

JOB DESCRIPTION/PERSON SPECIFICATION

Job Title	Clinical Digital Transformation Lead – 0-19 Children & Family Services
Grade / Banding	Band 7
Report to / Accountable To	Area Manager

Role Purpose	<p>Post summary:</p> <p>This post will provide Children and Family Services with an inspiring and innovative leader to drive forward the digital programme using transformational change to improve and modernise our 0-19 service delivery to children, young people and families across Hampshire.</p> <p>Southern Health has developed a range of digital platforms for service users and staff; we need to ensure staff feel confident and supported in using these tools in their everyday practice, and to promote this offer to our families and stakeholders.</p> <p>We are looking for somebody with a strong clinical background and transformational expertise to work alongside our teams to develop our service and enhance service user experience. This post will need to be able to support clinical service leads and staff through workshops and training to develop their skills and knowledge in supporting staff in the use of digital solutions.</p> <p>Main duties: -</p> <p>To support the smooth and successful implementation of organisational and 0-19 Children & Family service specific digital programmes in clinical settings working with the Children & Family Services senior team and staff and Trust Systems Support Team</p> <ul style="list-style-type: none"> • Facilitate the introduction and improve the quality of ongoing use of systems and programmes including RiO EPR and RiO mobile, ChatHealth text messaging service and the new Parent Information Portal • Instruct and support clinical and administrative staff in their operation of systems to deliver high quality patient care that is cost effective, efficient and produces quality information required for reporting • Actively promote use of systems in the user community encouraging both data completeness and data quality • Act as a link between users and the Systems Support Team and suppliers to ensure user feedback is incorporated into future programme and system changes and system enhancements are effectively communicated to users • Facilitate work processes re-design and related organisational change to maximise benefits for patients, services and the organisation • Work with staff to support service users to participate in programme development access and access systems which provide patient care opportunities
Key Activities / Responsibilities	<p>Strategic</p> <ul style="list-style-type: none"> • To provide a clinical focus to the transformation and benefits activities of the services to support the way that digital solutions are used effectively for clinical services

	<ul style="list-style-type: none"> • Assist in delivery of transformation within the services, both at local and national level • To plan, support and manage activities that enable staff to understand and adapt to change at a local level to maximise benefit from the use Electronic Patient Record Systems and clinical information • To support clinical service leads and staff through direct support, workshops and learning opportunities with understanding and ownership of clinical safety cases and hazard logs for newly implemented and currently running digital solutions • To support the identification and development of the high-level benefits that the organisation can achieve from delivering the programmes of work • To support with the establishment and implementation of the mechanisms by which benefits can be realised and measured • To identify and implement maximum improvements in business operations (both existent and newly created) as the programmes deliver products and services into operational use • To represent the service at a service level, attending local and national meetings and workshops • To work with other organisations to ensure that stakeholders' requirements and participation are considered, where appropriate • To work closely with Programme/Project Managers • To support the development and delivery of the Divisional IT Strategies <p>Projects</p> <ul style="list-style-type: none"> • To lead and guide transformation/change work streams as appropriate • To work with the Programme/Project Managers and other work stream leads to identify the product deliverables that will be required to contribute to the realising of benefits and achieving the expected outcomes of the overall programme <p>Operational/Delivery of Services</p> <ul style="list-style-type: none"> • Supporting transition and transformation management; ensuring that the business as usual is maintained during the transition and changes are effectively integrated into the business • Preparing the affected business areas for the transitions to a new way of working, potentially implementing new business processes • Working closely with Divisional Directors and Managers to ensure that agreed benefits realisation plans are being delivered and changes that have been implemented are embedded into business as usual • To work collaboratively with service digital champions ensuring strategies are delivered
<p>Staff Responsibilities</p>	<ul style="list-style-type: none"> • The post holder is accountable to the 0-19 Area Manager • To maintain own professional development portfolio and participating in appropriate training programmes and ensuring annual attendance for statutory and mandatory training • Provides advice, demonstrates own activities and workplace activities to less experienced staff

