

Job Description

Job Details

Job Title:

Chief Nursing Information Officer (CNIO)

Job Reference Number:

5PQ/5PQ/CORP21/19/05-3

Band:

Band 8B

Ward / Department:

Digital Services

Directorate / Locality:

Corporate / Finance

Essential Qualifications:

Master's in related subject or equivalent level of work experience

Registered Nurse or Allied Health Professional (AHP)

Evidence of CPD

Leadership Development or equivalent knowledge gained through working experience

Job Purpose

The postholder will act as the influencer and voice for Nursing and AHP's in the strategic direction of Digital Services. They will advise digital services on shaping the design, implementation and use of digital solutions to ensure the delivery of high-quality healthcare services.

The postholder will provide expert clinical insight and strategic level advice and guidance; working collaboratively with key stakeholders, chairing relevant working groups to ensure patient and clinical involvement in the planning, development, delivery and implementation and evaluation of digital systems and services. They will also promote innovation and identify solutions and will champion the development of a clinically appropriate information culture, as an enabler of change and quality improvement across the organisation.

The CNIO role leads nursing and AHPs in the design and execution of technology-enabled process change that maximises patient safety, quality of care and operational efficiency. They will assist with the identification, evaluation, and assessment of new care delivery technology, developing recommendations on the impact of integration with existing workflows and systems.

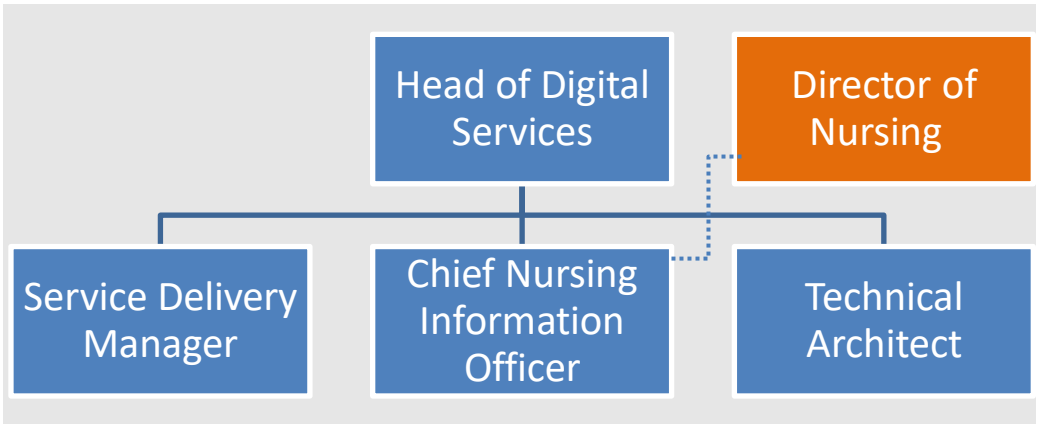
As an experienced clinician, the CNIO will be uniquely positioned to truly understand the value that a technology can bring to the advancement of nursing/AHP practice and quality of care at NCHC and to the community at large, supporting with the increase of digital usage.

The CNIO will act as an expert independent clinician to review health information systems to quickly identify risk of patient harm.

Organisational Arrangements

Managerially Accountable To:	Head of Digital Services
Professional Accountable To:	Director of Nursing
Reports To:	Head of Digital Services
Responsible For:	n/a

