgement in meeting all areas of the position's remit.• The postholder 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 postholder will also continuously review his/her own performance to ensure high standards are maintained.• The Senior eHealth Facilitator is responsible for appraising and reviewing the performance of the postholder through formal appraisal system and progress meetings.• The postholder will review his/her development needs in line with the PDP-R process.

9. DECISIONS AND JUDGEMENTS
<ul style="list-style-type: none">• 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 GPs, CPs or GDPs and their staff in relation to clinical coding, information management and data extraction issues as well as providing specialist advice regarding the use of clinical and 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 will specialise in a minimum of 2 areas of activity and act as lead specialist in that area on behalf of the facilitation team e.g. a particular analysis tool or system.• The postholder may be required to provide specialist interpretation of clinical coding and clinical system issues to support financial decisions and payment verification.• The postholder will be expected to occasionally escalate issues to the Senior eHealth Facilitator.

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Requirement to present highly complex and contentious information to large groups of staff (GPs and practice staff, community staff, NHS Highland staff, external system suppliers). The size of the groups could be 6 to 100 people who are unknown to the postholder. The presentations can be held in a seminar room using presentational aids such as display units and projectors. The groups of people may have mixed or conflicting interests, objectives and priorities.
- Requirement to establish, develop and maintain a comprehensive support model that will be accepted and supported by primary care GPs, CPs and GDPs.
- 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 including: clinical coding, guidance in the use of any of numerous clinical systems, GMS contract interpretation, Scottish Government Health initiatives and information gathering requirements, development of policies, procedures and working practices, data security, protection and confidentiality. 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.
- Maintain service quality in a constantly changing environment to a very large user base.
- 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 Senior eHealth Facilitator
- NHS Highland staff at all levels
- Primary care general managers and their staff

External:

- GDPs and practice staff
- CPs and practice staff
- HMP Health Centre staff
- Clinical system suppliers including Vision/EMIS/Microtech/Voice Technologies
- CP PMR systems suppliers
- External IT system suppliers
- National facilitation network
- ISD/PSD
- SGPC
- SCIMP
- Computer support companies
- Clinical systems user groups

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

- Continuously adapt and deliver a broad range of facilitation, coaching and mentoring activities for GPs/CPs/GDPs and practice staff. This requires the ability to adapt to sometimes stressful and mentally challenging environments and situations. Working with the new GMS contract has seen GPs experience a period of intense change, which results in high feeling. 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 postholder will be training GPs/CPs/GDPs and practice staff in a challenging and complex range of skills to a wide and varied range of users with varying degrees of ability.
- The postholder requires to actively generate enthusiasm and participation from user groups in the use of new technology and to sensitively manage expectations and reactions due to contract requirements and occasional failures in software functionality.
- There is a requirement for prolonged periods of concentration and extensive use of keyboards/PC equipment.
- Constant change of national policy and priorities requires the postholder to continuously adapt, which can be emotionally demanding.
- There is a requirement of the post is to make regular visits to GPs, CPs and GDPs throughout NHS Highland (North) 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 strategic implementation of the national GP, CP and dentistry contracts' 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 and experience in IT, training, primary care, GP, pharmacy or dentistry.
- Accreditation in 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 IT including advanced use of Microsoft 365 and Microsoft Office applications.
- Experience of working within a customer-focused environment.
- Good understanding of primary care, GP, CP or dentistry procedures underpinned by theoretical knowledge and practical experience.

Skills/Knowledge:

- Specialist technical knowledge relating to the organisational, procedural and policy aspects of GP, pharmacy and dentistry contracts.
- Skilled in learning needs assessment, delivery and course development.
- Highly developed presentational skills.
- Excellent analytical skills required to interpret complex reports and information.
- Ability to understand complex information, diagnose system issues and 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 and implement training programmes.
- 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 and IT security policies, email and internet 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:	Date:
Manager's Signature:	Date: