

Job Description

Post	Associate Digital Trainer
Band	4
Department	Clinical Systems
Responsible to	EPR Training Lead
Professionally Accountable to	Digital Training and Engagement Manager
Date evaluated	23 rd April 2023

Job Summary

In July 2021 we formed the University Hospitals of Northamptonshire NHS Group, bringing together the constituent organisations of Kettering General Hospital NHS Foundation Trust and Northampton General Hospital NHS Trust. We have agreed an ambitious Group Strategy 'Dedicated to Excellence' which sets out our strategic ambitions and priorities for the next five years and we have also launched our Group Digital Strategy, which sets out our ambitions to become the most digital hospital in England.

Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Doing things once across the Group
- Communicating and engaging throughout

All members of the Digital portfolio will strive towards "Applying the culture, processes, business models & technologies of the internet era to respond to people's raised expectations" [Tom Loosemore's definition of Digital].

In partnership with our chosen supplier, we have embarked on our digital excellence journey to implement a nationally-leading Electronic Patient Record (EPR) system that will transform the quality of care for our patients and staff by having instantly accessible information using the latest mobile technology, reducing paper usage and utilising clinical decision support tools.

As an Associate Digital Trainer you will report into the Lead Digital Trainer and be responsible for providing training support with the training team for the Northamptonshire General Hospital (NGH) Electronic Patient Record (EPR) Programme. As part of a dynamic and agile team that is committed to our Vision 'Dedicated to Excellence', you will have significant personal opportunities to grow and develop, as well as to tangibly impact how care is delivered in the future.

The Clinical Systems service is responsible for the support, maintenance and development of UHNs clinical and diagnostic applications, Integration, digital training, and the Medical Records Department at NGH.



Compassion



Accountability



Respect



Integrity



Courage

As an Associate Digital Trainer, you will report into the Digital Training Lead and be responsible for providing training support to the training team as part of the large-scale EPR Programme.

You will educate all staff to effectively utilise new technology which will directly, and fundamentally, alter their existing roles in a rapidly changing environment. This can result in staff feeling insecure within the organisation and within their role. The challenge is to influence their attitude toward Digital in a positive way and support them successfully through the changes.

You will support the efficient scoping, creation and training for clinical and non-clinical applications, focusing on the delivery to internal service level agreements.

You will manage your own workload under supervision only where needed, escalating issues and risks and issues where appropriate.

You will develop your knowledge of training and training theory you will carry out training courses for your designated projects and BAU activities.

You will develop your skills to be able to act as an SME for the systems workflows, supporting the Digital Training Lead.

You will receive training feedback through the standardised processes, capturing regular audit feedback to ensure continuous improvement.

You will work with the Digital Training Lead to assist in the review of the 'Business as Usual' training plans to ensure they are 'fit for purpose', meeting the needs of the diverse range of clinicians.

You will undertake training as required to support the regular large intake volumes throughout the year, ensuring staff have access to training in a timely manner, seeking support only as necessary.

You will undertake training programmes for all levels of staff as appropriate, ensuring you keep your skills up to date.

You will ensure that all staff training attendance is recorded and ESR records updated.

Travel to the hospital site will be required.

