

JOB DESCRIPTION

Job Title:	IT Trainer - Clinical Systems
Base:	Amersham – Cross site/Remote
Agenda for Change banding:	5
Hours of Work:	37.5
Details of Special Conditions:	Secondment- 18 months
Managerial Accountability & Professional Accountability	Lead IT Trainer, Project Manager, Clinical Systems Training Manager,

MAIN PURPOSE OF THE POST

Across our Digital portfolio we are working to the following principles:

- Putting users' needs first
- Designing for simplicity
- Working in an agile way
- Communicating and engaging throughout

As part of the Digital Transformation Programme which is in support of Buckinghamshire Healthcare Trust's Digital Strategy, we are seeking to recruit an IT Trainer that will sit within the EPR team to drive advances in patient care and efficient processes across the Trust.

The post holder will be part of the team responsible for the training for clinical, nursing and administrative staff who require access to Trust systems, in particular the systems deployed through the National Programme for IT (CareFlow EPR, OpenRiO), as well as new systems to be deployed in the future and existing business as usual training. Through the delivery of effective training, ensure that staff follow best practice adhering to Trust Information Governance policies and follows standard operating procedures specific to their work area.

The post holder will be responsible for the co-ordination and implementation of training the services as defined in the standard project delivery framework in Buckinghamshire Health Care Trust. This encompasses planning, delivery, monitoring, and evaluation of training.

RESPONSIBILITIES

The post holder will be responsible for a diverse range of activities to support the delivery of programme's objectives.

Key responsibilities will include but not limited to:

Training delivery

- Provide hands on training and support to ensure end users are confident and proficient in system upgrade
- Evaluate the effective of training sessions and adjust content and delivery methods as needed
- Contribute to the development and implementation of the digital training programme which includes EPR, various Microsoft applications and multiple trust systems. □

- Support and encourage Trust staff to achieve their personal and work-related goals by delivering a blended approach to learning which includes classroom, 1 to 1, e-learning, practical assessment, telephone, and email
- Work as part of a team and autonomously with the support of the training lead and team to deliver all aspects of digital and face to face training.
- Deliver training courses including 1:1 training, workshops, coaching sessions and associated materials to a high standard and in line with departmental and Trust policies. These sessions must meet business needs and may require discussion and agreement with the relevant business areas on timing, location, facilities and materials to be provided.
- Maintain records of training delivery and outcomes by analysing, developing, implementing and evaluating. Provide post training accreditation to agreed standards.
- Provide staff throughout the organisation with the necessary IT skills required to use a variety of computer systems and software efficiently and effectively. This will include, but is not limited to:
 - Clinical systems (CareFlow EPR and OpenRio)
 - Core IT skills such as the use of Microsoft Windows and the use of computers
 - NHS Mail
 - Microsoft Office products with an emphasis on Outlook, Word, Excel and PowerPoint
 - Use of the internet and intranet
 - MS Teams
 - Other business systems (including both internally and externally developed systems/applications).
- Plan, organise and complete a broad range of activities to achieve training objectives. The process should take account of ongoing operational activity and include the consideration and adjustment of various approaches.
- Flexible in approach and attitude to deal with unforeseen circumstances to cover for colleagues in the delivery of courses or to manage other related scenarios.
- Assist with future development of policy and guidelines in the use of BHT clinical systems.

Communication & Relationship Skills

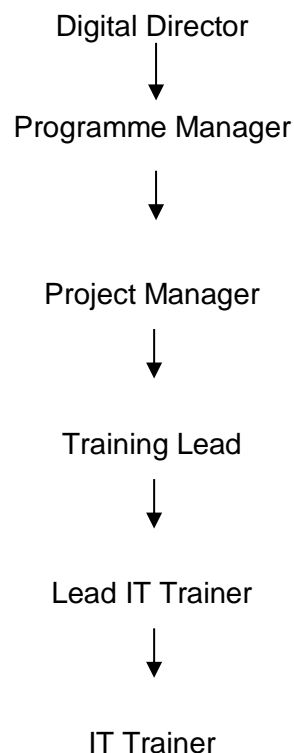
- Working closely with Data Quality, Information & Corporate Applications teams. Ensure national health data recording and information governance guidelines are followed, maintained and all information is entered onto systems accurately.
- There is a need to be able to convey complex information. The post holder must be able to be empathetic towards trainees where appropriate.
- Liaise with several stakeholders including, BHT management and staff, and informatics teams.
- Establish and develop effective service networks inside and outside of the Trust.
- To have highly developed communication skills enabling the effective interaction with staff across the organisation with varying levels of technical knowledge.
- Effectively communicate complex information regarding IT equipment and systems with a wide range of colleagues from other areas, within and outside the organisation.
- To treat IT colleagues, staff and patients with dignity and respect always.

