Velindre University NHS Trust

JOB DESCRIPTION

Job Title	Informatics Clinical Nurse Specialist
Pay Band	6
Hours of Work and Nature of Contract	0.5 WTE Permanent
Division/Directorate	Corporate
Department	Nursing
Base	Velindre Cancer Centre

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Chief Informatics Lead Nurse/Head of Nursing , Professional Standards and Digital
Reports to: Name Line Manager	Anna Harries
Professionally Responsible to:	Director of Nursing & Midwifery

Accountable
- Do what you say you are going to do
- Be personally and professionally responsible
- Fulfil your role and deliver high quality outcomes
- Feel empowered to take action and challenge inappropriate behaviour

Bold
- Be ambitious, innovative & able to take decisive action
- Choose to do the right thing & not the easy thing
- Have a 'Can Do' and proactive approach

Caring
- Be kind, respectful & make people feel their views have been taken seriously
- Be inclusive and equitable, valuing all contributions
- Demonstrate excellence in clinical interventions

Dynamic
- Be agile & flexible, responsive and adaptable to change
- Be Innovative & creative, always look for opportunities to improve
- Positively engage with change, collaborative & willing
- Be resilient & ready to adapt

Job Summary/Job Purpose:

The Informatics Clinical Nurse Specialist will assist the Trust in the development and implementation of the digitalisation of the nursing record (Welsh Nursing Care Record) as part of the electronic patient record. The post holder as an experienced registered nurse/midwife will be accountable to the Trust Senior Lead Nursing Informatics Specialist

The post holder will assist with decision making and support the leadership and development of the standardisation and digitalisation of nursing documentation, working collaboratively across the Trust and NHS Wales with patients, carers, partners and professionals. The aim of the digitisation programme is to improve patient care, experience and outcomes through the development of high quality information, systems and technologies, applying the 'Once for Wales' principles.

The principle objective for the post is to assist in the modernisation of health service delivery, promoting new ways of working utilising information technology to improve access to clinical information and knowledge to enhance shared decision making regarding patient care. The post holder will assist the Informatics Lead Nurse in representing the organisation in setting the strategic direction and operationalisation across NHS Wales with the national project team for the Digitalisation of nursing documentation.

DUTIES/RESPONSIBILITIES

The post holder will:

Leadership and Communication

- Work as a senior operational lead with the Trust Chief Informatics Lead Nurse to integrate the clinical/nursing documentation framework across the Trust

- Communicate, translate and evaluate complex information to nursing, information technology professionals and the wider multidisciplinary team to support the wider development and transition to digital ways of working.

- Develop and maintain open communication among clinical user groups to seek feedback and determine issues or problem areas at Trust level

- Work in collaboration with clinical applications project sponsors, project leaders and analysts throughout at Trust level to communicate the Once for Wales principle.

- Attend relevant national forums relating to nursing documentation as a nursing representative for the Trust

- Work in Partnership with Trade Union Partners

- Plan and deliver information gathering workshops with end users and departments for information needs and requirements in the development of nursing documentation, e patient flow and e prescribing at Trust level

- Work alongside Trust stakeholders on quality assurance activities, such as testing software products for patient safety and provide specialist input to ensure that these adequately meet clinical/nursing requirements. Ensure that feedback is provided to inform information systems development accordingly to meet user needs.

- Develop and implement Trust communications strategies to provide support with relevant changes in practice that will need to be made as a result of specific system changes.

- Plan and deliver educational sessions to nursing and the wider multidisciplinary team to support safe and effective use of digital systems

Leading Quality assurance and improvement through:

Design

- Inform the development and provide advice regarding new documentation at local and national level. This will involve close collaboration with a range of professional clinical experts and senior nursing leads at health board level

- Use nursing research and evidence-based nursing knowledge into related nursing informatics practice and programmes

- Understand the impact of regulatory requirements to interpret them for clinical applications to ensure safe effective patient care

- Work independently as a collaborative member of the national project team and local Trust to confirm information standards, professional's data definitions and standards and support staff with data entry in all digital clinical applications.

- Assess the impact on nursing operations and processes of patient care delivery related to nursing documentation, e-patient flow and e prescribing in relation to data and data analytics

- Assist in the development and implementation of policies and procedures to include clinical and documentation policies.