Structure Chart



Main Duties & Responsibilities

Strategic Leadership

1. To collaborate with the Director of Nursing, Chief Clinical Information Officer (CCIO), Trust Executive Team, Digital Services Steering Group and Nursing and AHP staff to help lead on the clinical aspects of the Trust's Digital Strategy design, implementation and delivery
2. To represent the Trust on integrated care system CNIO or clinical leads / digital forums as appropriate ensuring community care plays a proactive role in enabling improvements to patient care underpinned by digitalisation
3. To develop, drive, critique and refine programme plans, assess and influence approaches used, monitor and shape the delivery of the programme plan ensuring it remains aligned with the strategic priorities of the Trust and integrated care system. This includes the requirement to delay or stop projects and programmes of work if they present an unacceptable level of clinical risk.
4. To act as, and consult as, an expert for all Nursing & AHP aspects for the Digital Services engagement of solutions
5. Bridge organisational silos by identifying, highlighting, solutioning and managing people with autonomous responsibility across programme dependencies
6. Ability to translate clinical needs into the Digital Strategy and communicate the aims of the strategy to peers and other clinical staff through a variety of methods including formal presentations, and be able to present complex, sensitive or contentious information related to digital change
7. Identify, assess and communicate the impact of risks to the programme
8. Act on own initiative, working autonomously to deal with contentious and sensitive issues
9. Ensure that the education and developmental needs of clinical staff meet the requirements of the Trust's Digital Strategy, ICS digital strategy and NHS digital mandates
10. Responsible for developing and designing training to ensure clinical staff are supported and equipped to embrace digital/technology including the content, design and key points to champion a change in mindset in key elements in the design. Working with other training SMEs to translate the designs and produce the training packages.

Professional / Clinical responsibilities

11. Actively promote the benefits and use of digital systems in the clinical setting to improve quality, safety and clinical effectiveness in care delivery leading to improvements in the patient/family/carers experience
12. Ensure that relevant professional stakeholders are consulted and engaged in the design, delivery and evaluation of clinical information systems and that prioritisation of developments is clinically led by the appropriate clinical/professional groups
13. Undertake a clinical safety assessment of digital health technologies using the NHS Digital Technology Assessment Criteria (DTAC) to ensure standards are met

14. Play a lead role, working with subject matter experts, in ensuring that any new or changing digital health and social care clinical systems are assessed for compliance with governance requirements as mandated or recommended by the NHS DSPT (Data Protection and Security Toolkit) and DTAC (Digital Technology Assessment Criteria)
15. Act as an advocate champion for digital solutions as an enabler for safe and effective care.
16. Provide coaching, specialist training and support to clinical staff such that clinical digital systems are updated in a timely and accurate fashion in tune with data quality standards/policies such that the Trust, patients, and service users to gain maximise benefit from digital systems
17. Lead a collaborative approach to digital inclusion, supporting the digitally lost, both in terms of promoting the benefits to patient care and service delivery in relation to NHS policies, assisting with identifying training and development needs, and explaining the organisational, system and national context to digitalisation.
18. Understand and feedback on the issues presented by technology within the clinical areas, including the impact on the safe delivery of nursing care and therapy.
19. Lead in identifying risks or issues pertaining to clinical systems deployment ensuring they are escalated and recorded on relevant risk registers and seek mitigations and resolutions as appropriate
20. Lead on highly complex solutions for clinical areas, ensuring that reporting for assurance is maintained and technical teams can understand clinical challenges
21. To demonstrate clinical excellence and high standards of clinical practice to other staff
22. Represent the Trust within the local Integrated Care System and work closely with them to embed integrated working in the best interests of patient care, experience and safety
23. Develop and interpret Trust policies, advising how they should be operationalised in relation to Trust clinical systems and the Digital Strategy across the organisation
24. Work closely with external organisations to ensure that patient information using technology is used to maximise effective clinical and social care interventions at all stages of the patient journey
25. Ensure that the digital solutions meet national guidance in clinical settings and are consistent with professional standards of nursing practice

Operational Delivery

26. Proactively manage difficult / complex/ challenging / emotive situations utilising advanced communication skills to overcome barriers to lead to acceptance
27. Lead facilitated sessions with clinical and non-clinical colleagues to translate clinician requirements into coordinated specifications for new digital clinical solutions, using structured mechanisms for decision-making
28. Act as a key member of the Digital Services Steering Group

