Job Description

Position	Community Services Patient Systems Officer
Salary/Band	Band 5
Location	NMUH
Hours	37.5
Responsible to	Advanced Patient Systems Officer
Accountable to	Head of Patient Systems

Key Working Relationships

Consultants, Admin Staff, Service Managers, Doctors, Nurses, Project Teams, IT departments, Informatics Team, Data Quality Team, Software Suppliers, all service users Trust wide.
External – Servelec, NHS Digital, BEH

Job Summary

The Patient Systems Officer will be responsible for monitoring clinical systems and service users issues via the Helpdesk portal, responding to issues in a professional and timely manner. Liaison with suppliers to ensure prompt resolution to issues and communication with all Trust users is central to this role. Close work with Project Teams will ensure a smooth transition of new systems into the business as usual workflows.

Introduction to the Department

The Patient Systems team within the wider IT department at North Middlesex is responsible for user support for all Clinical systems in use at the Trust. Central to these systems is the core Patient Administration System, System C Careflow PAS which feeds a multitude of downstream specialist systems with patient information and includes a number of additional clinical modules such as ED, Theatres, Order Comms, Results Reporting and Maternity.
A core function of the Patient Systems Team is the Community Services support function which will support the Enfield Community Services clinical applications.
It is the responsibility of the Patient Systems Team to ensure all Clinical systems are managed on a day to day basis, monitoring service user issues and working with suppliers to resolve any system issues in line with service level agreements (SLAs).

Our **values** We are **caring** We are **fair** We are **open**

Organisation Chart
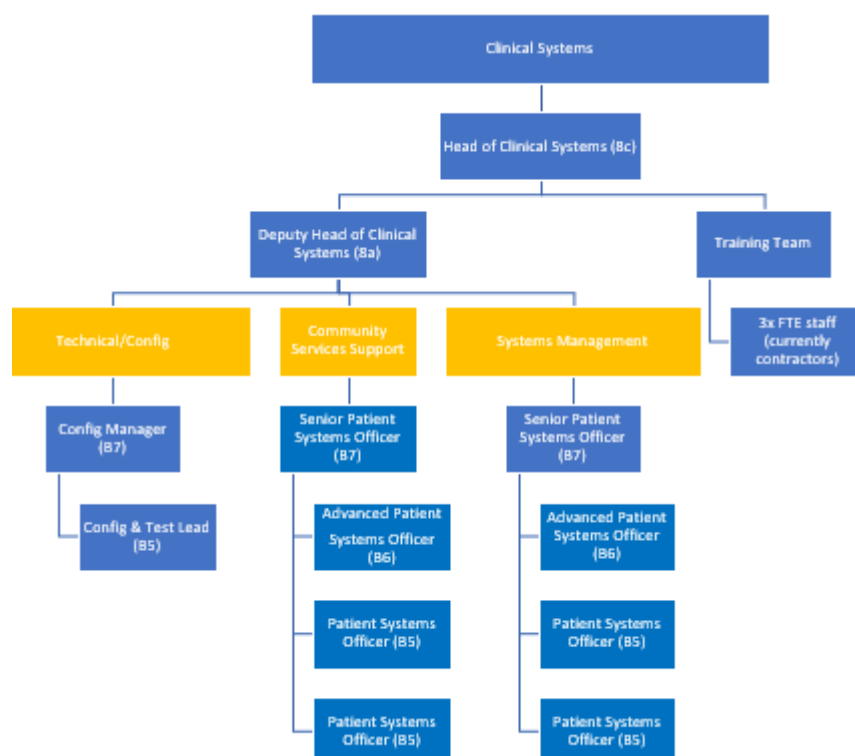
Duties and Responsibilities:

1   Systems Support

   1. To provide general clinical application support to service users using most appropriate method of communication ie Teams, F2F or telephone.
   2. To monitor and maintain all helpdesk calls logged on the portal and respond to users within agreed SLAs
   3. To work closely with Helpdesk team to ensure they are kept up to date with relevant changes.
   4. To diagnose issues and resolve where able. Escalation of issues to relevant team members, third party suppliers where appropriate

5. To prioritise helpdesk calls according to the severity of the problem in line with agreed IT services resolution priorities.
6. To record and maintain progress of faults and update users at regular intervals
7. To liaise with suppliers, users and IT staff and carry out testing required ensuring a speedy resolution to problems.
8. To monitor system performance and other issues, escalating recurrent or major problems or patterns to Advanced Patient Systems Officer and contributing to their resolution.
9. Raise tickets with relevant suppliers using portals or helpdesks where appropriate
10. To provide applications support administration – security and access control (RBAC)
11. Respond to user requests for system changes, routing the request through the appropriate channels for authorisation
12. Carry out impromptu testing on specific functions as directed by the Config and Test team.
13. Maintenance of user accounts, ensuring accounts are disabled and activated in line with IG procedures.
14. To maintain accurate records on PAS including the addition and removal of users and HCPs.
15. Notify all relevant teams within the Trust of the addition of Consultants or changes to the core config which may impact their activity, eg Coding and Costings teams.
16. Regular liaison with other internal teams such as Informatics, Coding, DQ, RTT, keeping them up to date with changes to the system.
17. To grant access to relevant systems with appropriate level of authorisation from managers eg, access to HIE, Careflow Connect etc.
18. Working with services to address any system issues and contribute to the improvements to the system to support improved user experience for the benefit of the patient.

2 Management

1. To take responsibility for workload and deadlines, ensuring tasks are completed in accordance with overall Workload plans and Service Level Agreements.
2. Actively participate in team meetings and provide support and assistance to other team members sharing knowledge and experience.