- Advise and contribute towards future developments of digital solutions this incudes system testing to ensure solutions are fit for purpose to evaluate impact on patient safety and end user acceptance, to reduce opportunities for litigation and patient harm

Delivery

- Contribute to the planning, development, implementation, maintenance, testing and

evaluation of nursing documentation, identifying   interfaces with other e-programs such as e-patient flow and e-prescribing that may create patient safety concerns.

- Communicate with Information Technology teams in relation to nursing requirements based on technology and function at Trust level.

- Promote the introduction and the implementation of nursing information systems working autonomously with key stakeholders to identify support systems which will integrate systems into nursing practice.

User Engagement

- Deliver effective communication amongst users, IT, nursing, and other clinical services at Trust level.

- Serve as an expert clinical resource for nursing staff regarding information systems.

- Identify and work with staff to contribute to ideas that will enhance patient safety based on feedback from all system users.

- Recognise and develop innovative opportunities to enable user involvement and engagement at Trust level.

- Be visible in clinical areas to seek feedback from users of digital system to inform future developments

Knowledge, Training & Experience

- Develop, plan and deliver training programmes to nurses and the wider multidisciplinary team for the Welsh nursing care record and other clinical systems

- Evaluate the effectiveness of training based on feedback from end users and system adoption

- Provide evidence of post registration clinical experience

- Provide evidence of professional development and training qualification/relevant experience

- Continue to embrace personal and professional development opportunities in health informatics/national programme management.

Analytical and Judgmental Skills

- Operate independently to make sound judgement and decision making involving highly complex facts or situations across nursing and patient related activities in the context of the wider healthcare environment and their transitions through

healthcare environments

- Identify and analyse where data integrates for the provision appropriate analytics to support executive decision making

- Be able to influence and negotiate across all levels of the organisation and stakeholders across organisational boundaries to develop clinical documentation to support safe effective care

- Provide expert service line support to end users to identify system or end user related issues to identify resolutions or escalations in a timely manner

- Undertake audits and surveys to measure and monitor the impact of the digitalization of the nursing record through the design, testing and implementation period of the project; engage with research opportunities as they arise during the project life.

Planning and Organisational Skills

- Collaborate with all disciplines and sectors, to identify potential opportunities for significant service improvements and implementing new ways of working, in order to maximise the time for nurses to care for patients and enhance efficiencies and effectiveness through digital ways of working across the Health Board/Trust.

- Understand and be cognisant of the operational and strategic objectives of the organisation to engage with clinicians and patients to reach consensus decisions with highly complex requirements

- Provide documented evidence of delivery against project time scales and targets set related to their workplans

Financial & Physical Resources

- Be proactive in the delivery of the digitalisation of nursing documentation project for the Health Board/Trust, collaborating in the coordination and monitoring the digitisation of nursing documentation project reporting to the Chief Informatics Lead Nurse

- Advise and contribute to the identification and rollout of devices and technology related equipment

- Assist in the effective use of resources to lead the digitalisation of nursing documentation project for the organisation

- Contribute to the development and influence business case developments as required through the IMTP process, capital programme and any other ongoing funding bids to secure the ongoing sustainability of the project.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	• Registered Nurse/Midwife with Nursing & Midwifery Council • BSc degree • Evidence of training experience • Knowledge of Informatics and or project related experience		Portfolio Interview
Experience	• Wide range of post registration experience • Experience of applying NHS Wales Health & Care standards into practice • Experience of Quality Assurance undertaking nursing audits, including nursing documentation • Experience in delivering training and facilitation • Understanding of change management process		
Aptitude and Abilities	• Excellent communication skills and interpersonal skills • effective presentation skills – from board to floor • Ability to work within the wider multi-disciplinary team • Computer literate and able to apply Microsoft Office, Excel, and Microsoft Project.		
Personal Attributes/ Values	• Demonstrable ability to effectively work in a team • Ability to multi task • Ability to deliver work plans in a timely manner • .Demonstrable ability to provide inspirational leadership and positivity regarding the digitalisation agenda		
Other	• Physical skills obtained through practice – requirements to work with staff in clinical practice areas • Able to travel, and meet the local and national requirements of the post	Ability to speak Welsh	

GENERAL REQUIREMENTS

➢ **Values:** All employees of the Trust are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

➢ **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

➢ **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

➢ **Learning and Development:** All staff must undertake induction/ orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

➢ **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

➢ **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

➢ **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

➢ **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organisation's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

➢ **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

➢ **Data Protection Act 1998:** The post holder must treat all information, whether

corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

➢ **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

➢ **Equality and Human Rights:** The Public-Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

➢ **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

➢ **DBS Disclosure Check:** In this role you will have direct contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Enhance Disclosure Check as part of the Trust's pre-employment check procedure.

