



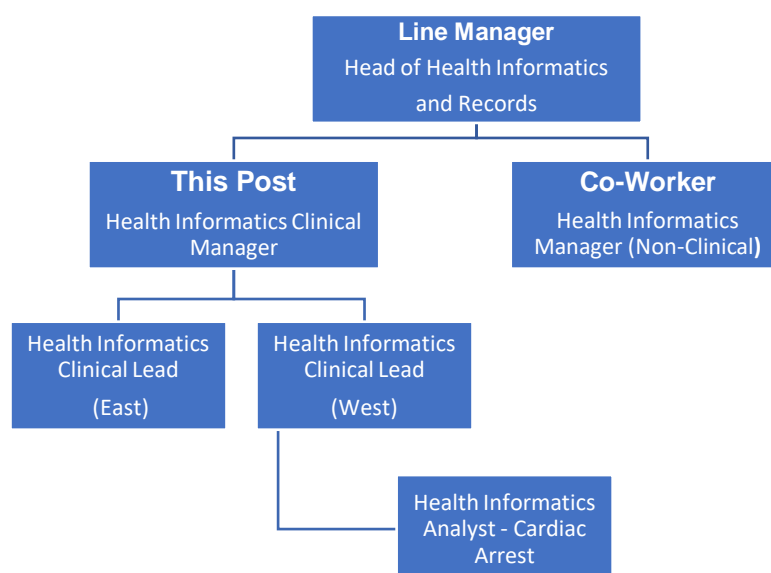
JOB DESCRIPTION

1. Job Details	
Job Title:	Health Informatics Clinical Manager
Pay Band:	Band 6
Reports to (Title):	Head of Health Informatics and Records
Accountable to (Title):	Associate Director, Quality and Compliance, Medical
Responsible for (Title/s):	Health Informatics Clinical Leads (East & West) Health Informatics Analyst - Cardiac Arrest Analyst
Location/ Site/ Base:	Paddock Wood MRC
2. Job Purpose	
<p>The purpose is to ensure clinical care is safe and of high quality through local and national clinical auditing, dissemination of results and associated improvement activities. This is a new role giving the successful applicant an opportunity to shape the role and support a mixed team of clinicians and clinical auditors.</p> <p>The post holder will be a registered nurse or paramedic (or equivalent clinical role) with experience in face-to-face care and clinical audit. They will be a subject matter expert in the production of clinical audits, national audit requirements, improvement activities and provide clinical oversight to the department.</p> <p>The job will require working closely with the Health Informatics Manager (Non Clinical), and in partnership, they will be responsible for the delivery of the Trusts clinical audit improvement cycle for national and local audits. This will require an outward facing approach, working strategically to promote audit results and improvements across the Trust and in close partnership with operational and quality colleagues.</p> <p>As a first line manager the post holder will provide leadership with regards to day to day working activities, on-going development, sickness management and appraisals of their direct reports.</p>	
Role of Department	

The Health Informatics Department is responsible for the management and audit of paper and electronic clinical records. This includes safe scanning, indexing and storage of all paper clinical records created by the Trust; managing the internal data flow and data validation processes for electronic and paper records; engaging with a variety of stakeholders to provide key information relating to health records including the retrospective audit on records to ensure accuracy.

The department is also responsible for the collection, analysis, clinical audit and reporting of data from clinical records and the use of this data to produce reports that drive improvements in the quality of care provided by the Trust. We share the knowledge and skills required for clinical audit and service improvement with colleagues across the Trust.

3. Organisation Chart



4. Duties & Responsibilities

General

The post-holder will have oversight of Trust wide quality dashboard, clinical audit and health informatics performance working in strategic partnership with other directorates.

Develop the role and understanding of clinical audit and service improvement within the Trust, supported by the Head of Health Informatics and Records.

Be the designated contact for all clinical audit and service improvement activities across the Trust, supported by the Head of Health Informatics and Records.

Develop strong working relationships with Trust senior operational staff, clinicians/specialists and act as a central resource for specific guidance/issues pertaining to health informatics and clinical audit.

As a departmental clinical lead and supported by the Head of Health Informatics and Records, the post holder will risk assess escalated incidents and support staff who have audited incidents that contain highly complex, emotional or distressing clinical content.

Undertake clinical duties to maintain professional registration, clinical skill and credibility. Act as a subject matter expert during clinical shifts by providing real-time advice and support to colleagues.

Explain complex issues involved in clinical audit and health informatics using plain English and adjusting approach to suit the audience.

Deputise for the Head of Health Informatics and Records as required and appropriate to role.

Travel will be required across Trust premises, sometimes at short notice.

The duties and responsibilities described in this job description may be subject to amendment in the light of the changing needs of the Trust.

Line Management

Line management of the Health Informatics Clinical Leads (East & West) and the Health Informatics Analyst - Cardiac Arrest Analyst.

Work in close partnership with the Health Informatics Manager (non-clinical) and together manage a team of clinicians/staff who develop/produce local and national clinical audits; ensure smooth processing and accuracy of paper and electronic clinical records; perform against departmental KPIs and provide managerial cover for each other.

Engage regularly with direct reports through 1:1s, face to face meetings and the Trusts appraisal process to ensure staff members have adequate opportunity to provide and receive feedback on their progression.