3 General

1. To keep up to date with operational developments throughout the hospital, highlighting any changes, which may have an impact on the way in which data is collected on patient systems.
2. To keep up to date with working practices (and changes therein) in order to support and/or train users of systems effectively
3. To keep up to date with IT work plans, and the team's contribution to the directorate. To keep up-to-date with Information Governance and advising users of its impact in relation to the use of systems.
4. To contribute to the development of policies and practices in order to continually improve the service.
5. To communicate with all levels of staff across the Trust in a professional and respectful manner.
6. To assist in ensuring high Data Quality to ensure that Trust targets are met and standards are sustained.

7. To ensure all mandatory training is kept up to date.
8. 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.
9. Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
10. Identify own learning needs and jointly plan training requirements with your line manager
11. 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.

Probation

Employment by the Trust is subject to a six (6) month probationary period, during which time you will be required to demonstrate to the Trust's satisfaction your suitability for the position in which you are employed. During your probationary period, your employment may be terminated by you or the Trust by providing one (1) week notice in writing.

Equality, Diversity and Inclusion

The Trust is committed to fair and transparent recruitment and selection procedures and to providing a workplace where all staff are treated with respect and feel included. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act 1974 to maintain a safe environment for both staff, patients and visitors, to observe obligations under organisational and departmental Health & Safety policies, maintaining awareness of safe practices and assessment of risk.

Data Protection and Caldicott

To obtain, process and use information (held on computer and/or manual filing systems) in a fair and lawful way. To hold person identifiable information for specific registered purposes and not to use, disclose or transfer person identifiable information in any way that is incompatible with the Data Protection Act 2018, other legislation and Caldicott requirements. To disclose person identifiable information only to authorised persons or organisations as instructed. When using email to transmit person identifiable information within or outside the Trust, the Trust Email Policy must be strictly followed.

Customer Care

The aim of the hospital is to provide patients and clients with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and client first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Infection Control

All healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about application of practice measures known to be effective in reducing HCAI.

Smoking Policy

The Trust provides a smoke free work environment.

Confidentiality

Under no circumstances, either during or after the end of your employment (however it is terminated), may you divulge any unauthorised person confidential information relating to the Trust. This includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Clinical Governance

Staff are expected to provide patients with timely and effective care. Treatment and direct / indirect support must be based on best practice. Everyone is responsible for this and his/her job in the Trust is important in achieving this.

Rehabilitation of Offenders Act

This post is exempt from the Rehabilitation of Offenders Act 1974. Should you be offered the post it will be subject to a criminal check from the Criminal Records Bureau before the appointment is confirmed. This will include details of cautions, reprimands, final warnings, as well as convictions.

Safeguarding Vulnerable People

It is a basic human right of every child and adult to be protected from harm and NHS Trusts have a fundamental part to play in this. We expect all our staff to recognise signs of vulnerability and to report and act on any concerns in line with policy and guidance contained in 'Working Together - Every Child Matters' and 'No Secrets - guidance on developing multi-agency policies and procedures to protect vulnerable adults from abuse' on which our Trust Polices are based.

Organisational Change

As services develop and change, the post-holder may be required to undertake other responsibilities within the Trust.

Review

This job description is an outline, which reflects the present requirements of the post and is not intended to be an inflexible or finite list of duties and responsibilities. As these duties and responsibilities change and develop the job description will be amended from time to time in consultation with the post-holder

PERSON SPECIFICATION

Post: **Community Services Patient Systems Officer**

Department: **Patient Systems**

ATTRIBUTES/SKILLS	ESSENTIAL	DESIRABLE	MEASUREMENT
Education and qualifications	Knowledge of a range of IM&T areas acquired through qualification to degree or equivalent level or relevant experience Knowledge and experience of the use of IT in healthcare.	PRINCE 2 Foundation qualification in Project Management RIO systems administration training certification.	
Skills and abilities	Provides and receives information on IT matters which may be complicated; provides training in own area of expertise. Analyses situations / information to identify and resolve a range of problems e.g. computer system errors, user, computer or programme problems, data errors, identify and analyse sources of variations, errors in information reports. Planning tasks and activities which may require adjustment due to variable workload / interruptions. Inputting and manipulating data, information into computer databases, system; uses fine tools when working on IM&T systems Makes proposals on IM&T systems, reports and training policies. E.g. The use of different		

| | equipment/software/web technology, reporting methods, training practices which have an impact on own and other areas.

Responsible for the proper and safe use of IT equipment by users; responsible for expensive IT equipment and software

Interprets data, creates reports; designs, develops or programs and maintains computer systems; maintains user IT accounts and system rights; maintains computer hardware. e.g. desktops, cabling, servers, printers; Modification or creation of aspects of information systems or hardware. E.g. Changing modules within a reporting system, IT systems.

Testing of IM&T systems proposed for use within the organisation, including applications and hardware

Required to act independently within appropriate guidelines, deciding when it is necessary to refer to their manager.

Concentration required when checking information and when answering queries from staff, customers; there may be interruptions to deal with for example computer failures / Requirement to concentrate for long periods when analysing data, developing systems, finding 'bugs' in computer systems.

Ability to relate appropriately to various professional groups. | | |
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Experience	Experience of working within a customer focused and service environment. Working with staff at all levels across a multidisciplinary team in a variety of environments. Knowledge and experience of Rio.	Knowledge and experience of System C Careflow products.	
Personal qualities	Ability to work with a minimum of supervision and act independently within defined areas. Flexible attitude to meet the needs of the service. Demonstrates team player attributes including being approachable, friendly and helpful to all colleagues. Demonstrate best practice in all aspects of PC use.		
Values	Demonstrable ability to meet Trust values		Interview/ assessment
Other requirements			