

JOB DESCRIPTION

JOB TITLE: Informatics Project Co-ordinator

BAND: Band 5

DEPARTMENT: Informatics Customer Operations

LOCATION: The post holder is expected to be flexible in travelling to sites across the Trust and to be available to work at any of its premises.

ACCOUNTABLE TO: Head of Informatics Customer Operations

REPORTS TO: Informatics Project Lead

RESPONSIBLE FOR: N/A

MAIN PURPOSE OF THE JOB

The Informatics will ensure the effective and efficient co-ordination of all project activities under the direction of the Informatics Project Manager.

The Informatics Project Co-ordinator will work in a supportive role to the Informatics Project Manager(s) to support the implementation, development and maintenance of tasks relating to Informatics solutions.

The Informatics Customer Operations team provides support to multiple projects where IT is an enabler to support service modernisation. The Informatics Project Co-ordinator will be required to build, configure test, train and support users with informatics solutions. Therefore, the Informatics Project Co-ordinator should have a good technical awareness of Informatics solutions, concepts and trends. The Informatics Project Co-ordinator should also have an awareness of training strategy and solutions.

- The prime responsibilities will be to co-ordinate project activities and tasks.
- Regularly build, configure, test, train and support users on Informatics solutions.
Carry out impact analysis for any software version or configuration changes.
- Ensure the effective co-ordination of the project(s) and be responsible for:
 - Assisting in the development of new working practices by facilitating workshops, documenting and refining business process, developing procedures, testing and training materials, facilitating testing and delivering training and support.
- Assist the Informatics Project Lead/ Manager in the production of highlight reports and other key project documentation.
Ensure that the project team/ board are organised and informed of project progress through regular workstream reporting and communication.
- Establish and maintain the project(s) documentation library(s). Ensure that all core project logs are kept up to date.
- Produce and maintain core project documentation, to include: project risk, issue, exception and lessons learnt logs in line with PRINCE methodology.

- Produce and maintain project plans and other project documentation (under the direction of the Informatics Project Lead/ Manager).
- Contribute to the successful delivery of highly complex project workstreams to planned timescales, defined standards and quality expectations.
- Ensure that all project documentation is completed to the standards set out by the Informatics Customer Operations Team.
- Liaise with related project teams and external teams to ensure that work is neither overlooked nor duplicated and to resolve issues.
- Monitor and evaluate the impact of service changes on working practices and patient care.
- The post holder will regularly participate in system testing and training.
- Deputise for the Informatics Project Lead as and when required.

DIMENSIONS

Northumberland, Tyne and Wear NHS Foundation Trust is one of the largest mental health and disability Trusts in England, employing more than 6,000 staff, serving a population of approximately 1.4 million, providing services across an area totalling 2,200 square miles. We work from over 60 sites across Northumberland, Newcastle, North Tyneside, Gateshead, South Tyneside, Sunderland and North Easington.

The post holder will commit to the vision and values of the Trust

VISION AND VALUES

The way we relate to each other, the way that we do our work needs to be reflective of our Trust's values. We all, regardless of role or seniority have an obligation to make sure that we live by our values.

Our values are:

To be caring and compassionate

- Put ourselves in other people's shoes
- Listen and offer hope
- Focus on recovery
- Be approachable
- Be sensitive and considerate
- Be helpful
- Go the extra mile

To be respectful

- Value the skill and contribution of others
- Give respect to all people
- Respect and embrace difference
- Encourage innovation and be open to new ideas
- Work together and value our partners

To be honest and transparent

- Have no secrets
- Be open and truthful
- Accept what is wrong and strive to put it right
- Share information
- Be accountable for our actions

ORGANISATIONAL CHART



COMMUNICATION & RELATIONSHIPS

- The post holder will provide support, advice, guidance and training to individuals of varied disciplines from both internal and external organisations. This will involve communicating complex implementation issues to a range of staff. The post holder would be expected to facilitate workshops, deliver training, facilitate testing and give presentations as part of the project implementation.
- Demonstrate communication skills verbally and written in relation to all aspects of project delivery.
- Work as part of a team and include the sharing of skills and co-ordination of issues in order to enhance the effectiveness and efficiency of the Informatics Customer Operations team.
- Work closely with all project stakeholders (clinical, nursing, medical administrative staff, suppliers and partners) to encourage and support service change and ensure buy-in throughout the project stages.
- Guide and assist project stakeholders in the use of change management.
- Support the design, measurement and delivery of project benefits, justification and progress to all key stakeholders.