Key Working Relationships

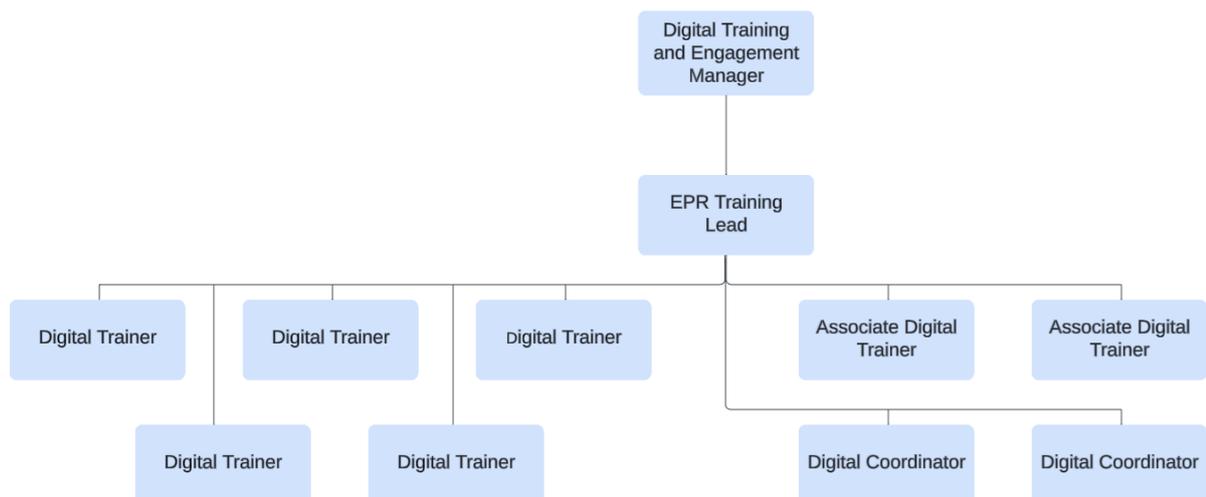
Internal

- Head of Clinical Systems
- Deputy Head of Clinical Systems
- Clinical Applications Team
- Diagnostic Systems Team
- Training and Engagement Team
- Data Quality and Health Intelligence Team
- ICT
- Clinical Safety Officer
- Project Management Team
- All system users
- Third party suppliers

External

- Third party suppliers
- Other NHS Trusts and healthcare institutions
- ICS and CCGs
- National digital senior leaders

Organisational Structure Chart



Main Duties and Responsibilities

Key deliverables:

- As you develop your knowledge you will provide efficient, integrated and customer-focused training to all staff, delivering excellent customer service, supporting team to ensure that services provided across the group are and continue to be effective, meet the clinical and business needs of the Group, and represent best value for money.
- Create training content in line with the overarching training framework and successfully deliver this in conjunction with the digital training team, seeking support only as necessary.
- You will propose the individual training approach for each project allocated to yourself and deliver within timeframe agreed and review through reflective sessions post go live. You will manage your activity on a daily basis, escalating risks and issues where appropriate. You will contribute to business cases and support longer term business planning where appropriate.
- Propose improvement to training provision, recommending and implementing improvements to training plans and lead on elements of this as designated by the Lead Digital Trainer.
- Delivery of 'Business as Usual' training plans, carrying out regular reviews to ensure training is 'fit for purpose' and meeting the needs of the diverse range of clinicians.
- Train as part of the delivery of the regular large intake volumes throughout the year, ensuring staff have access to training in a timely manner.
- You will act as an SME for the systems workflows, supporting the Training and Engagement Manager and Engagement and Optimisation Specialist where appropriate.
- Support the Digital Academy under direction of Lead Digital Trainer
- Collaborate with the digital teams and clinical users in relation to the implementation of electronic patient records and diagnostic systems within the Trust.
- Champion and role model the Groups values and behaviours and support others in doing so to deliver the Group Vision and Mission successfully.

Training delivery and Support

- Advise clinical and admin users on the most effective, safe and efficient use of the Clinical Applications available.
- Identify, in conjunction with stakeholders, any clinical risks associated with the use of Clinical Applications and electronic patient records.
- Provide technical and professional advice regarding Clinical Applications training.
- Ensure training booking systems processes are up to date.
- Provide the content for the training prospectus within your area of responsibility and publicise training courses available.
- Propose improvements and content which will contribute to the planning of flexible training delivery methods to meet the users varying needs and time constraints.

