

# JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN  
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

|                       |  |
|-----------------------|--|
| <b>JOB TITLE</b>      | ePMA Ward Walker/Support Assistant   |
| <b>BAND</b>           | Band 4   |
| <b>RESPONSIBLE TO</b> | ePMA Programme Manager   |
| <b>ACCOUNTABLE TO</b> | Director of Pharmacy   |
| <b>BASE</b>           | The Lodge, Wickford with regular travel required to all parts of the Trust |
| <b>HOURS OF WORK</b>  | 37.5 hours per week  |

## ROLE SUMMARY

To provide a consistent and professional support service to clinicians throughout the Trust during roll out of the new electronic prescribing and medicines administration system (ePMA).

- To assist in providing frontline support to users of The Trusts newly procured EMIS ePMA system in response to service requirement and to respond in a professional and customer focused manner. This may include analysing situations, information and resolving a range of problems consisting of computer system errors, application problems and limited hardware trouble shooting e.g. printing and scanning.
- To identify additional training needs relating to the EMIS ePMA system and raise this with the project team. This may include new starters and additional and refresher training to existing user's as and when appropriate.
- To support communication of any redesign or configuration in response to service / business / ISN (DSCN) requirements and / or project requirements to the EMIS Ascribe/ePMA Systems Managers, ePMA clinical leads and/or Developers.

## KEY RESPONSIBILITIES

- To be an active member of a team of ePMA go live support staff or ward walkers who will provide frontline support to users of the new EMIS ePMA system
- To respond to issues and questions through go live periods in a professional and customer focused manner. This will include analysing

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situations information and resolve a range of problems consisting of computer system errors and applications problems.

- To support in the day to day management of user accounts and ensuring that there is a consistent approach across the organisation.
- To contribute to the update of system training materials in line with Trust standards. Ensuring all materials are up to date with regard to changes in software, local NHS policies and Government / Department of Health guidelines and that version control is updated and maintained.
- To actively maintain knowledge of systems through continuous proactive learning.
- To assist in the planning for up-coming training sessions ensuring appropriate materials are developed using a consistent approach across the Trust.
- To participate in providing frontline support to users of which will include providing advice and technical support over the telephone or in person and explaining solutions which may be complicated to the user in a clear manner.
- To participate where required in local user groups and attend professional meetings or relevant conferences in order to provide additional information / development for the service.
- The post holder will work on own initiative to provide solutions and exceptionally refer matters to the EMIS Ascribe/ePMA Systems Manager
- To work with clinical services in preparation for the "go-live" of EMIS ePMA systems or other patient and non-patient related systems, following the documentation in the roll out plan, which will include post go live requirements.
- To take responsibility for the safe use of IT systems and equipment by those using the ePMA system in clinical settings.
- To communicate additional training need requirements, issues, risks and system adaptations to the wider project team
- Provide support and guidance to hospital staff adapting to the rollout of the new ePMA application
- Provide support in the Inpatient wards to give on-the-job support to ePMA Users
- Maintaining a log of queries raised by ward staff, signposting, and escalating them as appropriate. You will be trained in the end user ePMA modules via e-learning and will also be required to attend ward orientation and mandatory training

### **Supplementary Information:**

Due to the nature of the units, the post holder must be adaptable and able to cope with changing requirements of patients and healthcare professionals who may need advice/information at short notice, resulting in disruption to planned work. Physical effort includes regular travel to off site locations as the Trust operates across diverse sites.

During the course of their duties the post-holder may be:

- frequently exposed to distressed patients due to the nature of their illness, i.e. suicide, deliberate self-harm, overdose, abuse and the undesirable adverse effects of specific complex drug treatments e.g. sexual side effects, weight gain and lack of insight for the need for treatment.

- occasionally exposed to unpleasant smells and body fluids on the wards
- occasionally exposed to verbal aggression from patients on wards and from outpatients, and potential risk of physical aggression from patients.
- occasionally required to exert moderate physical effort for several short periods during a shift

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## **ADDITIONAL DUTIES**

In addition to the above duties you will also be expected to perform the below key activities in line with your job role;

- Complete mandatory training in line with Trust policy and procedures
- To keep yourself updated on all matters relating to Trust policy

# OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

## PEOPLE FIRST

### (O)(U)(R) PURPOSE

We **care** for people, every day.  
What we do **together**, matters.

### (O)(U)(R) VALUES

We **CARE**  
We **LEARN**  
We **EMPOWER**

### (O)(U)(R) VISION

To be the **leading** health and wellbeing service in the provision of **mental health** and **community care**.

### (O)(U)(R) STRATEGIC OBJECTIVES

We will deliver **safe**, high quality **integrated** care services.

We will **enable** each other to be the **best** that we can.

We will work together with our **partners** to make our services **better**.

We will help our communities **thrive**.

## ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

## NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

## DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

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## **EQUAL OPPORTUNITIES STATEMENT**

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

## **NO SMOKING POLICY**

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

## **INFECTION CONTROL**

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

## **HEALTH AND SAFETY**

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

## **GENERAL DATA PROTECTION REGULATION 2018**

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of

information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

## **INFORMATION ASSET OWNERS AND ADMINISTRATORS**

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

## **CONFIDENTIALITY**

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called “Whistleblowers Act”).

## **RISK MANAGEMENT**

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

## **SAFEGUARDING DUTY**

“It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role”.

## **INFORMATION TECHNOLOGY**

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

## **CHANGES TO THIS JOB DESCRIPTION**

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

**Date post holder in receipt of job description .....**

**Signature of post holder .....**

**Signature of line manager .....**