



Job Description

Job reference:

Job Title: Primary Care Digital Facilitator

Team: IM&T

Band: 6

Responsible to: Senior Informatics Manager

Accountable to: Head of Primary Care Digital and IT

Location/base: Greater Manchester Locality

Job Purpose

To co-ordinate the use of GP clinical systems and digital technologies within primary care, in order to support improvements to the health of the local population and to support the general management of patients and practices. This will involve supporting neighbourhoods, standardising data recording and processes as well as facilitating training and behaviour change regarding Information Management and Technology within the neighbourhoods. The Primary Care Digital Facilitator will work with neighbourhood managers to deliver targets.

Key Working Relationships

- Neighbourhood Managers
- Practice Managers
- GPs and practice staff
- IM&T Team
- IT support staff

Communication

- Maintain excellent communication with all staff, patients and all stakeholders, ensuring all organisational and practice information is accurate and up to date for programmes and projects.
- Work directly with the Business Intelligence teams to support and report on successful delivery and performance objectives.
- Assist with the development and delivery of internal and external communications to illustrate the delivery in various audiences' e.g. workshops, meeting reports, facilitation.
- To work autonomously and refer to Informatics manager as necessary.
- To communicate effectively at all levels and multidisciplinary Primary Health Care Teams and to foster and promote effective lines of communication within GP practices.

Analytical and Judgement Skills

- Analyses and assesses project and work stream performance, and capacity and demand data and making judgement on a range of facts to see whether changes need to be made to project plans, by analysing and interpreting highly complex facts.

Planning and Organising

- Leads the delivery of projects and work packages, to meet business needs and deliver agreed benefits, utilising the necessary resources and skills.
- Plans, develops and maintains an overarching project plan and develops detailed work stream plans to support delivery of the programme and project milestones.
- Leads project planning and reporting activities and reports status through formal reports and meetings.
- Manages the benefits, risks and dependencies of key issues within specific work stream(s).

Strategy/Policy/Service Development and Implementation

- Identifies, manages, and delivers projects/releases to standards set or applied by the NHS to ensure compliance with corporate policies.
- Ensures a consistent and joined up approach to the development of the project to which they are assigned.
- Identifies potential areas for improvement in current methodologies and provides coaching to colleagues.
- Implement policies and proposes changes to own work area and practices

Responsibilities for physical and financial resources

- Provide update and reporting progress appropriately to assure the organisation on progress, monitoring, safety, and outcomes to inform decision-making

Leadership/Management and Human Resource Management

- Leads and motivates project co-ordinators and other support staff, including staff working on assignments and technical and specialist resources.
- Where appropriate delegates project work to support staff and ensures that this is completed as necessary within the agreed timescales.
- Negotiates resource requirements and resolves conflicts to obtain resources when they are required in line with the project plan and approved funding.
- Assesses resource capacity in solving problems and presents a range of options when identifying solutions.

Information resources

- Actively manages the internal and external linkages and inter-dependencies, e.g. political or legislative change, structural or organisational plans etc., across programmes and/or projects, and incorporating any changes into the plan considering a range of options
- Supports and leads the development of business cases and blueprints; co-ordinates business requirements and business process mapping; supports and/or manages the process of technical design, build, test & assurance within agreed parameters of cost, timescales and quality
- Manage and maintain a range of complex project and implantation plans, spreadsheets and databases

- Manage the relevant Asset register and work with practices to support them in this respect.
- Manage the practice text message solution, providing summary usage reports
- Design a range of information resources to include process maps, data flows, data sharing agreements, training material for practices.
- Become an EMIS super user with advanced knowledge of the system to be able to support practices with queries.

Freedom to Act

- The post holder is guided by precedent; works within the constraints of terms and conditions of service, policies and procedures. Priorities are set but post holder manages own workload and works independently.
- Applies and interprets organisational policies to own work area and projects. For example, ensures suppliers and projects comply to Information Governance requirements.

Partnership Working/Collaboration

- Communicates complex issues and information to a variety of stakeholders at all levels, including acute trusts, NHS England and suppliers, to support effective decision making and manage the smooth and integrated delivery of projects, releases and business change.
- Identifies conflicts and negotiates priority-based decisions with senior stakeholders.
- Provides guidance and strategic input and leads contentious and sensitive challenging discussions to achieve collective objectives particularly where there are barriers to understanding or acceptance by using tact, diplomacy and persuasion to gain stakeholder's support. For example, with project and programme boards, other stakeholder groups both internal and external, including clinicians.
- Actively facilitates partnerships working across the programme and the sponsored organisation to promote a whole system approach; ensures the understanding of the hierarchy and culture of own, customer and supplier organisations and is able to identify the decision makers and influencers

Research, Development and Audit

- Manages the Reviews and reports in alignment with digital first program milestones, ensuring the project progresses to the next stage for high and medium risk projects.
- Manages and participates in internal health checks to assure projects.
- Initiates monthly research and development initiatives and other management interventions wherever gaps in the project are identified or issues arise.