	<ul style="list-style-type: none">• Ensures transformation role modelling is demonstrated• Staff management and leadership of developing digital solution teams will be required
Financial Responsibilities	<ul style="list-style-type: none">• To clinically review initiatives developed with the Clinical Team Leads and Area Managers to identify realistic benefits, quantifying between cash releasing and non-cash releasing whilst continually looking for negative impact from changes elsewhere in the patient pathway• Facilitate benefits management workshops as requires, reporting regularly to the Project Team/Trust

<p>Physical, Mental and Emotional Effort</p>	<p>Emotional Effort</p> <ul style="list-style-type: none"> • Working to tight deadlines. • Working with colleagues and stakeholders who you have no overall line management responsibilities for. • Working with 3rd parties who may have different work priorities. <p>Physical Effort</p> <ul style="list-style-type: none"> • Making repetitive movements – continuous typing / computer work • Prolonged periods of sitting down at a desk <p>Mental Effort</p> <ul style="list-style-type: none"> • Operation of computer equipment - VDU equipment used for a significant part of the shift
<p>Working Conditions e.g. Driver, outdoors, VDU,</p>	<ul style="list-style-type: none"> • Office based but must be able to attend regular meetings across Hampshire and surrounding areas to liaise with stakeholder organisations. Occasional attendance of national IT events as required. • Display Screen Equipment User • Prolonged periods of sitting down • Driving to other sites for meetings / training.
<p>Safeguarding</p>	<p>Safeguarding Level 1 Training: Competence</p> <ol style="list-style-type: none"> 1. Understand what Safeguarding is and their role in Safeguarding Adults and Children 2. Recognise an adult /child potentially in need of Safeguarding and take action as appropriate to their role 3. Understanding the procedures for 'when to make a referral' for an adult or child to adults/children's services. Who to contact/ What to record? 4. Understand dignity and respect when working with individuals 5. Have knowledge of policy, procedures and legislation that supports Safeguarding Adults / children's activity i.e whistleblowing procedure/Supervision/who to contact for advice and support? 6. Engage and participate in all safeguarding training appropriate to role 7. Engage and participate in safeguarding supervision appropriate to role and expectation.

PERSON SPECIFICATION

Criteria	Essential	Desirable
<p>Qualification <i>special/vocational training or equivalent experience</i></p>	<p>Registered Health Professional:</p> <ul style="list-style-type: none"> • RGN/Child Branch • SCPHN HV/SN 	<ul style="list-style-type: none"> • Project or Management experience • Change Management Training • Educated to Masters Degree level or equivalent professional experience. With the ability to demonstrate extensive professional learning • Understanding of Quality Improvement principles • Previous experience of working within a transformation role
<p>Experience (general/specific) <i>Experience cannot be given in years, as a general guide it should be stated as:</i></p> <p>Post Qualification Experience <i>3 – 5 years = In Depth Experience</i> <i>5 – 8 years = Significant Experience</i> <i>9+ years = Highly experienced</i></p>	<ul style="list-style-type: none"> • Must have a clinical background with significant experience of working at a clinical level in the NHS • Ability to demonstrate continuous professional development in a clinical area • Can demonstrate leadership for clinical service delivery • Thorough knowledge of the 0-19 Children & Family services • Previous clinical managerial responsibility • Experienced in the use of current clinical systems EPR systems, digital solutions and social media platforms 	<p>Experience in: -</p> <ul style="list-style-type: none"> • Change management • Supporting staff learning
<p>What our services users expect of this post holder Knowledge</p>	<ul style="list-style-type: none"> • Highly developed oral and written communication skills • Excellent organisational skills including methodical and logical approach to planning • Have knowledge of and confidence in promoting IT 	<ul style="list-style-type: none"> • Electronic Patient Record system • Mobile working via an app • Patient Information Portal • Understanding of the role of a Clinical Safety Officer

<p>Competencies</p>	<p>transformation, so that ownership for transformation is 'within the organisation'</p> <ul style="list-style-type: none"> • Ability to adapt quickly to new applications and working methods • Ability to work under pressure and to deadlines whilst remaining calm and positive • Ability to manage own work and prioritise workload • Self-motivated with proven high standards of personal performance and an ability to engage and motivate others • Good listening skills and patience with diverse groups of users with differing needs and abilities • Confident and enthusiastic • Ability to communicate effectively and professionally on complex information issues to all levels of staff, both written and verbal • Must be able to recognise stress in others and provide appropriate support and guidance to alleviate the situation 	<ul style="list-style-type: none"> •
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HEALTH AND SAFETY

Everyone is responsible for their own safety and the consequences of their own acts and omissions that can affect the health, safety and wellbeing of others. Southern Health NHS Foundation Trust is committed to promoting a healthy and safe environment for staff, visitors and patients that enter Trust premises. Employees have a duty under the Health and Safety at Work etc. Act 1974 to take responsibility for their own and others health and safety while at work or on Trust Business.

