

Job Description

JOB TITLE: Maternity Digital Support Assistant

BAND: 4

BASE: Women and Children's Unit, Blackpool Victoria Hospital

RESPONSIBLE TO: Digital Midwife

ACCOUNTABLE TO: Head of Midwifery

DBS: Yes

JOB SUMMARY:

- The post holder will provide high quality administration, configuration, and maintenance of the electronic patient record system (EPR) with Blackpool Teaching Hospitals NHS Foundation Trust ensuring the delivery of high-quality care.
- The post holder will assist in the production and delivery of eLearning, training videos and end user training for service users and colleagues.
- The post holder will assist with the delivery of specific project work packages, creating and deploying an extensive range of software configuration in EPR and clinical systems.
- The post holder will participate in floor walking when redeploying new configuration in EPR systems within maternity and support colleagues in all clinical areas.
- The post holder will support the maternity digital team with any EPR maternity/IT updates encouraging a proactive approach to all activities within your own role and that of your colleagues.
- The post holder will support in assisting and ensuring policies and processes are consistently maintained across the department and support general programme admin requirements and ensure data quality within the maternity EPR is maintained to a high standard.

DUTIES AND RESPONSIBILITIES

Communication and relationships

1. Engage with service users and other members of the public when required to support their interactions with the maternity digital system including use of the system and new developments.
2. Act as a key contact for communication with the maternity teams using the system and co-ordinating local communication between teams, the system provider, service users and other stakeholders.

3. Provide feedback to all users of the system on all developments of the system.
4. Good communication and working relationships with all Maternity Services colleague and users within the Trust.
5. Ability to liaise with suppliers and the Trust IT team, passing on complex information and updating the maternity team as appropriate.
6. Liaise with managers/leads within the Trust to understand service operations and operational requirements, for example: links with Pathology, Pharmacy, Imaging, and Information Governance.
7. Communicate and engage with all colleagues to facilitate collection of accurate data.
8. Negotiate priorities regarding reporting and development of reporting.
9. Present information to relevant Boards/meetings when required.
10. Support negotiations with system provider agreeing fault priorities, determining the impact on business as usual and assessing the importance of a system problem and negotiate response times with end users.
11. Be able to use tact and diplomacy with colleagues when identifying user errors.
12. Produce colleague updates newsletter/communications with system changes and developments.

Knowledge, training and experience

1. Assist in the development of Standard Operating Procedures governing data management and reporting.
2. Support database design and set-up as required to facilitate activity in Maternity Services.
3. High level of effective communication skills.
4. Assist in project process mapping sessions, create process maps and other project documentation.
5. Creation and deployment of new eLearning and training videos for a range of systems.
6. Facilitate end user training, using a range of methods including in the classroom and 1-1.
7. Be a contact for training, maintenance, and support for EPRs, clinical systems, Microsoft Office and other applications.
8. Effective creation and maintenance of Microsoft documents including reports, minutes, forms, tables, spreadsheets, SOP's etc. Support in managing and organising the SOP process and liaison with colleagues to ensure documents are within review periods and up to date.
9. Ensure an effective handover to other EPR Services colleague and midwives (e.g. Training Team and Application Specialists) by providing appropriate training and technical documentation.

Analysis, planning and organising

1. Maintain data quality by working with users of the system and ensure that the correct data fields are completed to meet local and national reporting requirements.
2. Supporting data validation processes required to support national, regional, and local Maternity data submissions.

3. To develop a comprehensive understanding of data validation and the necessary submissions for maternity services. Including the Maternity Services Data Set (MSDS), Clinical Negligence Scheme for Trusts (CNST), Northwest Coast Strategic Clinical Networks (NWSCN).
4. Data quality improvement of EPR, report monitoring. Supporting the resolution process by developing communications and escalating identified issues. To support the EPR programme to implement new ways of working and demonstrate a growth mind-set to enhance the change management process.
5. Participate in audit processes.
6. The role requires a very high level of concentration and exceptional attention to detail.

Responsibility

1. Support Maternity Services in the implementation of regional and national policies and service developments.
2. Utilise performance data analysis to inform plans for business growth and development.
3. Advise and make proposals to the maternity service on any changes to working practices within area of specialism

Working conditions

1. There will be a requirement to spend prolonged periods using a VDU and keyboard and there is a requirement for advanced keyboard skills for inputting and manipulating data for a range of computer databases.
2. Rare exposure to distressing and emotional circumstances.
3. Work flexibly.

Responsibility for Policy/Service Development

1. Support Maternity Services in the implementation of regional and national policies and service developments.
2. Utilise performance data analysis to inform plans for business growth and development.
3. Advise and make proposals to the maternity service on any changes to working practices within area of specialism.

Personal and Professional Development

1. Take every reasonable opportunity to maintain and improve professional knowledge and competence.
2. Participate in personal objective setting and review, including the creation of a personal development plan and the Trust's appraisal process.
3. Learning new software and systems to a high level to produce technical and end user documents for the service and trust.

GENERAL REQUIREMENTS

1. Quality

Each member of staff is required to ensure that:

- a) The patient and customer are always put first;
- b) That in all issues, the patient/customer requirements are met and all staff contribute fully to achieving the Trust's corporate goals and objectives;
- c) That all staff hold themselves personally responsible for the quality of their work and therefore seek to attain the highest standards achievable within their knowledge, skills and resources available to them in furtherance of the Trust's Vision and in embedding the organisation's Values.

2. Confidentiality

Each member of the Trust's staff is responsible for ensuring the confidentiality of any information relating to patients and for complying with all the requirements of the Data Protection Act whilst carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the Trust Disciplinary Procedure and may result in dismissal.

3. Data Protection/Freedom of Information Acts

Carry out any requirements within the duties applicable to the Data Protection Act, 1998 and the Freedom of Information Act 2000.

4. Health and Safety

Each member of the Trust's staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation (Health & Safety At Work Act 1974), guidance and procedures and they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

5. Equality & 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 the Trust's Equality and Diversity Strategies and Policies.

6. Working Time Directive

You are required to comply with the regulations governing working time and to any locally agreed associated arrangements.

7. Harassment & Bullying

The Trust condemns all forms of harassment and bullying and is actively seeking to promote a work place where employees are treated with dignity, respect and without bias.

8. External Interests

Each member of the Trust's staff is responsible for ensuring that any external interest they have does not conflict with the duties of their posts and they must disclose the external interest if this is likely to occur, or if they are in any doubt about a possible conflict of interest

9. Mandatory Training

Each member of the Trust's staff has a statutory obligation to attend mandatory training. It is the responsibility of each member of staff to ensure that they comply with this legal requirement.

10. Flexibility

This job description is intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of the post, to enable the Trust to achieve its corporate goals and objectives.

11. Smoke-free Policy

In line with the Department of Health guidelines, the Trust operates a strict smoke-free policy.

12. Safeguarding

The Trust are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expect all staff and volunteers to share its commitment.

Rigorous recruitment checks are carried out on successful applicants who may be required to undertake Enhanced Disclosure via the DBS.

Sustainability / Net Zero Carbon

Blackpool Teaching Hospitals are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy and water, minimise waste in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment / lighting when not in use. Report heating issues, building too hot / too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle do not overorder equipment / medicines. Healthcare waste must be disposed of in line with the Trust's waste management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the estate team for further details
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport

Active Travel

Blackpool Teaching Hospitals encourages employees to participate in active travel methods to and from their place of work, where possible. All main Trust sites are on local bus routes, have access to good cycle storage facilities and have safe paths for walking. Please note, car parking is limited at main Trust sites and therefore other modes of transport may be a more suitable, healthy, and sustainable choice.