PATIENTS PEOPLE POPULATION

NHS Sandwell and West Birmingham NHS Trust

JOB DESCRIPTION

AFC No.:

JOB TITLE:	System Administrator
BAND:	5
DEPARTMENT:	Care Navigation Centre
GROUP:	Primary Care, Community and Therapies
RESPONSIBLE TO:	Patient Access Service Manager for Adult Community Services.
ACCOUNTABLE TO:	Clinical Directorate Lead

JOB SUMMARY

1. To assist in the management and the administration of any electronic records inc: SystmOne for the clinical services provided through the Care Navigation Centre and administration hubs ensuring that SystmOne supports the clinical services to enable remote triaging, registration, appointing and the integrated electronic patient record.
2. To assist in the development of Electronic patient records to meet the ever evolving needs of the clinical services, remote monitoring and the digital strategy within the Group.
3. The post holder will ensure that the Hub administrative process supports and enables the following to take place:

    - Effective clinical triage and referral management
    - Demand and capacity management
    - Information reporting
    - Signposting
    - Data collection
    - Patient feedback collection
    - Coordinating care across services.

4. In liaison with the Patient Access Service Manager, Care Navigation Centre Admin Lead, Clinical Leads, Senior Business Administrators within the Group to be responsible for the in the Implementation and Training, support the rollout of new functionality to SystmOne.

5. You will be required to participate in the call handling function of the service as required and participate and work different shift patterns to cover the 7 day service provided by the function.

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MAIN RESPONSIBILITIES:

1. Responsible for the management, operation and development of the Care Navigation Centre and patient record templates across the services as required.
2. Responsible for ensuring that Systems are up to date and available at roll out of the new clinical models within the services.
3. Responsible for developing procedures and workflows for safe access and use of Electronic patient records in line with local policies and national guidelines.
4. Administer and document all requests for use of the Electronic patient record and associated clinical systems (as appropriate), ensuring that appropriate user access and system rights are maintained in line with Trust Policies, including the provision of the Registration Authority smart card process in conjunction with Recruitment, Medical Staffing and Nurse Bank.
5. Promote good practice to ensure high standards of Patient care and quality.
6. Ensure that appropriate and robust business continuity plans and systems are in place (manual and/or electronic) and are available to the whole workforce.
7. Be proactive in ensuring that all risks are identified, logged, assessed, escalated and appropriate action taken to minimise or mitigate such risks as required to protect the organisation, its users and patients.
8. Ensure that the maintenance or repair of the technical equipment is carried out in a timely, structured and prepared manner in liaison with IT service desk.
9. To administer and be responsible for the upkeep and update of address book to enable continued e-mail of clinical correspondence.
10. Liaise with third party suppliers, project managers and internal stakeholders to plan and organise implementations and system upgrades.
11. In liaison with the Patient Access Service Manager and Care Navigation Centre Admin Lead ensure new functionality is successfully configured and tested in a test environment before implementation to the live environment.
12. Responsible for managing referrals into the Care Navigation Centre.
13. Receive all telephone calls in a professional manner and manage them to ensure a comprehensive outcome that is well documented.
14. Use specialist knowledge and experience to influence the development and rollout of Electronic patient records to the service leads, new staff groups and to introduce new functionality, providing detailed knowledge and advice.
15. Analyse, investigate and recommend solutions regarding any incidents or complaints including configuration of the workflow and templates for all of the services.
16. Ensure that clinical leads queries are dealt with promptly and effectively
17. Identifying Patient requirements, creating user and procedural documentation, and assist in the training sessions when required.
18. In liaison with Patient Access Service Manager and Care Navigation Centre Lead, act as the support representative for the system to communicate problems and disseminate new release documentation.
19. In liaison with the Patient Access Service Manager and Care Navigation Centre Lead, log change requests with third party suppliers and advise on progress.
20. Report outstanding system issues, keeping records of these and chasing issues to ensure resolution in acceptable timescales.
21. Produce written and verbal reports as required on potentially detailed and complex data/information. Present such information accurately and in the required format, as required.

22. Effectively communicate complex and sensitive information to team members, patients and families.
23. Able to audit and interrogate the systems then analyse the results to investigate and resolve complex queries or support options appraisal.
24. Liaise with clinical leads to propose changes to user working practices and procedures in response to changes in legislation, local and national reporting requirements, clinical and business needs.

ADDITIONAL RESPONSIBILITIES:

1. Support the Patient Access Service Manager by participating in appropriate Electronic patient record work streams. This may be in an advisory or participatory capacity on any number of the work streams.
2. Represent the Patient Access Service Manager at external events as requested by the Patient Access Service Manager / Directorate Lead

CONFIDENTIALITY:

- The post holder must maintain confidentiality of information relating to patients, staff and other Health Service business.

HEALTH AND SAFETY:

- Employees must be aware of the responsibilities placed on them under the Health & Safety at Work Act (1974) and the Manual Handling Operations Regulations (1992). This ensures that the agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors to the Trust.

- If you are a manager, you will be responsible for the Trust's policy on Health and Safety and for taking all reasonable steps to maintain and where necessary to improve health and safety standards. This will include training to ensure that all employees are able to carry out their health and safety responsibilities effectively.

RISK MANAGEMENT:

- All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and, when requested, to co-operate with any investigation undertaken.

EQUAL OPPORTUNITIES:

- The Trust has a clear commitment to its equal opportunities policy, and it is the duty of every employee to comply with the detail and spirit of the policy.

CONFLICT OF INTEREST:

- The Trust is responsible for ensuring that the service provided for patients in its care meets the highest standard. Equally it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust's Standing Orders require any officer to declare any interest, direct or indirect with contracts involving the Trust. Staff are not allowed to further their private interests in the course of their NHS duties.

USE OF INFORMATION TECHNOLOGY:

- To undertake duties and development related to computerised information management to meet the changing needs and priorities of the Trust, as determined by your manager and in accordance with the grade of the post.

SAFEGUARDING – CHILDREN/YOUNG PEOPLE AND VULNERABLE ADULTS:

- Every employee has a responsibility to ensure the safeguarding of children and vulnerable adults at all times and must report any concerns immediately as made clear in the Trust's Safeguarding Policies.

INFECTION CONTROL:

- The Trust is committed to reducing the risk of health care acquired infection. Accordingly, it is essential that you adhere to all Trust infection control policies, procedures and protocols (to include hand decontamination, correct use of PPE (Personal Protective Equipment) and care and management of patients with communicable infections). You are required to report any breaches/concerns promptly using the Trust's incident reporting system.

SMOKING:

- This Trust acknowledges it responsibility to provide a safe, smoke free environment, for its employees, service users and visitors. Smoking is therefore not permitted at any point whilst on duty, in accordance with the guidelines set down within the Trust No-Smoking Policy.

The above duties and responsibilities are intended to represent current priorities and are not meant to be a conclusive list. The post holder may from time to time be asked to undertake other reasonable duties. Any changes will be made in discussion with the post holder in the light of service needs and will be commensurate with the grade and competencies of the post.

I agree that this Job Description is an accurate reflection of my current role and responsibilities.

Name: …….

Signature: …….

Date: ……..