



GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales



WORKING FOR US

DIGITAL HEALTH AND CARE WALES

ABOUT DIGITAL HEALTH AND CARE WALES



Digital Health and Care Wales is the national organisation delivering technology and first class digital health systems and services needed for modern patient care in Wales.

MAKING A DIFFERENCE TO THE HEALTH OF PATIENTS

As a public service organisation, we supply over 70 software services to users across NHS Wales and to other parts of the United Kingdom. We support doctors, nurses and other clinical professionals, helping them provide specialist care to patients in hospitals, GP practices and across the community.

HELP US MEET THE CHALLENGE

At NHS Wales we face a challenge – modernising and improving the way we build and deliver software to provide truly first class digital health services for the people in Wales. The applications we build are complex and integrated and continually require enhancements to functionality.

We are looking for creative minds who are dedicated to building quality. We are a conventional organisation but are increasingly looking for developers who can challenge this convention and improve our practices.



We are seeking flexible, hardworking people to help us meet these challenges – regardless of experience.

A CAREER FOR YOU

Digital Health and Care Wales offers a wide choice of careers

MARC, DATA NETWORKING

“My day starts at 10am as I do the 10-6 shift. Our team manage the National Data centres so we deal with a lot of high end projects and incidents that affect the entire NHS Wales network. A big part of our job is security related but we’re also constantly working on service improvements across the network.”

“As we support all NHS users it is important that we keep things running efficiently without disruption.”

OMAME, INFORMATION GOVERNANCE

“I have a varied job in Information Governance. I take phone calls and emails and I manage the ‘Wales Accord on the Sharing of Personal Information’ website. It’s a great place to work as I get to think outside the box.”

“I also have a great work life balance which is important as a working Mum.”

JON, TRANSITION AND SERVICE LEVEL MANAGEMENT SPECIALIST

“We provide assurance and governance to all the national services we provide to NHS Wales. This means that our services are a gold standard and fit for purpose. We also do service improvements so our IT products are what our clinicians need to assist them in delivering patient care.”

“I transition new Services from the project phase in to business as usual ensuring that the service is ready to go live.”

REBECCA, DATA STANDARDS

“Data Standards supports a range of information requirement developments for NHS Wales.”

“One day we could be working on mental health, the next radiotherapy, diabetes, emergency care, or some days we can find ourselves doing a bit of everything.”

MAITHREYI, SUPPORT AND BUSINESS ANALYST

“I enjoy all aspects of the role as I am learning new things every day”.

“In particular I enjoy Configuration, it allows me to expand my knowledge on how the different items of a service are interdependent.”

MARIA, SERVICE DESK

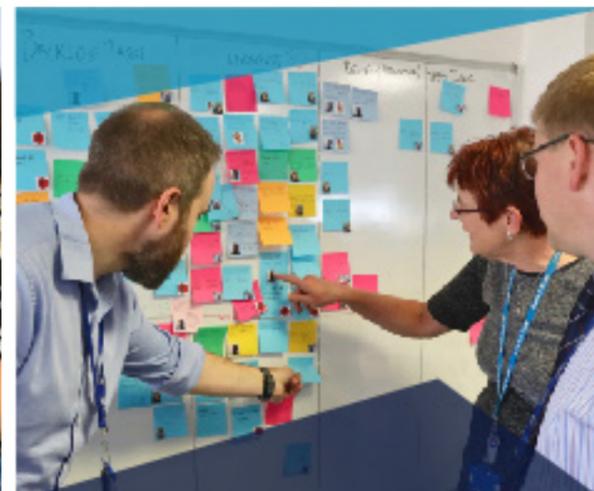
“On average we take around 500 calls per day”

“We are a central point for the NHS. We take calls from Health Boards, GPs, Pharmacies and even hospices. We can help solve problems from email issues, desktop problems, network issues.”

EMMA, SENIOR SOFTWARE DEVELOPER

“I did an English Literature degree with technical writing. I then did a conversion and got an MSc in Computing. I enjoy the programming side of things as it is problem solving.”

“I’ve been with the NHS for 10 years now. It is good to know that we are developing something that is of benefit to the NHS and that people will use.”



BENEFITS INCLUDE



OUR VISION

We support the improvement of patient care through collaborative provision of high quality information, systems and technologies;
'ONCE FOR WALES'.

OUR VALUES

We act with **INTEGRITY** to build trust

We **RESPECT** and treat everyone the way we wish to be treated

We **CARE** about the people we support and those we work with

We are **PROUD** of our achievements and being part of NHS Wales

We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service

We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others

OUR AIM IS TO ATTRACT AND DEVELOP THE SKILLED PEOPLE NEEDED TO BUILD AND MAINTAIN NATIONAL IT SYSTEMS AND DIGITAL SERVICES.

To do this we place high value on training and professional development. We offer a range of programmes that help our staff gain experience through formal training, frontline NHS experience, coaching and mentoring.

At the heart of our approach is an innovative partnership, formed in 2017, with the University of Wales Trinity Saint David (UWTSD), known as, the [Wales Institute of Digital Information \(WIDI\)](#). ■

Key aims are to:

Provide a pipeline of technical and information graduates with the right skills to meet the future digital needs of NHS Wales.

To inform the design and development of specialised degree programmes to ensure they are the 'right fit' for NHS Wales.

To create new learning pathways to improve access to relevant higher education training and opportunities for people in Wales.

Provide access to bespoke training for informatics staff and to support continuous professional development.

Provide opportunities to connect students with innovative work experience and improve employability.

Support and professionalise the informatics workforce.

DEVELOPING THE INFORMATICS WORKFORCE

We are committed to working in partnership with all NHS Wales organisations to modernise, enhance and provide the best technology for our nation's healthcare and support a responsible digital future for NHS WALES.



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OUR SYSTEMS AND SERVICES

Our systems and services are used in the patient's home, in GP practices, in hospitals and in the community.

Every day they are helping health professionals provide the best possible care - now and in the future.

We're doing this by building on existing services to ensure they are joined-up and not separated by organisational boundaries. And we are working alongside health professionals to create new digital services that are tailored for the NHS in Wales.

We believe that digital transformation will make more information available to the clinician, which will allow them to diagnose the problem more quickly to deliver better care.

A CAREER TO MATCH YOUR LIFE

We offer a range of Full Time and Part Time opportunities, with a flexible working approach.

TECHNICAL CAREERS

Software Development
Infrastructure Design
Data Centre Services
IT Specialist
IT Support Technician
Network Services
Multimedia Services
Service Desk
Security and Design
Applications Design
Test Analysis
Applications Design
Graphic Design
Service Management

SUPPORT CAREERS

Information Services
Finance
Business Assurance
Corporate Services
Clinical Informatics
Project Management
Workforce & Organisational Development
Communications
Business Development
Service Support
Procurement
Service Improvement

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