

Job Description

Hdigital – Corporate Directorate

Job Title: Junior Systems Developer

Band: 5

Accountable To: Systems Developer

Reports To: Systems Developer

OUR VALUES

CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

Job Summary:

- Log & investigate application and interface issues and provide advice on workarounds for them.
- Advise clients on bespoke in-house applications and interface capabilities and provide advice on their ability to meet a client's requirements
- Analyse customer requirements and liaise with the customer on any queries or concerns which may be complicated, providing solutions as appropriate.

- Create and alter design documentation in-line with trust and third party software provider policies.
- Assist in the development of bespoke applications using a variety of development tools & Software Development Kits, such as the .Net Framework.
- Create test scripts and conduct testing of both in-house and third party systems to ensure they are free from defects and meet the specification.
- Contributes to the design, development and testing of applications and interfaces.

Knowledge and Skills

1. Communication and Relationship Skills

- Communication will take place in a number of forms (e.g. daily stand-ups, reports, e-mails, meetings, workshops, presentations and telephone calls).
- Liaise closely with external software suppliers to ensure the timely release of interfaces and applications into the production environments.
- Communicates issues, which may be complicated, with application features and interfaces and potential solutions to non-development professionals.
- To be sensitive to others expectations and have the ability to sympathise with their point of view, where different to the standards and capabilities of the tools.
- Develop effective working relationships with colleagues in Information Services and end users in services across the Trust including clinicians, nurse specialists and service leads to ensure applications and interfaces are implemented to meet end user requirements while also adhering to quality standards and provide training in own area of expertise.
- To maintain confidentiality at all times with regards to patient and staff information.
- Communicates any issues which may be complicated to the Systems Developer as and when necessary.

2. Knowledge, Training and Experience

- Educated to degree level or equivalent experience in a range of IM&T areas.
- Highly developed knowledge of development tools, such as the Visual Studio Integrated Development Environment.
- Highly developed knowledge and extensive understanding of the software development life cycle.
- Good knowledge and experience in using software packages, in particular Microsoft Word, Excel, and Power point to an advanced level in order to gather requirements and complete essential documentation for application and interface developments.
- Good knowledge of object oriented programming and languages, such as C#.
- Good knowledge of data quality in relation to Information Governance standards.
- Knowledge and understanding of the NHS Plan and key performance targets and indicators.
- Knowledge and understanding of the overall IM&T strategy for the trust and NHS as a whole.
- Be able to work to tight deadlines and deal with changes to requirements.

- Knowledge and understanding of the various patient pathways within a variety of services in order to develop meaningful end user systems with the facility for appropriate data collection.
- Ability to advise services and staff (both clinical and non-clinical) on the best use of existing information systems within own area of specialism.

3. Analytical Skills

- Routinely analyses and interprets complex problems relating to data collection/data quality issues taking action as appropriate.
- Required to liaise with multiple parties, including external companies, to come up with imaginative solutions to problems encountered whilst designing/developing solutions.
- Be able to identify end user requirements when undertaking developments and make judgements on the functionality as appropriate.

4. Planning and Organisational Skills

- Plan and organise own time and prioritise own workload around form release deadlines and meetings.
- Plan and organise workload in liaison with the Systems Developer.
- Be able to balance and prioritise conflicting deadlines between routine work and deal with urgent ad hoc requests on a daily basis from both internal and external agencies.
- Takes corrective action as required on a daily basis.
- Infrequent advice and technical support.

5. Physical Skills

- Uses fine tools during creation of design documentation and form building.
- Adhere to Trust policy in relation to lifting and handling.
- Day to day use of advanced keyboard skills, working to deadlines which demands speed and accuracy.
- Ability to break down large problems into constituent parts.
- Able to manipulate data to analyse complex problems and identify appropriate solutions.

Responsibilities

6. Responsibilities for Patient/Client Care

- Incidental, irregular contact with patients while working with staff, clinicians and information systems in clinical locations, including A&E and AAU.

7. Responsibilities for Policy and Service Development

- Required to maintain knowledge across a wide range of information standards/technologies and skills and utilise that knowledge to advise on design and development of applications and interfaces.
- Responsible for adhering to guidelines and data standards/definition in relation to own area of expertise and making proposals on IM&T systems, reports and training policies.
- Responsible for advising on the appropriateness of applications, interfaces and other potential solutions.
- Responsible for advising on optimisations and refinements to the applications and interface development process and management of associated documentation.
- Responsible for following trust policy and procedures.

8. Responsibilities for Financial and Physical Resources

- Responsible for proper and safe use of assigned IT equipment.
- Advice on software and hardware required for role.

9. Responsibilities for Staff/HR/Leadership/Training

- Responsible for supporting a range of users (clinical and non-clinical) as part of the application and integration development programme.
- Understanding and work within remit of the Trust Confidentiality Policy.
- Work within Trust Policies and Procedures.
- Attend appropriate training courses as identified in the PDR process.
- Provides training as necessary to staff in own work/subject area.