- Understand the current clinical information systems and the processes involved in their use across the Trust and adapt this knowledge to learning replacement and new systems introduced.
- Develop training materials, user manuals and guidance notes for Trust information systems.
- Ensure the flexible training delivery methods you use meet the users varying needs and time constraints.
- Ensure the Clinical Safety Management system is followed, and all clinical risks are assessed in conjunction with the Clinical Safety Officer
- Using initiative to plan your designated work to ensure effective training delivery, exercising judgement and discretion to resolve issues seeking support only when necessary.
- Trouble shooting technical difficulties which impact on the clinical systems.
- Develop training theory and knowledge that you will apply to all aspects of your role.
- To train and provide support and guidance to staff on Microsoft Office products.
- To be responsible for thorough preparation prior to each training session i.e. incorporating local processes into lesson plans for each trainee and preparing the 'Training' system accordingly

Leadership

- Provide support to other members of the team.
- Work closely with the Digital Transformation and Innovation services on upgrades and policies/procedures.
- Contribute to the development and implementation of the Group Digital Strategy, in line with Group, Trust and National priorities and initiatives, and leading digital techniques.
- Liaise with user departments and attend meetings requiring training input.
- Work closely with and support other members of the training team and provide cover as and when required.
- Proactive approach to addressing identified training issues and retraining where necessary.

Performance

- Adhere to performance standards for your service area, including KPIs, monitor achievement against these, review working practices and devise improved ways of working where necessary to enhance the efficiency and effectiveness of services delivered.
- Propose improvement to systems that are in place and implement in your area of responsibility in order to provide efficient and optimised digital services.
- Ensure the training statistics are readily available for project delivery
- Ensure ESR is updated and staff records are accurate.

Policies and Procedures

- Through review with the team, propose changes and support the maintenance of up to date policies, guidelines, standard operating procedures, for training and delivery).

Ensure that policies are kept up to date, are in line with National policy, standards, and guidance, and comply with all relevant legislative requirements.

Communication

- Develop communication messages for projects and general digital communications, creating content for the digital newsletter.
- Develop good relationships with system users, being able to convey complex information to them in plain English to ensure training delivery is always accessible to all.
- Build good relationships and ensure effective IT partnerships with other organisations across the ICS, locally, regionally and nationally.
- You will be able to communicate complex application based issues with clinicians, using plain English to enable training delivery in a tailored supportive manner.

Role Requirements

- Frequent VDU use is required for this post for extended periods throughout the day.
- High levels of concentration will be required on a wide variety of issues throughout the day. The post holder will frequently have to adapt to changing priorities and re-focus the work of self and others on new priority areas that may require urgent action.
- There will also be a requirement to present information at meetings which will require the individual to have a high level of concentration to ensure that there is active engagement in the subject matter at hand.
- Exposure to unpleasant working conditions or hazards is rare.
- We support distributed and flexible working arrangements, however, subject to business needs, there may be a requirement to travel between the Kettering and Northampton Hospital sites and other sites across the Group
- Office conditions, with an occasional requirement to travel between sites in this role (for example, to support go lives of projects; an unforeseen level of absence at one site; support training or onboarding of new starters; team workshops etc).

Statutory and Miscellaneous

- Takes responsibility to ensure that Professional Registration is up to date at all times and does not lapse or expire and to inform line management immediately with any concerns if registration lapses or expires (all registered staff).
- This post involves incidental access to the public and does not have access to children and/or vulnerable adults, as defined by the Disclosure and Barring Service (DBS). Therefore, no DBS check is required of the post holder. Be responsible for maintaining own vaccinations that are applicable to the role.
- Safeguard patient confidentiality at all times, including adherence to the Data Protection Act.
- Attend statutory and mandatory training and refresher courses as necessary.
- This post is subject to the terms and conditions of employment of Northampton General Hospital NHS Trust.
- Be aware of the responsibilities of all employees to maintain a safe and healthy environment for patients, visitors and staff.
- Ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiative within the area of work and the Trust's Equality, Diversity and Inclusion Strategy.
- Have a commitment to identifying and minimising risk, report all incidents and report to the manager any risks which need to be assessed.
- Sustainability is integral to the Trust achieving the NHS Net Zero target. All employees are therefore actively encouraged and supported to implement new ways of working within their field of expertise.
- Any other duties commensurate with the grade and in line with the requirements of the post.
- This job description reflects the present requirements of the post and it does not form part of the contract of employment. If the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder. Appropriate notice of such changes will be given

Confidentiality, Data Protection and Data Quality

General Data Protection Regulation (GDPR) safeguards the handing of information held in both electronic and manual filing systems and it is the duty of all staff employed by the Trust to:

- Uphold its principles; and
- Adhere to Trust policies and to maintain strict confidentiality at all times.