KNOWLEDGE, SKILLS, TRAINING AND EXPERIENCE

Qualifications

- Educated to degree level (or relevant experience).
- PRINCE2, project management, (or equivalent experience) and change management are desirable additional qualifications.

- Evidence of continuing professional development.

Knowledge

- Knowledge of informatics solutions and disciplines.
- Knowledge and involvement in change management within an organisation.
- Knowledge of Project Management tools and techniques.
- Computer literate and proficient knowledge of Microsoft Office, and other applications including MS Project, MS PowerPoint, MS Visio and Adobe Acrobat
- Knowledge of integrated governance.

Experience

- One year's project management experience.
- Change management and benefits realisation experience.
- Experience of using a range of informatics solutions and systems.
- Experience of Informatics configuration, testing and training would be desirable

Skills

- Strong analytical, organisational and communication skills.
- Change management and project management skills are required to support project activities.
- Ability to collate and articulate requirements information from a variety of sources e.g. via interviews, workshops and published material.
- Ability to draft operational standards and procedures.
- Workshop facilitation skills.
- Ability to develop training documentation and train staff in the use of informatics solutions.
- Ability to forge long-term working partnerships with individuals and groups from internal and external departments and organisations.
- Ability to balance priorities and progress multiple tasks.
- Proven ability to work and complete tasks independently.
- IT skills relating to Microsoft Office applications.
- Highly developed interpersonal and communication skills.
- Strong negotiation and persuasive skills.

ANALYTICAL AND JUDGEMENTAL SKILLS

- Strong analytical skills are required to analyse a range of complex facts or situations to resolve problems or to present options with analysis and recommendations for action. These will mostly revolve around co-ordinating project related activities and tasks.
- Monitor and evaluate the impact of service changes on working practices and patient care.
- Carry out impact analysis for any software version or configuration changes.

PLANNING AND ORGANISATIONAL SKILLS

- Planning and organising highly complex activities. These will mainly revolve around co-ordination of meetings and workshops with internal and external agencies, all administration tasks within information systems, diary management, timely distribution and version control of all documentation which will impact

across services, departments and outside agencies

- The post holder must prioritise and categorise problems.
- Provide and plan training.
- Manage and prioritise own workload based on demands of project(s).
- Support planning within area.
- Support change management and services re-design.
- Assist others in managing projects or tasks.

PHYSICAL SKILLS

- Advanced keyboard skills.
- Mobility is essential, a full UK driving licence and use of a vehicle is essential.

PATIENT CARE AND FAMILY INVOLVEMENT

- Incidental contact with patients in the care environment.
- Co-ordination of informatics solutions implementation, including clinical information systems and requirements gathering, which may include service user and carer groups.

POLICY AND SERVICE DEVELOPMENT

- Experience of production and maintenance of policy and procedures, including operational policies and PGNS, and system level security policies, risk assessment and business continuity.
- Good understanding of Trust policies and procedures.
- Support the Informatics Project Lead/ Manager in any initiatives associated with the modernisation and strategy of the Trust.
- Design and delivery of training packages on Informatics solutions.
- Maintain an understanding of NHS Informatics strategy.

FINANCIAL AND PHYSICAL RESOURCES

- Ensure project equipment and resources are secure.
- Carry out configuration and testing of Informatics solutions.
- Support collation of financial and staffing information in relation to project delivery.
- Support activities in relation to new or re-procurements.

HUMAN RESOURCES

- Design and deliver Informatics training.
- Provide support to all project stakeholders during project implementation and go live phases.
- Participate in personal objective setting and review, including the creation of a personal development plan.
- Respect confidentiality of any confidential information shared during the course of employment.
- Act as a role model for staff working within the department.

INFORMATION RESOURCES

- Ensure effective implementation of the project(s) communication strategy, this will include: production and distribution of reports, newsletters and maintenance of the project(s) web-site.
- Ability to write clear concise reports, letters, minutes and documents using a good

standard of English.

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- Ability to write clear concise reports, letters, minutes and documents using a good standard of English.

RESEARCH AND DEVELOPMENT

- Contribute to the research, development and overall implementation of Informatics solutions within the Trust.
- Contribute to the development of Customer Operations standards and templates

FREEDOM TO ACT

- The post holder will be required to work on own initiative to solve problems allocated or presenting. Manages own workloads on a daily basis (guided by trust wide and departmental policies).
- The post holder will be required to support the Informatics Project Lead/ Manager in the overall implementation of the project and able to carry out tasks independently.

