Job Description and Person Specification

University Hospitals Sussex
NHS Foundation Trust

Job Description

Job Title	Ophthalmology EHR System Manager
Band	6
Hours	37.5
Department	Ophthalmology
Division	Surgery
Location / Hospital Site	Sussex Eye Hospital, Brighton Princess Royal Hospital, Haywards Heath Southlands Hospital, Shoreham-by-Sea St. Richards Hospital, Chichester
Responsible to	Heads of Service (Ophthalmology / Head and Neck)
Accountable to	Heads of Service (Ophthalmology / Head and Neck)
DBS Level	Standard
DBS Barring	Not Required
DBS Workforce	Not Required

Role Summary

The post holder will be responsible for the support, configuration and continual development of the Ophthalmology Electronic Health Record (EHR) system across all sites within University Hospitals Sussex NHS Foundation Trust.

The role will require working closely with the Ophthalmology service, the Trust's IT helpdesk and wider support teams, plus the external service supplier of OpenEyes, the EHR system.

The post holder will be primarily located on-site at one of the four main Ophthalmology hospitals and will attend other hospital sites to fulfil their role as required. A degree of hybrid/home working is anticipated in the role, but this will be confirmed as required and is at the discretion of Ophthalmology management.
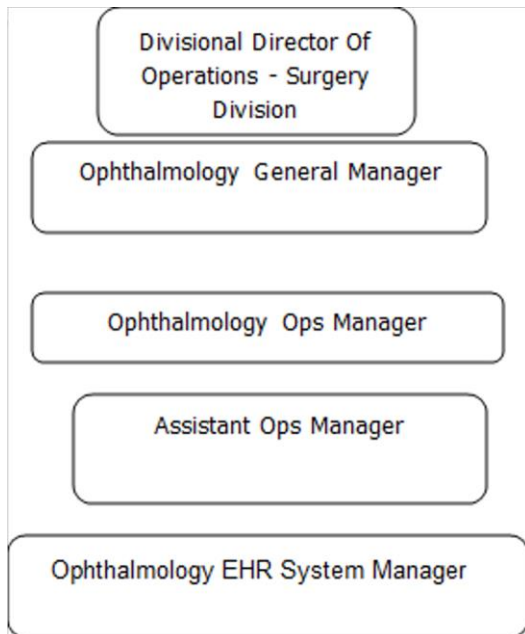
Key Working Relationships

Directorate Manager Ophthalmology (West); Directorate Manager Head and Neck (East); Clinical Director (East and West).

Will assist the Directorate Managers and peers in supporting the system to provide the defined level of service.

Work closely with Clinical Leads and other key clinical stakeholders as required, plus

relevant internal and external system stakeholders, including Trust IT support. Management of external service suppliers as required.

Structure Chart

Main Duties and Responsibilities

Communication
- Communicate effectively with users and technical support including having the ability to explain technical issues to users and user issues to technical staff, both internally and externally.
- Be able to interpret user requirements and translate these into technical requirements and outline specifications.
- Communicate complex information to users and stakeholders within the Trust; overcoming significant barriers using a high level of interpersonal skills.

Service Delivery and Improvement
- Proactively manage the service delivery, supporting the system as required to facilitate / assist or resolve any system related issues, liaising with internal IT support and 3rd party suppliers where required.
- Participate as a member of the Ophthalmology service, including team working as required.
- Manage and be the lead for rigorous change management processes; in particular, represent the interests of the customer when assessing risk and impact.
- Ensure change management controls are implemented and adhered to with regard to changes in functionality and configuration of the application and its interfaces.
- Support identification, specification and delivery of required system changes. Monitor completed changes and update documentation as required.

- Support transformation teams with making recommendations for service improvements around Clinical System usage and develop strategies with services to improve service usage.
- Ensure that appropriate action is taken in addressing system issues with IT suppliers based on the relevant Service Level Agreements, and give feedback to management regarding supplier compliance and performance.
- Maintain an updated Operational Service Guide for the system. Maintaining a system-specific security policy for the system and ensuring that procedures are followed in accordance with this policy.
- Contribute to updates of system use policies and procedures.
- The post holder has the responsibility of the role of the Information Asset Administrator of the system they support, as per the IG Toolkit arrangements for the Trust.
- Ensure the system and its use complies with the IG policies and procedures of the Trust, liaising with the Information Governance Manager as appropriate.
- Responsible for ensuring that user access to the system is appropriate for their job role in accordance with the Data Protection Act.
- Ensure that the system is managed in accordance with national, regional, local and Trust guidelines and policies regarding Information Governance. Ensuring data integrity is maintained within the system.
- Ensure that all processes relating to the use of systems conform to national guidance e.g. Caldecott, Data Protection Act, and to communicate with the Data Protection Manager regarding potential or actual breaches in information security.
- Keep abreast of DoH Information Standards Notices (ISNs) and ensure that the system/s meet the requirements of such ISNs. To liaise with system suppliers to ensure their systems meet the requirements of DoH ISNs.
- Liaise with management and users to identify their information requirements and assist in the data collection and subsequent reporting from the system.
- Plan and deliver guidance workshops for users of the application in liaison with the IT Training Team, support the training of users as needed with support from the IT Training team.
- Customise and configure the system based on supplier guidance and as necessary to meet Trust requirements, to enhance the service to users.
- Identify shortfall in the functionality of the system and document requirement and escalate through the supplier.
- Actively work to enhance the system continually through optimisation of the system configuration.
- Interpret As-Is (current state) process maps and provide suggestions for To-Be (future state) processes.
- Lead on planning and implementing upgrades for the system including the process of system upgrades, planning, adequate testing and documentation of new and updated software releases together with appropriate support for the transfer to the LIVE environment. Ensure that all changes through the system go through Change Control
- Support the process for producing reports from the system as needed.
- Be a subject matter expert for the Ophthalmology EHR system configuration; demonstrating skill and providing advice, guidance, and support to operational and corporate teams.