29. Lead on promoting safer working and Information Governance principles for clinical staff, encouraging reporting of errors and ensuring that cyber awareness is embedded within the workforce
30. Write and edit policies for the Trust addressing clinical and technical aspects for this major area of activity. This will include communicating relevant Trust policy to ensure clinical staff understand the integrated and mandatory nature of digitalisation within NHS policy, health and social care provision across our system and organisational needs.
31. Act as the Digital Nursing/AHP representation for all change control requests with approval responsibility
32. Continuously collects, analyses and reports data in collaboration with quality on patient safety issues and outcomes
33. Undertake any additional duties appropriate to the post, as may be required by the service and as delegated by the line manager

Service Development

34. Work with the clinical community to identify areas to try out new ideas in a safe way, seeking to define emergent approaches to digital delivery that can be implemented, and which are fit for purpose
35. Provide intelligent and original thought to aid the development of long-term plans for clinically and financially sound "sustainable system" across the whole trust and integrated care system addressing all practice areas
36. Lead on changes in clinical workflow or pathway design, requiring analysis of current processes, preferred outcomes, national guidance and recognising areas of missing data. Where professional opinions differ, the postholder should lead in the decision making for Digital nursing/AHP
37. Monitor, challenge and drive developments in the continuous iteration of the Digital Strategy to promote best practice within the Trust and integrated care system
38. Identify areas where digital solutions would improve patient care and efficiencies, ensuring benefits identified as an outcome of effective technology delivery are achieved and continue to identify additional benefits as the opportunities arise
39. Investigate and research new emerging technologies with other Digital colleagues to assess appropriateness for inclusion into solutions
40. To participate/lead in testing new software, systems and system upgrades, highlighting any concerns to ensure that applications function according to expectation and are safe to deploy
41. Support the development of a shared care record (local health care record) within the Trust and the local health economy, promoting system working and efficiencies via common platforms and interoperability
42. Develop and lead both research & audit of a multi- faceted and complex nature due to the cross profession & cross Trust working

Project Management

43. Lead appropriate projects that deliver technology to clinical staff to support processes that enhance the timely delivery of safe and effective patient care
44. Co-ordinate the collection and dissemination of “lessons learnt” from projects to define optimal changes in subsequent processes and procedures.

Risk & Governance Management

45. To ensure that appropriate clinical risk assessments and safety reports are completed and signed off for every clinical digital system, in accordance with NHS Digital guidelines
46. To ensure that all relevant documentation, such as functional specifications, risk and issue logs, change control details, standard operating procedures etc., are agreed and maintained electronically, and up to date
47. Represent and assess the clinical safety requirements for digital systems working alongside relevant SMEs including but not limited to, Clinical Quality Directors, Head of Patient Safety and Experience and Health and Safety Manager
48. To contribute to the development of departmental standards, and ensure that all work is undertaken in accordance with department and Trust governance protocols and policies

Financial responsibilities

49. Responsible for supporting the selection, design investment, procurement and implementation of clinical information systems that will support the transformation of care, maximising the benefits to patients and staff. Responsible for authorising purchases related to this programme, taking into consideration value for money, quality and time.

Education & Professional Development

50. Identify staff needs related to education and training in digital skills and competencies in the use of electronic tools for patient care. Responsible for providing specialist training to nursing and AHP staff to support delivery.
51. Maintain professional portfolio and undertake duties to demonstrate competency through CPD, in line with expected professional standards and to maintain professional nursing / AHP registration
52. Undertake personal study as identified through appraisal and the personal development planning process
53. Identify own development needs in line with service requirements within personal development plan
54. Keep abreast of developments and new initiatives within your profession and the wider NHS and ensure own knowledge is up to date in order to support personal credibility and personal and professional advancement

Trust Values



Community

- As one Trust, we enhance the lives of our patients through our commitment, support and working together
- We are proud to serve our local Community by providing integrated quality services with our partner organisations
- We respect and value the trust we are given to enter our patients' homes and lives



Compassion

- We provide compassionate, co-ordinated and personalised quality care that is safe and effective
- We empower and educate our patients and their carers in the effective delivery and management of their own independence, health and wellbeing
- We are dedicated to holistic, compassionate care and demonstrate this through our commitment to our personal and professional development



Creativity

- Our expertise, commitment and creativity are key to the successful delivery of our services
- We are always open to new ideas that support us in delivering effective compassionate care to our patients
- We continuously innovate and implement efficient delivery of care

Trust Behaviour Framework

- All post holders are required to adhere to the Trust's Behaviour Framework in the undertaking of their duties.