It is a requirement of employment with the Trust that you must comply with the obligation of confidentiality in line with our Staff Privacy Fair Processing Notice, Patient Privacy Notice and Information Governance policies and procedures.

All staff have a responsibility to ensure that personal data is accurate, held securely and consent is gained, where appropriate.

Safeguarding Children and Adults at Risk

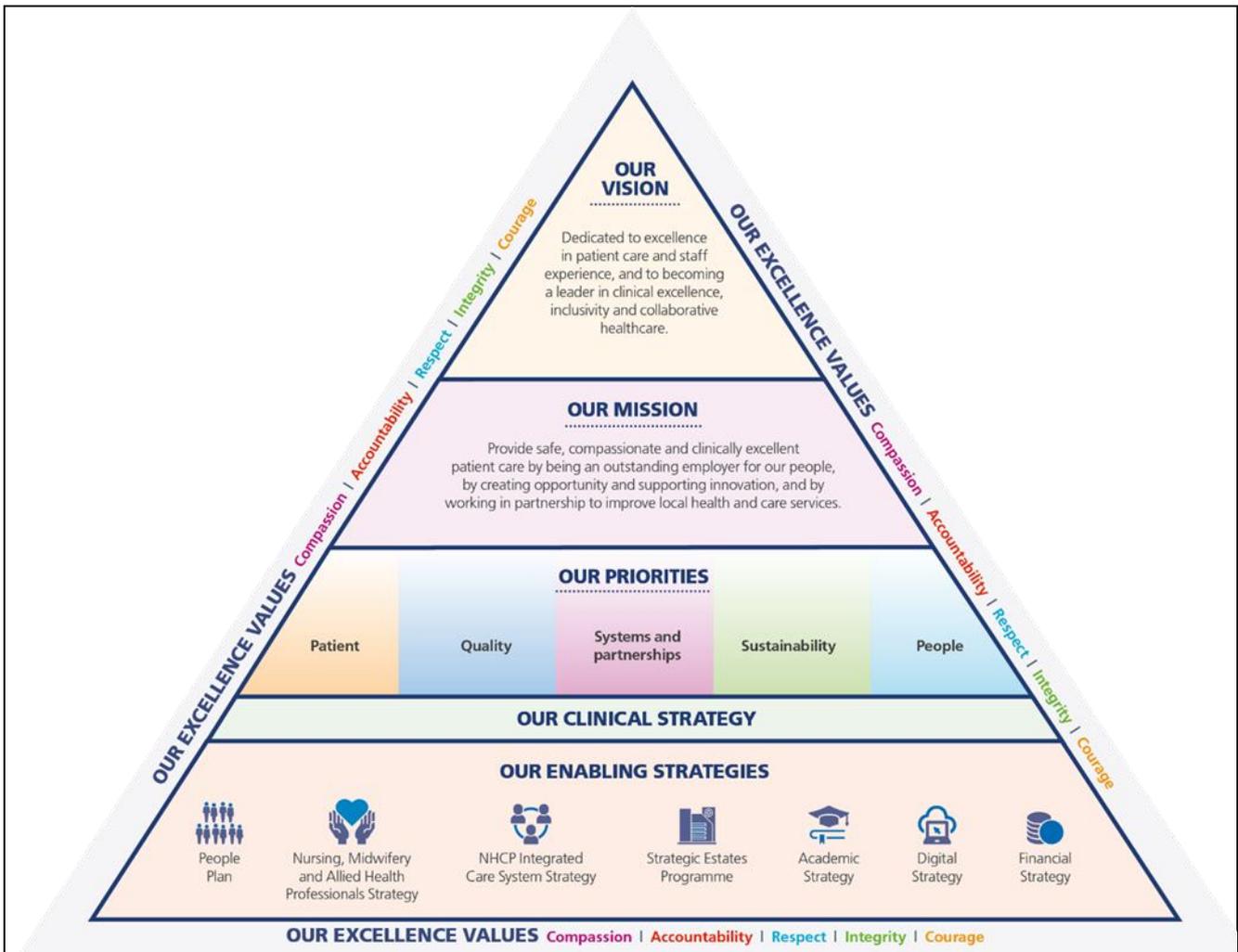
We are committed to safeguarding and promoting the welfare of children, young people and adults at risk. All staff and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact with during your work. To fulfil these duties you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