IT and Information Security

- To understand security responsibilities for yourself and the rest of the Trust.
- To be aware of the Data Protection Act and its requirements.
- To proactively champion the use of good security practice with users.
- To report any security breaches to the Leadership Teams.

- To follow all departmental operating procedures and processes to ensure that all incidents and problems are dealt with efficiently and effectively.
- Working with colleagues to ensure that all Trust policies, guidelines, protocols, procedures and instructions are always adhered to. Advice relating to IT policies should be provided to customers where appropriate and any breaches reported to the Leadership Team.
- Working with colleagues to actively evaluate training courses to ensure that there is a process of continuous improvement and that the content and pre-requisites are appropriate for the level of training being provided.

ORGANISATION CHART



ADDITIONAL INFORMATION

Trust Values



Collaborate



Aspire



Respect



Enable

Health and Safety at Work Act

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to co-operate with Buckinghamshire Healthcare NHS Trust to ensure that statutory and departmental safety regulations are adhered to.

Confidentiality

The post holder has a responsibility to maintain confidentiality and ensure the principles of the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner are applied to patient, staff and Trust business/information.

Equal Opportunities

The Trust welcomes all persons without regard to age, ethnic, or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. We aim to provide a non-judgemental service at all times.

Managing Risk: Maintaining skills and learning from problems

Reducing risk is everyone's responsibility. All staff in the Trust must attend training identified by their manager, or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them. The Trust has designated the prevention and control of infection as a core issue in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

COVID-19 Vaccinations

The [Health and Social Care Act 2008 \(Regulated Activities\) \(Amendment\) \(Coronavirus\) Regulations 2021](#) that require all persons working or deployed in any CQC registered activity to be fully vaccinated against COVID-19, were rescinded from 15 March 2022. If you are successful at interview, you will still be asked your vaccination or medical exemption status, as part of the pre-employment screening process undertaken by Occupational Health, but this will not impact your offer of employment.

Safeguarding of children and vulnerable adults

During your employment with the Trust, you have a responsibility to safeguard children and vulnerable adults. You are required to complete statutory and mandatory training and take appropriate action as set out in the Trust's policies and procedures.

Governance

Post holders will aim to ensure that areas of the trust under their responsibility comply with "Standards for Better Health" Core and Developmental Standards and bring deficiencies to the attention of their Director"

Information Management/ Data Quality

The post holder must ensure that Trust records are documented, secured, stored and disposed of appropriately and in accordance with the Data Protection Act 2018 (DPA) and all applicable laws and regulations relating to Processing of Personal Data and privacy, including where applicable the guidance and codes of practice issued by the Information Commissioner. In addition, information recorded must be fit for purpose - accurate, relevant, up to date and complete.

Freedom of Information

The post holder must be aware that any information held by the Trust in theory could be requested by the public, including emails and minutes of meetings. It is therefore essential that records are accurately recorded and maintained in accordance with the Trust's policies.

Travel to other sites

You may be required to travel to other Trust locations. Please complete travel expenses using the online system. Details of allowances can be obtained from the Human Resources Department.

Smoking statement

Smoking is not permitted in any premises or grounds managed, leased or owned by the Trust. Smoking is not permitted in Trust vehicles or in any vehicle parked on Trust premises.

General

The duties outlined above are not intended as a restrictive list and may be extended or altered to include other tasks that are commensurate with the grade. Should you have any queries or concerns relating to the contents of this letter, please contact the Recruitment team, Amersham Hospital, Whielden Street, Amersham, Bucks, HP7 0JD.