Care Respect and Dignity	We strive to understand each individual patient, service user, carer and customer's total needs as well as valuing and respecting our peers and colleagues.
Working Together for the Community	We are one team, whether working in teams locally, across NCH&C or with our partners for the benefit of our patients and services.
Integrity	We maintain high ethical standards, showing integrity and fairness in dealings with colleagues, partners and patients.
Taking Ownership	We take responsibility for our own performance, the success of our colleagues, our teams and the wider organisation.
Innovation, Flexibility and Resilience	We continuously seek more innovative ways of delivering care to patients and persevere in the face of challenging situations.

Research & Development (Should the post require more than this level then the requirement should be clearly described and referred to the AfC Panel for Evaluation)

- May be required to undertake surveys or audits, as necessary to own work; may occasionally participate in R&D, clinical trials or equipment testing.

Safeguarding Clause

- Norfolk Community Health and Care NHS Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment. Rigorous recruitment checks are carried out and where applicable to the role successful applicants will be required to undertake a criminal record check via the Disclosure and Barring Service (DBS).

Infection Control

- Norfolk Community Health and Care NHS Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by Norfolk Community Health and Care NHS Trust.

Health and Safety

- Employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974), to ensure the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.
- To ensure that the Trust's Health and Safety Policies are understood and observed and that procedures are followed.
- To ensure the appropriate use of equipment and facilities and the environment is maintained in good order.
- To take the necessary precautions to safeguard the welfare and safety of themselves, patients, staff and visitors, in accordance with the Health and Safety at Work Act.
- To undertake appropriate Health and Safety training to support safe working practice including, where appropriate, its management.

General

- All staff are required to respect confidentiality of all matters that they learn as a result of the employment with the Trust, including matters relating to other members of the staff and members of the public/patients.
- Maintain appropriate patient and clinical records in line with the Trusts policies and procedures, and in line with the agreed service specification.
- The post holder will be expected to participate in an annual appraisal of their work where the job description will be reviewed, and objectives set. In line with the annual personal development plan the post holder will be expected to undertake any training or development required to fulfil their role.
- Ensure that all patients, clients and colleagues are treated at all times in an equitable manner, respecting diversity and showing an understanding of diversity in the workplace.
- The post holder must carry out their responsibilities with due regard to the Trust's Equality and Diversity Policies, Procedures and Schemes and must ensure that equality is promoted at all times.
- NCHC is committed to supporting our voluntary workforce and all apprentices, and all staff are expected to welcome and support volunteers and apprentices in their teams.

Code of Conduct *(for Managerial posts)*

- The post holder is required to adhere to the Code of Conduct for NHS Managers.
- The post holder is required to adhere to the Trust Leadership Promise

This job description is not exhaustive and may be amended from time to time in consultation with the post holder. The post holder will be required to undertake any other duties as may be required for the effective performance of the post.

Person Specification

Essential defines the minimum criteria needed to carry out the job and the job cannot be done without these.

Desirable refers to criteria which are not essential, and which successful applicants would be expected to acquire during their time in post. The desirable requirements are not taken into consideration in a job evaluation panel.