10. Responsibilities for Information Resources

- Required to develop new data collection, visualisations and interfaces in order to improve user workflows and facilitate the capture of high quality data/information for the organisation.
- Adapt and improve information reporting within own work area to meet end users requirements.
- Use of IM&T software skills in the design, construction, implementation and maintenance of applications and interfaces in order to collect clinical & non-clinical data, as required.

11. Responsibilities for Research and Development

- Regular testing and using IM&T software/programming skills in creating solutions capable of collecting clinical audit data.
- Advise Information Analysts on appropriate systems to use for information requests.

12. Freedom to Act

- Required to act independently within appropriate guidelines, policies, deciding when it is necessary to refer to their manager or escalate to senior colleagues.

- Act as a specialist in own area advising clinical and non-clinical staff, consultants, senior managers on appropriate systems solutions.
- Required to work with the Systems Developer in the planning of the team workload.
- Required to use own judgement to define day to day work priorities.
- Required to use own judgment when solving complex technical systems issues and be able to liaise with external software suppliers and the Systems Developer to solve problems
- Required to act independently within the defined job role and to set standards for the organisation.
- Interprets technical / professional / administrative IM&T policies around data definitions and advises upon how these should be interpreted and acted upon.
- Post holder has delegated responsibility for the achievement of objectives and targets set by the Systems Developer/Systems Development Manager.
- May sometimes develop systems and processes to achieve required goals, without reference to the Systems Developer/Systems Development Manager, subject to compliance with professional standards.

Effort and Environment

13. Physical Effort

- Competent in the use of normal office machinery e.g. fax, photocopier.
- Competent in the use of complex IT systems.
- Required to concentrate for long periods of time on the resolution of complex system problems.
- Requires extended periods working with a VDU, 4-6 hours at a time.

14. Mental Effort

- Requires intense concentration for long periods of time, over 4 hours, when analysing requirements and creating solutions.
- There are frequent interruptions to handle queries and technical problems with systems from colleagues and external agencies (eg software suppliers) and to meet changing deadlines and targets.
- The work pattern is unpredictable and requires balancing routine work with periods of effort dealing with ad hoc urgent requests for new forms, alterations to existing forms, or helping to solve system issues.
- Work flexibly to meet the needs of the service.

15. Emotional Effort

- Occasional exposure to distressing or emotional circumstances when dealing with sensitive patient data.

16. Working Conditions

- Travel between sites as and when required.

- Travel to venues outside of the Trust as and when required.
- Predominantly exposed to normal office conditions using a VDU most of the day.

Health and Safety

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

Infection Control

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

Sustainability

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

Safeguarding

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee* you have an individual responsibility to contribute to the

detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

Person Specification

Job Title: Junior Systems Developer

Department: hDigital

Requirement	Essential	Desirable	How Assessed
Qualifications	<ul style="list-style-type: none"> Educated to degree level or equivalent experience in a range of IM&T areas. 	<ul style="list-style-type: none"> Evidence of ongoing personal development Evidence of understanding of medical terminology. Degree in a computer science related discipline 	
Experience	<ul style="list-style-type: none"> Experience documenting user requirements At least one year's experience creating design documentation and test scripts for software. Specialist knowledge and experience of NHS data definitions, data standards and patient flows. 	<ul style="list-style-type: none"> One or more years' experience working in a Software development role or environment gathering and analysing user requirements Experience using hospital systems such as Lorenzo. Experience of developing healthcare integration solutions. 	
Skills, Knowledge and Ability	<ul style="list-style-type: none"> Excellent communication skills. Effective organisational and time management skills. Project management skills. Knowledge of object oriented programming languages, such as C#. Ability to apply analytical skills to complex problem 	<ul style="list-style-type: none"> Experience of developing clinical systems. Knowledge of the NHS Agenda and IT/Information related issues would be an advantage An understanding of change management principles and techniques Knowledge of Healthcare Interoperability Standards. 	

	<p>solving in a structured manner.</p> <ul style="list-style-type: none"> • Ability to advise users on application design and content. • High level awareness of data quality and its importance in delivering high quality information. • Up to date knowledge of Information Governance standards in relationship to information flows and data collection and retention. • Ability to use own initiative, without the need for approval/supervision. • Awareness of Trust policies, particularly in relation to Data Protection and Confidentiality & Security. 		
Other Requirements	<ul style="list-style-type: none"> • Ability to work flexibly. • Ability to think creatively and laterally. • Ability to work both in a team and independently. • Ability to analyse and solve problems in a creative way. • Ability to cope with a large workload and to prioritise activities according to deadlines. • Creative and solution orientated. • Drive, enthusiasm, commitment and resourcefulness. 		

	<ul style="list-style-type: none"> Diplomatic, persuasive and influential 		
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Organisational Chart

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Department: hDigital