Effort and Environment

Physical:

- Light physical effort involving the transport of IT equipment, i.e. laptops, projectors.

Mental:

- Concentration is regularly required for writing reports and analysing systems and statistics.
- Regularly study key and highly complex system specifications.
- Unpredictable workload dependent on urgency of requests.

Emotional:

- Dealing with End User queries often requires diplomacy and sensitivity.
- Rare exposure to potentially stressful or emotional circumstances

SAFEGUARDING

Every employee has a responsibility for safeguarding and protecting adults and children from abuse, regardless of the setting in which the care takes place. It is every employee's responsibility to be aware of relevant Trust Policies. All employees should take part in training in order to maintain their skills. Front line practitioners should access regular supervision and support in line with local procedures.

HEALTH AND SAFETY

Contribute to maintaining a safe environment of care through effective risk management. Identify risks and develop appropriate strategies to manage the risks including responding appropriately to untoward/emergency situations.

TRUST CLINICAL GOVERNANCE STRATEGY

It is the responsibility of all health care professionals to play an active role in delivering the clinical governance agenda. There is a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities, which continuously improve, the quality of services they provide

Information of a Confidential Nature or Access to Confidential Information

"To be aware of the nature of information dealt within the NHS and to work in a manner which ensures confidentiality and security of this information"

INFECTION CONTROL

All Trust staff (clinical and non-clinical, including locum and agency staff employed by external contractors) have a personal responsibility to ensure the risk of infection to themselves, service users and visitors is minimised by ensuring that they (1) are familiar and adhere to, current Trust policy and guidance on infection prevention and control, (2) participate in the Trusts induction programme and statutory/required training in infection prevention and control and (3) consider infection prevention and control as part of their appraisal and/or personal development plans'.

CALDICOTT RESPONSIBILITIES:

Principle 1. Justify the purpose(s) for using confidential information

Every proposed use or transfer of personal confidential data within or from an organisation should be clearly defined, scrutinised and documented, with continuing uses regularly reviewed, by an appropriate guardian.

Principle 2. Don't use personal confidential data unless it is absolutely necessary

Personal confidential data items should not be included unless it is essential for the specified purpose(s) of that flow. The need for patients to be identified should be considered at each stage of satisfying the purpose(s).

Principle 3. Use the minimum necessary personal confidential data

Where use of personal confidential data is considered to be essential, the inclusion of each individual item of data should be considered and justified so that the minimum amount of personal confidential data is transferred or accessible as is necessary for a given function to be carried out.

Principle 4. Access to personal confidential data should be on a strict need-to-know basis

Only those individuals who need access to personal confidential data should have access to it, and they should only have access to the data items that they need to see. This may mean introducing access controls or splitting data flows where one data flow is used for several purposes.

Principle 5. Everyone with access to personal confidential data should be aware of their responsibilities

Action should be taken to ensure that those handling personal confidential data - both clinical and non-clinical staff - are made fully aware of their responsibilities and obligations to respect patient confidentiality.

Principle 6. Comply with the law

Every use of personal confidential data must be lawful. Someone in each organisation handling personal confidential data should be responsible for ensuring that the organisation complies with legal requirements.

Principle 7. The duty to share information can be as important as the duty to protect patient confidentiality

Health and social care professionals should have the confidence to share information in the best interests of their patients within the framework set out by these principles. They should be supported by the policies of their employers, regulators and professional bodies.

Sustainability

The Trust attaches great importance to sustainability and corporate social responsibility. To achieve this, it is the responsibility of all staff to minimise the environmental impact of their day to day activities and address to Trust policies on sustainability, waste, resource usage and governance.

Clinical Effectiveness:

This section involves ensuring that health care professionals are aware of their responsibility to be clinically effective in their role. Clinical effectiveness refers to the extent to which our interventions do what they are intended to do – maintain and improve the health of service users, and secure the greatest possible health gain from the available resources.

To practise clinical effectiveness means to provide the highest standards of care based on sound evidence. There is an expectation that staff think critically about what they do, question whether it is having the desired result and make necessary changes to practice. His approach is applicable at all levels within the NTW meaning that clinical effectiveness is everyone's responsibility. Therefore all members of staff should aim to contribute towards this though using the critical thinking approach above in order to deliver improvement. There is also a specific responsibility for individual health care professionals to be involved in auditing their own and their team's clinical performance, and to engage in activities which continuously improve the quality of services that they provide.