Criteria	Essential	Desirable	Method of Assessment (Certificates / Application Form / Interview / Document Check)
Qualifications	<ul style="list-style-type: none"> • Master's in related subject or equivalent level of work experience • Evidence of CPD • Leadership Development or equivalent knowledge gained through working experience 	<ul style="list-style-type: none"> • ITIL Service Management Foundation Certificate or equivalent knowledge gained through working experience 	C/AF/I/DC
Experience	<ul style="list-style-type: none"> • Significant experience as Lead Nurse practitioner or AHP at senior level • Leading and effectively managing change and innovation • Leading individuals and teams to achieve challenging targets • Significant experience in delivering continuous improvement which are tangible, timely and sustained • Experience of implementing digital solutions linked to patient care • Risk management and assessment experience • Experience of testing software relating to expert field 	<ul style="list-style-type: none"> • Evidence of delivering change on a large scale with tangible benefits to patients in the organisation • Experience of working on digital transformation • Knowledge/ experience of clinical safety officer roles • Strong Cyber awareness 	AF/I
Skills, Abilities and Knowledge	<ul style="list-style-type: none"> • Knowledge of the current issues in Nursing/AHP • Knowledge of the key features of Health and Clinical Governance • Knowledge and understanding of the importance of information security in relation to clinical digital systems, e.g. GDPR, data protection, DSPT • Ability to use clinical information to achieve improvements in service • Ability to work autonomously across disciplines and directorates with minimal direction 	<ul style="list-style-type: none"> • Knowledge of Project Management methodologies • Previous experience of information asset owner role 	AF/I

	<ul style="list-style-type: none"> • Able to articulate or document highly complicated concepts in a way that is accessible to all • Able to write standard operating procedures within the subject area • Effective leader skills • Strong influencing and persuasive skills • Effective management of change • Highly developed motivational skills and strong commitment to staff • Working in collaboration and partnership with other organisations • Competent in the use of Microsoft Office/O365 		
Communication	<ul style="list-style-type: none"> • Excellent oral and written communication skills • Ability to utilise different communications mediums to champion digital, influence, build and maintain momentum • Sophisticated communication, engagement and presentation skills with the ability to convey key messages/complex concepts in an appropriate format, at all levels 		AF/I
Personal and People Development	<ul style="list-style-type: none"> • A leader and decision maker with personal and professional credibility and authority • Ability to positively influence clinical staff regarding how digital technologies can improve patient care delivery that leads to proven utilisation of digital systems • Confident and able to inspire confidence in others • A change agent who constantly challenges the status quo • Politically astute • Enthusiastic, self-motivated and able to motivate others • Work on own initiative • Able to deal with contentious and sensitive issues/subjects 	<ul style="list-style-type: none"> • Lead and/or participation in clinical services transformation/change project(s) 	I
Personal Attributes / Behaviours (linked to the Trust's Behaviour Framework)	<ul style="list-style-type: none"> • Effective role model, demonstrating NCHC's values of Community, Compassion and Creativity • Experience in coaching staff • Customer orientated approach to role 		I

Other	<ul style="list-style-type: none">• Able to make own travelling arrangements to meet the needs of the role• Able to communicate effectively using the English Language in both verbal and written form		I
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Supplementary Information

Please indicate in the boxes whether the post holder will be expected to work in or be directly exposed to the following factors:

FREEDOM TO ACT

		YES	NO
1.	Does the post holder generally work without close supervision?	x	
2.	Does the post holder work without direct access to a manager?	x	
3.	Does the post holder work without access to a manager by telephone?		x
4.	Is the post holder the lead specialist in their field?	x	

Each YES response requires completion in the 'Further Information' Section

How often on average does the post holder give guidance and advice to others?

Daily: Weekly:

Other frequency (please comment)

How often is the post holder's work checked / monitored / assessed?