Our Vision and Values

Northampton General Hospital NHS Trust and Kettering General Hospital NHS Foundation Trust are both part of the University Hospitals of Northamptonshire Group. Both hospitals are separate hospitals/employers with hospital board and leadership. We share a group executive team, leading on a shared vision, mission, priorities, strategies and Dedicated to Excellence Values.

Please visit the following websites for more information:

- [Northampton General Hospital NHS Trust](#)
- [Best of Both Worlds Northamptonshire](#)
- [University Hospitals Northamptonshire NHS Group](#)
- [Kettering General Hospital](#)



Our Excellence Values



▶ Compassion



▶ Accountability



▶ Respect



▶ Integrity



▶ Courage

We care about our patients and each other. We consistently show kindness and empathy and take the time to imagine ourselves in other peoples shoes.

We take responsibility for our decisions, our actions and our behaviours. We do what we say we will do, when we say we will do it. We acknowledge our mistakes and we learn from them.

We value each other, embrace diversity and make sure everyone feels included. We take the time to listen to, appreciate and understand the thoughts beliefs and feelings of others.

We are consistently open, honest and trustworthy. We can be relied upon, we stand by our values and we always strive to do the right thing.

We dare to take on difficult challenges and try out new things. We find the strength to speak up when it matters and we see potential failure as an opportunity to learn and improve.

Personal Specification	Essential	Desirable
Education, Training & Qualifications		
Educated to Diploma / Vocational; Level 4 or equivalent level or equivalent experience	X	
Working towards a recognised learning and development qualification	X	
Knowledge of the provision of health services	X	
Understanding of clinical workflows relevant to EPR in NHS setting	X	
Evidence of continuous personal and professional development		X
Knowledge & Experience		
Awareness of training course development, planning and delivery	X	
Experience in contributing to the success of a multi-disciplinary team as effective team member	X	
Knowledge of NHS/Government policies, strategies and organisational relationships in relation Clinical Systems, to be able to advise stakeholders and develop proposals for the service area		X
Experience of working in a team in a training environment (preferably in an NHS environment)	X	
Awareness of clinical risk management policies and processes	X	
Understanding of NHS IT systems and services	X	
Skills		
Ability to develop verbal and written communication and presentation skills suitable for a range of audiences	X	
Able to manage priorities for self	X	
Have experience of contributing to supporting an organisational wide IT system	X	
Familiar with hospital environment and the role of EPR Systems in the clinical and business operation of the Trust		X
Ability to undertake duties effectively	X	

Proficiency in the use of IT tools, particularly Microsoft Office. Advanced keyboard skills	X	
Key Competencies/ Personal Qualities & Attributes		
Aligned to the Group's values of Compassion, Accountability, Respect, Integrity and Courage	X	
Highly motivated, hard-working, self-confident, robust and resilient individual with drive and determination to deliver	X	
Honesty and professional integrity	X	
Passionate commitment to embedding diversity and equality internally and externally	X	
Able to perform confidently in stressful situations	X	
Commitment to personal development and development of staff	X	
Can constructively challenge and effectively manage conflict to reach a positive conclusion	X	
Ability to travel to the Northampton Hospital site and to other sites across the Group	X	