All SHFT employees are responsible for :

- Carrying out their work in a safe and competent manner, following detailed safe operating procedures, where applicable or directed by their relevant functional manager and in accordance with all SHFT policies and procedures.
- Attending mandatory and statutory training sessions and other training, as directed by their line manager. Employees must bring to the attention of their line manager any outstanding training requirements needed to ensure they carry out their work activities in a safe and competent manner. A member of staff should not carry out any work activity if they are not qualified or trained to carry out these tasks.
- Conducting activities with due regard for safety of themselves and others within the scope of their knowledge and training. All employees are required to co-operate with and assist workplace/departmental health and safety representatives as required, in accordance with the organisations' Health and Safety policy.
- Using any machinery, equipment, dangerous substances, transport equipment or personal protective equipment (PPE) provided, in a safe manner and in accordance with their level of competence and any training and instruction received.
- Reporting all health and safety related incidents/accidents, dangerous occurrences' and near miss events via the Trusts incident reporting system. If the incident or event requires immediate action to preserve evidence and an investigation is required, the member of staff should contact the Corporate Health and Safety Department.
- Not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety or welfare in pursuance of any of the relevant statutory provisions.

SUSTAINABLE DEVELOPMENT

It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that is not wasteful of environment, financial and social resources.

EQUALITY AND DIVERSITY

It is the responsibility of all employees to support the Trust's vision of promoting a positive approach to diversity and equality of opportunity, to eliminate discrimination and disadvantage in service delivery and employment, and to manage, support or comply through the implementation of Equality & Diversity Strategies and Policies.

INFORMATION GOVERNANCE

As an employee you will have access to information that is sensitive to either an individual or to the organisation and you are reminded that in accordance with the requirements of Information Governance, NHS Code of Confidentiality, Data Protection Act 1998 and also

the terms and conditions in your contract of employment, you have a duty to process this information judiciously and lawfully; failure to do so may result in disciplinary action.

PERFORMANCE APPRAISAL AND PROFESSIONAL DEVELOPMENT

The Trust is committed to providing a high quality service through the effective management and development of its employees. The Performance Appraisal process ensures that the Trust is able to achieve its key aims of delivering cost effective, high quality and responsive healthcare, whilst enabling employees to understand how the outcome of their contribution fits within these overall aims.

All staff have the responsibility to support all learners and to keep their knowledge of supporting learners in practice up-to-date, according to appropriate governing bodies regulations.

STATUTORY AND MANDATORY TRAINING

The Trust will assess the requirements for Statutory and Mandatory training for all new staff prior to commencement and aims to ensure that all Statutory and Mandatory training requirements are completed before staff start their full duties.

All required Statutory and Mandatory training must be completed within the first three months of staff start date and refresher training must also be undertaken on a regular basis and in accordance with the Trust's policy.

INFECTION PREVENTION AND CONTROL

The Trust has designated the prevention and control of infection and the full implementation of the Code of Practice (2008) as a core component in the organisations clinical governance, managing risk and patient safety programmes. All employees are expected to follow consistently high standards in the prevention and control of infection, especially with reference to hand hygiene, adherence to dress/uniform code and for clinical staff all procedures involving aseptic technique. Be aware of and follow all Trust Infection Control guidelines and procedures relevant to their work. Participate in mandatory training and annual updates. Protecting patients from infection is everyone's responsibility.

SMOKE-FREE POLICY

This Trust operates a Smoke-free policy. This means that smoking is not permitted anywhere within owned or leased premises, including within their grounds and within owned or leased vehicles. In the interests of promoting responsible healthcare all staff are to refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place. The policy also applies to all staff employed by the Trust at any location they may work, whether within or external to the Trust's premises. The policy contains further details including support facilities; subsequent failure to comply with this policy may result in disciplinary action.

