NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| **1. Job Identification** | Job Title | Information Support Officer |
| Department(s)/ Location | Diagnostics |
| Number of Job Holders | 2 |
| **2. Job Purpose**The post holder will be responsible for providing high quality comprehensive and accurate statistical information to support the delivery of the services and improvement work across the Diagnostics Group. |
| **3. Organisational Position**Clinical Care Group ManagerScottish Bowel Screening Programme  Admin Services ManagerBlood SciencesClinical Radiology**Information Support Officer**Nuclear MedicineMedical PhysicsDenotes line managementDenotes provision of information support**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers in Scotland” 2009; and with the Code of Conduct for Healthcare Support Workers. |
| **4. Scope and Range**The Diagnostic Group provides services over 5 locations within Tayside.The Group provides Clinical Radiology, Medical Physics, Blood Sciences, Bowel Screening, Microbiology and to the population of Tayside and North East Fife.The post holder has responsibility in the key areas of:* Optimising the use of systems such as BOXI, CRIS , ICE, Excel , to create analytical and statistical reports to respond to internal and external data requests
* Support staff to provide regular reports including creating and managing the folders within the Shared drive to be specifically used for statistical reports pulled from BOXI into Excel
* Training other users to run the designed reports. Monitoring how these folders are used and reporting back to the team on progress towards identified timelines.
* Supporting User Acceptance Testing (UAT) for any system changes used in Diagnostics. Including working with a third party to ensure the IT System achieves the specification. This requires excellent understanding of the relevant Diagnostic systems and the implications of any new change being tested.
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| **5. Main Duties / Responsibilities*** Work closely with Diagnostics management teams in the interrogation of the various systems and reporting tools such that there can be continued monitoring and audit of the system and deliver operational reports.
* Develop full understanding of all aspects of the systems provided within the Diagnostics Group
* Produce reports required to monitor activity in key areas as identified by the management team.
* Use IT programmes to monitor activity, and perform statistical analysis.
* Play a key role in UAT and supporting the team through testing of aspects of change and all documentation for testing in line with new formal processes.
* Attend, present and contribute to the work of the User Groups.
* Support end to end testing of systems within Diagnostics in preparation for any new IT releases or system enhancements
* Identify and organise processes and SOPs for each of the above. Including working with other staff, creating unique reports and training others in how to use these reports regularly
* Managing the information in time for monthly quarterly and annual reporting, optimising report presentations and ensuring minimal duplication of effort within the team
* Manage all internal and external data requests including a request log and formal documents.
* The post holder is required to retrieve accurate information allowing regular monitoring and audits within Diagnostics systems.
* Responsible for ensuring and validating that the data input is accurate on the Radiology Information System (RIS) through liaison with the users of the system.
* Arrange, attend and minute take at meetings when requested.
* Provide a high quality secretarial and administrative service to ensure efficiency in patient care and accuracy and efficiency in relation to communications about patient care.
* Ensure there is adequate Interventional and Thrombectomy stock supplies, monitor stock levels and replenish by placing orders on PECOS for authorisation by management.

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| 1. **Communications and Relationships**

The post holder will be comfortable and competent communicating and liaising with a broad range of professionals including, Senior Managers, NHS IT colleagues, Public Health Doctors, GP Practice Managers.The post holder may be required to liaise with organisations within and outwith NHS Tayside for example Public Health Intelligence, Scottish Government, cancer charity organisations, other health awareness groups.It is essential that the post holder can communicate confidently and professionally in a variety of ways – written, telephone, face to face meetings, electronically.The post holder must have problem solving skills with excellent numerical and written reasoning. |
| 1. **Knowledge, Training and experience Required to do the job**

**Qualifications*** Educated to HNC/HND level in IT administration /business studies or equivalent

**Experience*** Previous experience working within a data analysing or an Information Technology setting.

**Skills*** A high standard of problem solving, numerical and written reasoning capability.
* A high standard of IT skills is essential, including experience in Microsoft Office and statistical software packages.
* Ability to work without direct supervision, prioritising own workload.
* Excellent organisational and time management skills.
* Demonstrate awareness of national developments that may impact on planned national initiatives and the programme development
* A high level of interpersonal/communication, organisational and planning skills.
* Data manipulation i.e. numerical, statistical and analytical skills are essential.
* Knowledge of BOXI/SQL or equivalent data tools
* Excellent written and verbal communication skills
* Good communicator – oral and written
* Effective team worker with ability to work with a degree of autonomy
* Ensure confidentiality is respected
* Experience of using other software e.g. data collection or IT technology
* Experience of liaising with 3rd party supplier
* An ability to produce and source reports in a unique format to meet specific information requests

**On the Job Training*** Up to a 6 month period to acquire a working knowledge of electronic Systems including bespoke interfaces, BOXI, ICE, CRIS.
* To ensure compliance with NHS Tayside operating policy the postholder is required to undertake relevant, Display Screen Equipment Risk Assessment training and Manual Handling training on an annual basis.
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| **8. Systems and Equipment**The post holder will be competent in the use of office equipment, and and is expected to develop expert knowledge in, UAT of CRIS, BoSS, ICE and other names Diagnostic systemsThe post holder is expected to use a full range of common I.T. Office products. These will be used to create, develop and update reports. A wide range of standard office equipment is also used (photocopier, fax, telephone etc).**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011.  This includes email messages and other electronic records.  It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **Physical Demands of the Job**

**Physical Demands*** + The post holder is required to attain a level of physical ability to allow for speed and accuracy in keyboard skills using display screen equipment on an ongoing basis.
	+ The post holder must have manual handling skills suitable for the office environment.

**Mental Demands*** + The post holder will be required to have the ability to work under considerable pressure and to tight deadlines, therefore the need for speed and accuracy is essential.
	+ Sitting for long periods of time using PC as a result incurs repetitive movements in relation to keyboard use.
	+ The post holder is required to concentrate for a mixture of prolonged and intense concentration on specific pieces of work but often distracted to answer telephone calls or personal enquiries.
	+ Light physical effort with regular requirement to carry uneven and bulky loads, e.g. laptop, projector and flipcharts for training events.
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| **10. Decisions and Judgments*** + Post holder and uses own initiative to make decisions regarding priorities and time management.
	+ The post holder must also provide support and advice relating to data analysis and report writing to existing and new members of staff.
	+ The post holder has discretion in the design and formatting of some aspects of presentations and documents, and will set up and train others in use of agreed report templates.
* The post holder exercises the ability to build positive relationships through effective listening, and responding to colleagues and clients.
	+ The post holder exercises the ability to recognise the way things are done and actively contribute time, support, experience and knowledge for the service improvement.
	+ Be aware of the needs of the Management Team in terms of producing reports in addition to own workload.
	+ Exercise judgment when dealing with internal and external bodies to resolve issues.
	+ Demonstrate a high level of discretion and professionalism at all times.
	+ Agree formal objectives annually and review twice yearly with Services Manager.
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| **11. Most Challenging / Difficult parts of the job.*** Taking responsibility for providing high-impact data to senior management.
* Maintaining excellent data quality through thorough data checks and accurate analysis and interpretation so ensuring the results are of a high standard as regards quality and statistical content, and that they are presented in a meaningful format in order that it may be used effectively to support the work within Diagnostics.
* To manage the often conflicting demands and deadlines of multiple requests for information.
* Understanding the complex IT systems in use across Diagnostics.
* Tracking changes introduced to the existing IT systems and identifying relevant issues to be reported.
* Ensuring that all data requests are dealt with timeously and accurately.
* Managing standard reports to agreed timescales.
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