Daily: Weekly:

Other frequency (please comment)

Monthly through 1:1 supervision

PHYSICAL EFFORT

	YES	NO		YES	NO
1. Working in uncomfortable conditions		x	9. Standing / sitting with limited scope for movement		x
2. Working in physically cramped conditions		x	10. Kneeling, crouching, twisting, bending, stretching		x
3. Making repetitive movements		x	11. Walking for long periods		x
4. Lifting weights / equipment without mechanical aid		x	12. Heavy duty cleaning		x
5. Climbing or crawling		x	13. Pushing / pulling trolleys or similar equipment		x
6. Manipulating objects		x	14. Working at heights		x
7. Manual Digging		x	15. Controlled restraint ie in post requiring training/certification		x
8. Running		x	16. Moving patients		x

Each YES response requires completion in the 'Further Information' Section

MENTAL EFFORT

	YES	NO		YES	NO
1. Carry out formal student / trainee assessments		x	8. Prepare detailed reports	x	
2. Carry out clinical / social care interventions		x	9. Check documents	x	
3. Analyse statistics	x		10. Drive a vehicle		x
4. Operate equipment / machinery		x	11. Perform calculations		x
5. Give evidence in court / tribunal / formal hearings		x	12. Make clinical diagnoses		x
6. Attending meetings (if yes, describe role in 'Further Info')	x		13. Carry out non-clinical fault finding		x
7. Carry out screening tests / microscope work		x			

Each YES response requires completion in the 'Further Information' Section

EMOTIONAL EFFORT

	YES	NO
1. Processing (e.g. typing / transmitting) news of highly distressing events		X
2. Giving unwelcome news to patients / clients / carers / staff	X	
3. Caring for the terminally ill		X
4. Dealing with difficult situations / circumstances	X	
5. Designated to provide emotional support to front line staff		X
6. Communicating life-changing events		X
7. Dealing with people with challenging behaviour		X
8. Attending scenes of accidents		X

Each YES response requires completion in the 'Further Information' Section

WORKING CONDITIONS

	YES	NO		YES	NO
1. Inclement Weather		X	11. Humidity		X
2. Extreme Temperatures		X	12. Contaminated equipment / work area		X
3. Unpleasant Smells		X	13. Driving / Being Driven (normal conditions)	X	
4. Noxious Fumes		X	14. Driving / Being Driven (emergency conditions)		X
5. Excessive noise / vibration		X	15. Fleas / Lice / Infestation		X
6. Continuous use of VDU equipment	X		16. Dangerous Chemicals - Substances in Containers		X
7. Unpleasant Substances		X	17. Dangerous Chemicals - Substances (uncontained)		X
8. Infectious Material		X	18. Exposure to verbal aggression (little/no support)		X
9. Body fluids, Faeces / Vomit		X	19. Exposure to physical aggression (little/no support)		X
10. Dust / Dirt		X			

Each YES answer requires completion in the 'Further Information' Section

FURTHER INFORMATION

Please enter details of YES responses

Element (e.g. Mental Effort)	Ref No	Details of intensity	Frequency
Freedom to Act	1,2,4	Empowered to act within own area of specialism. Devise proposals, engagement with staff, prioritisation work with CCIO,	Daily/Weekly
Physical Effort	N/A		
Mental Effort	3,6,8,9	Analyse and check digital systems against NHS clinical standards, attend and chair department and wider internal and external meetings, prepare recommendations of digital systems based on risk analysis Post holder will be required to respond to immediate issues/risks/concerns raised about clinical systems and digital technology that would require the individual to change focus and re-prioritise when required.	Daily, Weekly
Emotional Effort	2, 4	Resilience when dealing with conflicting opinions and stakeholder requirements and informing stakeholders of decisions taken that may not be welcomed with regards to the programme	Weekly/Monthly
Working Conditions	6, 13	Regular use and concentration of laptop/monitor on and off site Required to visit sites to engage with a range of clinicians	Daily Monthly

Manager responsible for completion of this document

Name:

Member of Staff to whom this document relates:

Date Completed:

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Review Date:

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Post Holder's Signature

Manager's Signature

Date Job Description Agreed

DISTRIBUTION: One copy to member of staff, one copy to personal file.

Please ensure Job Description is agreed and signed by both manager and employee