

Job Description – SystmOne Lead

Reports to: Operations Manager - Care & Support

Hours: 25 Hours per week

Location: Hardwick Lane, Bury St Edmunds, Suffolk, IP33 2QY

Job Purpose:

- To be the lead trainer and provide SystmOne training and support to St Nicholas Hospice Care (SNHC) staff
- To maintain SystmOne and continually review it's performance, recommending and implementing changes where appropriate
- To work collaboratively with the Data Analyst to monitor and lead on quality of data input to ensure accuracy and integrity of end-reporting at SNHC
- Keeping SNHC systems up-to-date and integrated with external organisations electronic healthcare systems e.g. community healthcare and GPs
- With nominated clinical workforce and clinical managers, develop and implement guidance, policies and procedures relating to electronic healthcare/activity records
- Work with the SystmOne Coordinator and IPOS Clinical Lead on the management and development of reporting systems including SystmOne, IPOS and OACC Suite

Key Responsibilities:

Lead SystmOne Trainer

Be the lead trainer for SNHC ensuring all new staff receives appropriate training on induction; creating and updating the documentation, work instructions and procedures to support this training.

Design and deliver SystmOne training programmes for new and existing staff in line with developments liaising with the Education Department and IT Lead to provide refresher training as necessary.

Maintain training records and attendance sheets for all SystmOne training both group and one to one training.

To be the first point of contact for SystmOne Champions, providing coordination, day to day guidance and support to the SNHC Champions to develop capacity and capability for the wider workforce:

- Regular updates and refresher training
- Chair SystmOne Champions Forum to discuss users/champion/issues
- An advocate of SystmOne Champions when suggesting system changes

Ensure that the SystmOne service is adequately covered by Champions, specifically during times of own annual leave, absence, etc. To continually review arrangements for Systm Support to ensure fit for purpose.

Maintenance and development of SystemOne / Quality assurance of data for reporting purposes

Work closely with the Data Analyst to undertake ongoing system review, identifying areas for improvement. Recommending solutions whilst ensuring full functionality, benefits and data quality implications are understood.

Provide expertise for Clinical Staff on process and system design, workflow configuration, electronic care plan and template design and the selection of read code schemes.

Work with Clinical Managers to improve data capture by reviewing at regular intervals: clinical templates, care plan and system design. Be the SNHC expert on read code schemes and understand their formation within the system to enable expert advice on these matters.

External influence and Information Sharing

Keep SNHC systems up-to-date and integrated with external organisations electronic healthcare systems e.g. community healthcare, GPs and supplying companies:

- Negotiate with other SystemOne organisations to establish record sharing to improve patient care
- Manage the interface between the workforce and systems suppliers
- Represent SNHC at local and National meetings as required

Governance

With nominated Clinical workforce and clinical managers, develop and implement guidance, policies and procedures relating to electronic healthcare/activity records.

To be responsible for nominated audits in relation to information and clinical governance to ensure STHC compliance with own procedures, policies and guidance where SystemOne is implicated.

Participate by membership at the Information Governance meeting to ensure all SystemOne matters are discovered and recommendations for change are discussed/agreed.

Support the Clinical managers, Clinical Service Director, Finance Director and Caldicott Guardian in relation to all Information Governance and Data Protection Act matters as directed.

Ensure the completion of Risk Assessments pertinent to electronic healthcare/activity records.

Produce a monthly highlight report with Clinical Admin Lead to ensure robust reporting on audits, SystemOne changes and implementation and forthcoming SystemOne upgrades/updates.

Special Features of the job:

The postholder will be expected to travel between the Hospice site in Bury St Edmunds and the Haverhill Hub periodically hence will need to have a valid car licence.

The postholder will be flexible to support team members in every setting and work unsocial hours when necessary.

Personal Development (all staff)

1. All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
2. All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
3. Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety (all staff)

1. All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
2. Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

People Management (those with line management responsibilities)

Providing leadership, management and development of all staff and volunteers within area of responsibility through effective;

- Workforce planning, recruitment and selection
- Departmental communication and staff support
- Performance management
- Staff development including regular 1-2-1's and annual appraisals
- Staff support including health and safety and wellbeing awareness
- Facilitation of a culture of learning and respect for difference

General (all staff)

1. At the heart of our strategic vision, our "One Team" approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
2. Ensure that all within the team have a grasp of the Hospice's structure, values and purpose and have opportunities for involvement in its further development.
3. Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
4. Promote and foster the Hospice's reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
5. Undertake any other duties which may be reasonably required.
6. The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
7. All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
8. The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
9. This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Education and Training Policy
Disciplinary Policy
Health and Safety Policy

Job Description dated: October 2017