➢ **Safeguarding Children and Vulnerable Adults:** The organisation is committed to safeguarding children and vulnerable adults. All staff must therefore attend Safeguarding Children training and be aware of their responsibility under the Adult Protection Policy.

➢ **Infection Control:** The organisation is committed to meet its obligations to minimise infections.

➢ All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health
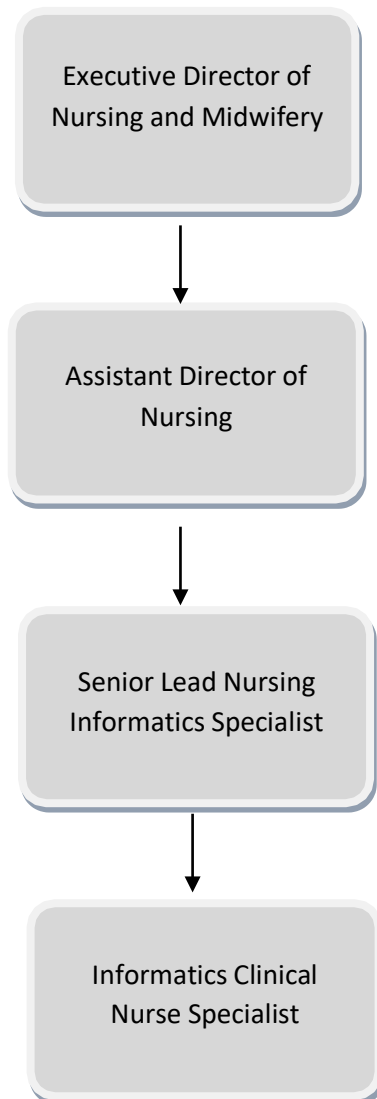
Board Infection Prevention & Control Policies and Procedures.

➢ **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Senior Lead Nursing Informatics Specialist

Organisational Chart

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│   Executive Director of  │
│   Nursing and Midwifery  │
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             ▼
┌─────────────────────────┐
│    Assistant Director of │
│         Nursing          │
└─────────────────────────┘
             │
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┌─────────────────────────┐
│   Senior Lead Nursing    │
│   Informatics Specialist │
└─────────────────────────┘
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             ▼
┌─────────────────────────┐
│    Informatics Clinical  │
│     Nurse Specialist     │
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Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
The post holder will be expected to: Work across all Health Board/Trust sites Prolonged use of VDU in analysing programme documents, writing reports, training programmes and planning presentations Travel to meet people as it will be necessary to engage with partners within and beyond Wales. Walk/drive to work will be required to meet the requirements of the role	5 days per week Daily	As required As required	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
The post holder will be required to: Apply frequent intense concentration on a wide variety of complex issues throughout each 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	Daily	As required	
Lead, participate and where required facilitate meetings which require a high level of concentration on a wide range of topics, checking documents, analysing data with a variety of audiences and a mixture of attendees, often dealing with highly contentious issues.	Daily		
There is a frequent requirement for prolonged concentration where work pattern is unpredictable e.g. analysing programme documents/writing reports/training programmes/planning presentations and reports for meetings/ while dealing with interruptions.	Daily		

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Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
The post holder will be required to: Undertake daily negotiation with senior NHS clinical staff, directors and managers in a financially constrained health economy around issues that have a significant impact on the quality and safety of the clinical service, challenging practice, assumptions and traditional established management processes	Daily	As required	
Deal positively and promptly with staff concerns and problems, challenge staff on any inappropriate behaviours or poor compliance with standards.	Daily		
Work collaboratively to persuade people of the need to change practice to enable improvements, the post holder may encounter opposition and upset. He/she will need to use their communication and negotiating skills to try to resolve such problems or when needing to share unwelcome news.	Daily		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls),** such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
• Office conditions with regular requirement to travel • Exposure to unpleasant working conditions will be rare. • Required to work with staff, patients and carers in clinical environments as part of the project • Due to the nature of the role the post holder will be expected to travel between Health Board/Trust sites and across Wales • VDU continuously • Use of VC technology • Will encounter occasional verbal aggression Frequent requirement to travel as they will also have to spend a good proportion of their working time speaking to people who give and receive care – this time will be out in the service.	Daily Daily	Full day	VC technology available