- Work autonomously using expert knowledge, experience and discretion in delivering high quality services which meet national and local guidance and legislation.
- Work accurately and efficiently under pressure and constant interruptions as the nature of a support role warrants.
- Undertake flexible or out-of-hours support, if required, to support the implementation and go-live of system new releases, upgrades, and configuration changes, including test assurance of releases and 2nd line or floorwalker support following releases.
- Carry out any other reasonable duties commensurate with the role and delegated or requested by the manager or supervisor, as the needs of the service require.
- Be aware of, and abide by, Trust policies across the whole business.
- The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the Department and the Organisation

People Management and Development
- Communicate across all relevant teams and to Trust staff as appropriate to inform them of changes and seek their engagement and contribution where applicable.
- Provide 1st and 2nd line support to users of the system, liaising with super users, other IT staff as needed to ensure the smooth running of the system.
- Be an advocate for the EHR system, promoting its benefits and encouraging its adoption in-line with the service's policies, guidelines and strategic targets.

Patient Care Delivery
- Patient care not applicable in this role.

Learning and Development
- Attend mandatory training updates as required.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in

accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:

'excellent care every time'

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:
- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
  - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
  - The patient being at the heart of every element of change
  - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and "where better never stops".
  - Continuous improvement of our services through small steps of change
  - Constantly testing the patient pathway to see how we can develop
  - Encouraging frontline staff to lead the redesign processes
  - Equal voices for all
  - Engagement of staff is a big factor in job performance.

- Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities.

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	Able to work in a predominantly office based environment. Sitting for long periods using VDU equipment.
Emotional	Processing/typing of distressing news/events. Dealing with difficult situations/circumstances.

Mental	Resilient and able to respond to the changing demands. Ability to remain calm in stressful situations and adapt quickly to problems as they arise.	
Working Conditions	Maintaining a safe environment. Using VDU equipment for majority of working day. Excessive noise / temperature changes.	

Person Specification

Requirements	Level required Essential	How assessed Application form (AF) Selection interview (I) Assessment (A)	Level required Desirable	How assessed Application form (AF) Selection interview (I) Assessment (A)
Professional Registration	NA		NA	
Experience/ Qualifications	• Degree Level in an I.T. or information science discipline, and/or equivalent experience. • Experience of working in an IT application support role within a medium to large sized organisation.		• UKCHIP Level 2 Registration (D) • Experience of working in a 1st and 2nd line application support role, as part of a managed service / support team within a public sector organisation. • Previous experience of working in the NHS in system or application management or support capacity.	

Skills	Evidence of having undertaken own development to improve understanding of equalities issues - Evidence of system management or system support, data analysis and working with data - Skilled in digital office applications, including MS Excel and production of reports using many tools. - Knowledge of interpreting data and report writing - Knowledge of the national and local policies and targets relating to information systems. - Knowledge of Data Protection/Caldicott - Good written and spoken English and interpersonal/negotiating skills. - Ability to maintain composure during times of extreme pressure. - Able to present complex information clearly to colleagues at all levels. - Able to influence others in area of expertise. - Proven track record of ability to train others of varying abilities. - Ability to independently assess situations and to identify necessary resources to solve problems. - Excellent problem solving skills.	(I)	- Expert knowledge of NHS Information Technology Systems. - A good understanding of the principles of project management.	

	• Proven track record demonstrating ability to make timely and effective decisions. • Able to manage conflicting priorities on a daily basis. • Excellent time management and ability to deliver accurate work within strict timescales. • Proactive and able to define own objectives without reference to management and act on them. • Able to prioritise and re-prioritise workloads of self and others as necessary, depending on service demands and resources. • Ability to manage a range of tasks simultaneously. • Able to exercise own initiative when dealing with complex issues within own specialist areas of competence. • Able to use own initiative in developing innovative solutions to problems. • Able to develop standards, guidance, policies and procedures. • Ability to work flexibly to meet the needs of the service, dealing effectively with conflicting demands • Excellent time management. • Able to formulate and adjust plans to meet demand.				

People Management and Development	• Able to delegate work appropriately. • Highly motivated and able to motivate others. • Able to communicate at all levels across clinical and operational. • Effective leadership skills with the ability to manage and direct people.			
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).	(I)		
Specific Requirements	NA			
Freedom to Act	• Expected to work independently & autonomously. • Works on own initiative within Trust policies.			