Staff should aim to ensure that this is part of their everyday work and to monitor how this helps to achieve personal clinical effectiveness. As part of continuing professional development there is an expectation that staff are able to demonstrate

where they have contributed to clinical effectiveness through the NTW appraisal system, through personal development plans, and where appropriate, thought clinical supervision procedures.

ACCESS TO CONFIDENTIAL INFORMATION:

To be aware of the nature of information dealt with within the NHS, and to work in a manner, which ensures confidentiality and security of this information.

This job description is not intended to be an exhaustive list of the duties and responsibilities of the post and the post holder may be requested to carry out any other duties appropriate to the grade or post.

The post may change over time to meet organisational requirements and the job description may be changed after consultation with the post holder at any time.

JOB DESCRIPTION AGREEMENT

Post Title:

Post Holder's Name:

Post Holder's Signature: **Date:**.....

Line Manager's Name:

Line Manager's Signature: **Date:**

QUALIFICATIONS	ESSENTIAL	DESIRABLE
<p><u>Certificates and Experience</u></p>	<ul style="list-style-type: none"> • Educated to degree level (or relevant experience). • One year's project management experience. • Change management and benefits realisation experience. • Experience of using a range of informatics solutions and systems. • Experience of production of policy and procedures. 	<ul style="list-style-type: none"> • PRINCE2, project management, (or equivalent experience) and change management methodologies • Experience of production of training documentation, testing scripts, policy and procedures. • Experience of Informatics configuration, testing and training would be desirable
<p><u>Knowledge</u></p>	<ul style="list-style-type: none"> • Knowledge of informatics solutions and disciplines. • Knowledge of change management within an organisation. • Knowledge of Project Management tools and techniques. • Computer literate and proficient knowledge of Microsoft Office, and other applications including MS Project, MS PowerPoint, MS Visio and Adobe Acrobat. 	<ul style="list-style-type: none"> • Involvement in change management within an organisation. • Knowledge of integrated governance.
<p><u>Skills</u></p>	<ul style="list-style-type: none"> • Strong analytical, organisational and communication skills. • Highly developed interpersonal and communication skills. • Change management and project management skills are required to support project activities. • Ability to collate and articulate requirements 	<ul style="list-style-type: none"> • Change management and project management skills, • Workshops facilitation skills.

	<p>information from a variety of sources e.g. via interviews, workshops and published material.</p> <ul style="list-style-type: none">• Ability to draft operational standards and procedures.• Workshop facilitation skills.• Ability to develop training documentation and train staff in the use of informatics solutions.• Ability to forge long-term working partnerships with individuals and groups from internal and external departments and organisations.• Ability to balance prioritises and progress multiple tasks.• Proven ability to work and complete tasks independently.• IT skills relating to Microsoft Office applications.• Highly developed interpersonal and communication skills.• Strong negotiation and persuasive skills.• Strong analytical skills are required to analyse a range of complex facts or situations to resolve problems or to present options with analysis and recommendations for action.• Advanced keyboard skills.• Mobility is essential, a driving license and use	
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	<p>of a vehicle is essential. Full, current UK driving license and access to a car for work purposes.</p>	
<p><u>Behaviours</u></p>	<ul style="list-style-type: none"> • Planning and organising highly complex activities • Ability to work under pressure and meet strict deadlines • Highly motivated and enthusiastic individual both flexible and professional in their approach. • Ability to work under pressure and meet strict deadlines including being self-motivated and organising workload. • Ability to balance, prioritise and progress multiple tasks. • Able to learn from constructive criticism. • Ability to meet tight deadlines within a pressurised work environment. • Pleasant, friendly disposition. • Focussed and completer / finisher. • Passionate about enhancing Mental Health and Learning Disability Services. • Enthusiastic, forward thinking and a strong leader. • High focus on customer service and user requirements. • Structured and methodical approach to tasks. • Ability to reconcile conflicting priorities. 	<ul style="list-style-type: none"> •

	<ul style="list-style-type: none">• Drive, professionalism and self-motivation in a challenging and evolving environment.• Innovative thinker and creative flair.• Fair, reasonable and approachable manner.• Flexible approach to working hours, maintaining and effective work/ life balance in line with IWL principles.• Due to the nature of the role the post holder will be expected to travel between Trust sites and work from a range of location.• Due to the nature of the role, a high degree of flexibility in working times will be required to support clinical and corporate service areas and during project delivery.	
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