CONFIDENTIALITY

In the course of your employment you will have access to confidential information of a personal and/or clinical nature, including information relating to the Trust, its clients, patients, employees and other parties.

You must not use such information for your own benefit nor disclose it to other persons without the consent of the Trust and the party concerned unless required to do so by law.

This applies both during and after the termination of your employment. Any breach of confidentiality during employment may be regarded as serious misconduct and could lead to summary dismissal

REHABILITATION OF OFFENDERS ACT 1974

This post is subject to an exception order under the provisions of the Rehabilitation of Offenders Act 1974. This stipulates that all previous convictions, including those that are 'spent' must be declared. Previous convictions will not necessarily preclude an individual from employment but must be declared in writing at the appropriate stage during the recruitment process.

SAFEGUARDING CHILDREN AND ADULTS AT RISK

Southern Health Foundation Trust (SHFT) is committed to promoting the welfare and safeguarding of children, young people and adults at risk of abuse and neglect. As an employee, you 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, applying the principles of the Family Approach to ensure evidence based analysis, risk management and appropriate action and escalation. SHFT require staff to work effectively together using the Family Approach to achieve better outcomes for adults, children and families. The Trust will support you in this duty by providing ongoing training, support and advice and have a Corporate Safeguarding Team who can be contacted for guidance and the provision of safeguarding supervision.

DATA PROTECTION

As your employer, the Trust will need to process your personal information for purposes connected with your employment.

The sort of information we will process will include your contact details, your bank details and other information for payroll purposes, information about you from third parties when obtaining references and records relating to your career with the Trust (this is not an exhaustive list). Further information about how your data is processed is available in the Privacy/Fair Processing Notice (workforce) available on the Trust intranet.

RECORDS MANAGEMENT AND QUALITY

As an employee, you are legally responsible for all records that you gather, create or use as part of your work within the Trust and they remain the property of the Trust. This includes patient, financial, personal and administrative records, whether paper based or on computer. All such records are considered public records and you have a legal duty of confidence to all service users.

You should consult the Trust's Records Management Policy and ask for guidance from your manager if you have any doubt about the correct management of records with which you work. All staff have a responsibility to ensure information quality standards are achieved.

INFORMATION SECURITY

Under the provisions of the Data Protection act, it is the responsibility of each member of staff to ensure that all personal data relating to patients and members of staff, whether held in manual or electronic format, is kept secure at all times. Computer passwords must not be shared either between systems or users. The Trust may monitor e-mail messages, any files stored on the networks or on equipment and usage of the Internet, NHS.net and computer systems, irrespective of whether these relate to trust or personal use.

Access and usage of the Trusts computers must be in accordance with the Trust's Policies. Safeguarding procedures are to be used for all electronic transfers of personal data. This is in order to protect the Trust's patients and staff, and its reputation and to ensure that it complies with the law and other guidelines.

NHS CONSTITUTION

You are obliged to comply with Staff Duties under the constitution, which are as follows:

1. To accept professional accountability and maintain the standards of professional practice as set out by the appropriate regulatory body applicable to your profession or role.
2. To take reasonable care of your health and safety at work for you, your team and others, and to cooperate with employers to ensure compliance with health and safety requirements.
3. To act in accordance with the express and implied terms of your contract of employment.
4. Not to discriminate against patients or staff and to adhere to equal opportunities and human rights legislation.
5. To protect the confidentiality of personal information you hold unless to do so would put anyone at risk of significant harm.
6. To be honest and truthful in applying for a job and in carrying out that job.

SOUTHERN HEALTH NHS FOUNDATION TRUST – VALUES

You are obliged to adhere to and implement the Southern Health NHS Foundation Trust Values which are set out as follows:

Patient and People First

- Providing compassionate, safe care
- Listening to each other
- Doing the right thing
- Appreciating each other
- Delivering quality

Respect

- Acting with honesty and integrity
- Respecting each other
- Taking responsibility
- Getting the best from our resources
- Doing what we say we will do

Partnership

- Communicating Clearly
- Supporting each other
- Working as a team
- Building relationships
- Making things happen

OUR VALUES