Corporate Responsibilities

- Promote the vision and mission to uphold values in all day-to-day activities and delivery of services.
- Participate in the objective setting process as part of the annual Performance Development Review/Appraisal process, to understand how own role and objectives are linked to team, directorate and corporate objectives, to review what aspects of your role are being done well, and to identify any areas for development.
- Undertake relevant activities and mandatory training to meet objectives identified in Personal Development Plan.
- Adhere to all policies and guidelines, including HR, Information Governance, Risk Management and Health & Safety policies.
- Comply with relevant professional codes of conduct and accountability.
- Maintain professional registration if this is a requirement of the job.

- Carry out your duties in a way that supports equality and values diversity. This responsibility includes your actions in relation to service users, carers, work colleagues, people in other organisations and members of the public.
- In accordance with the Health and Safety at Work Act 1974 and subsequent legislation the post holder is required to undertake a proactive role in the management of risks in all their actions. This includes:
 - Undertaking risk assessments in line with the risk assessment process.
 - Reporting all incidents, near misses and hazards in line with reporting arrangements/system
 - Undertaking a statutory duty of care for your own personal safety and that of others
 - Attending all statutory and mandatory health and safety training, appropriate to the role
 - Maintain the security and confidentiality of information you come across in your role in line with policies and protocols.
- All employees have a responsibility to protect and safeguard vulnerable people (children and adults). They must be aware of child and adult protection procedures and who to contact for further advice. All employees are required to attend safeguarding awareness training and to undertake additional training appropriate to their role.
- To carry out all duties and responsibilities of the post in accordance with the organisations Equality, Diversity and Human Rights policies, avoiding unlawful discriminatory behaviour and actions when dealing with colleagues, service users, members of the public and all other stakeholders. To promote awareness of and respect for Equality, Diversity and Human Rights in accordance with policies and procedures.

The job description and person specification are an outline of the main tasks, responsibilities and requirements of the role. The post holder will carry out any other duties as may reasonably be required by their line manager commensurate with the band of the post. The job description and person specification may be reviewed on an on-going basis in accordance with the changing needs of the organisation.

Post Holder: **Date:**

Signed..... **Date**.....

Manager: **Date**

Signed..... **Date**.....

AFC panel matched 13-Apr-2022

Person Specification

Post Title Primary Care Digital Facilitator

Band 6

Please refer to this document carefully when completing your application form and preparing for your interview. You must demonstrate how you meet the criteria marked 'A' on your application form.

Criteria	Description	Essential	Desirable	Method of Assessment
Qualifications	Educated to Degree standard or good standard of education with proven relevant experience.	√		A/C
	European Computer Driving License (ECDL) or other relevant IT qualifications	√		
Skills Knowledge and Experience	Experience of working in a professional environment	√		A/I
	Experience of using high level IT functionality	√		A/I
	Experience of user support, recording, assessing and responding to user queries, and providing resolutions to problems and referring for follow-up training/advice and guidance if appropriate	√		A/I
	Proven track record of working part of a team	√		A/I
	Experience of working under pressure particularly with end-users at all levels of seniority		√	A/I
	Evidence of excellent customer services and approach to service delivery	√		A/I
	Knowledge of GP clinical information systems and clinical coding		√	A/I
	Experience of training adults		√	A/I
	Understanding of clinical audit		√	A/I
	Experience of managing complex queries, logging, and answering and resolving in a timely, respectful manner, and escalating where appropriate	√		A/I
	Understanding of the NHS Primary Care Agenda	√		A/I

	Knowledge of GMS contract and Qualities and Outcomes Framework.	√		A/I
	Understanding of Data Protection Act and GDPR	√		A/I
	Implementation of process change within a primary care setting	√		A/I
	Ability to lead group or one-to-one training sessions	√		A/I
	Experience of facilitating relationships between the public and organisations as well as between practices and different teams within the organisation		√	A/I
	Presenting confidently to a diverse audience	√		A/I
Equality and Diversity	Understanding of and commitment to the principles, practices and promotion of equality and diversity.	√		A
Other	Physical Skills – Standard keyboard skills	√		A/I
	Physical Effort – Office based, a combination of sitting, standing and walking	√		A/I
	Mental Effort – Frequent requirement for prolonged concentration when preparing senior management project reports including business case, start up to project closure	√		A/I
	Frequent interruptions due to calls and queries from staff	√		A/I
	Performs rigorous checks on any documentation and subsequent senior management reports/documents created as a result, as information quality and appropriate content is crucial	√		A/I
	Emotional Effort – Occasionally may be required to relay the implementation of organisation change or escalating issues to an external provider	√		A/I
	Is occasionally the escalation point for complex project issues including supplier performance, variances to tolerances and project performance Occasionally resolves conflicts and	√		A/I

	negotiations with internal and external senior groups	√		A/I
	Occasionally resolves contractual variances or obligations from suppliers on a frequent basis	√		A/I
	Working Conditions – The post holder will be working in office conditions. Frequent requirement to use road transportation to meetings etc. and requirement to use VDU continuously on most days.			

***Method of Assessment:**

A=Application form I=Interview P= Presentation T=Test C=Certificate
AC = Assessment Centre

*Where stated 'Car owner/driver essential' is subject to the provisions of the Equality Act (2010)