Ensure the team are working within the Trust's Information Governance policies in relation to sharing patient information. Ensure patient confidentiality and data security is maintained at all times in accordance with Trust policies and procedures and managing reported adverse events in accordance with the Trusts Incident Reporting Policy.

Manage direct reports in accordance with Trust HR policies and procedure, this includes, but is not limited to, individual sickness and capability/disciplinary review and carrying out investigations relating to their level of authority.

Delivery of these KPIs will require the individual to have a flexible approach to their work. Adjusting the work that they are doing to meet conflicting demands and changing priorities within the team. Sometimes adjustment to the work of the team will be required to ensure that the department's priorities are met.

Work jointly with the Wellbeing Hub to support clinicians on an alternative duties secondment in the department.

Training

Develop and deliver clinical audit/informatics content and training in conjunction with Clinical Education as subject matter expert on clinical audit.

Develop and lead on audit levelling programmes, to ensure clinical audit is applied with fairness and consistency. Responsible for challenging and escalating poor practice in relation to clinical audit.

Training, mentoring and supervising new starters to the team to ensure they are supported to become competent in their role.

Participate in all related training to maintain and develop skill levels and professionalism. Including any prescribed residential or non-residential courses for both operational necessity and career development.

Clinical Audits and Service Improvement

Support the development, delivery and reporting of the Trusts Annual Clinical Audit Programme and associated Clinical Audit Annual Report, ensuring timeline prioritisation and deadlines for national and locally agreed submissions are met.

Oversee/support the team to deliver the annual Clinical Audit Programme, including audit scoping, standard setting, data entry, analysis, data presentation, report writing, setting recommendations, actions and reaudit.

Maintain an oversight of trends in non-compliance across clinical audits/teams, escalating high risk non-compliance to the Head of Health Informatics.

Work with the Health Informatics Support Workers to ensure national audit data is also available locally and in-month through an OU audit dashboard and be the senior decision-maker if audit compliance is challenged.

Target areas of low clinical performance, working in partnership with middle/senior management leads across the Trust to implement improvement measures. Oversee the evaluation and impact of those improvement activities.

Support the Trust to improve auditing platforms (as required) and enable robust data searches.

Work with the Health Informatics Analyst – Cardiac Arrest to ensure the clinical registries and skills feedback data are up to date, of high quality, and available as appropriate throughout the Trust.

Manage the clinical audit tracker ensuring actions are delegated and completed in-year, reporting compliance accordingly. Acting as a liaison with other departments who have overdue actions and ensuring a cycle of timely reaudit (through the action tracker) is undertaken developing action plans to tackle persistent low compliance.

National Audits

Oversee the Trusts engagement in the national clinical audit programme.

Manage compliance with and submission of clinical audit data to NHS England and other national and local submission authorities within mandated deadlines, including as examples the Trusts Integrated Quality Report, OU dashboards, research/HQUIP organisations (Myocardial Ischaemia National Audit Project/Sentinel Stroke National Audit Programme), escalating early any anticipated delays and performance concerns.

Quality assure the national audit data prior to submission – undertaking clinical reviews on escalated, marginal or high-risk incidents and handling any actions required.

Be an internal expert on the national audit standards and datasets, with a clear understanding of the local/practical application of Ambulance Quality Indicators within a clinical setting.

Develop any local exceptions, as required through approval at the Clinical Audit and Quality Sub-Group, and provide nuance to clinical feedback. This may require liaison/engagement with the National Ambulance Service Audit and Quality Group.

Implement new national audits as appropriate, developing audit platforms, scoping standards and providing feedback on the potential new audits with support from the team.

Service Improvement

Escalate performance issues where required and lead the development of service improvement action plans and decisions around performance management.

Analyse the effectiveness of and gaps in, Trust policies/procedures based on the findings from clinical audits, making improvement suggestions as required.

Create a culture across the Trust where clinical audit and health informatics are viewed positively and as a tool to ensure patients receive the best possible care.

Identify trends in performance data and use this information to recommend changes in policies and procedures to ensure that patients receive safe and effective care.

Responsible for accurate and timely record keeping using the Trust recognised computer systems and taking account of the confidential nature of this information.

Implement any changes in software in the department.

Reporting

Support the management of the Trusts Clinical Audit and Quality Sub-Group and associated reporting.

Draft and proof-read clinical audit reports; attending and presenting reports in various Trust meetings.

Health and Safety

Ensure requirements of the health and safety at work act are observed within the department and that staff carry out their individual responsibilities under that act. Ensures staff follow correct Infection Prevention and Control procedures for workstations during the course of shifts to maintain a healthy working environment.

Individual risk relating to workspace usage will be mitigated through undertaking workstation assessments for all direct reports annually or as a result of an identified issue.

Values

The Post holder will be required to demonstrate compassionate care in their daily work and adopt the 6 Cs - NHS values essential to compassionate care: **Care, Compassion, Competence, Communication, Courage and**

commitment. Post- holders will also be required to understand and work in accordance with the NHS constitution and put the patient at the heart of their work.

Safeguarding Children, Young People and Adults at risk of abuse and neglect

South East Coast Ambulance Service NHS Foundation Trust is committed to safeguarding and promoting the welfare of children, young people and adults at risk of abuse and neglect, and expects all staff and volunteers to share this commitment. All staff are required to adhere to the trust's safeguarding policy and understand their individual safeguarding responsibilities

Equality and Diversity/Equal Opportunities

The Trust recognises the need for a diverse workforce and is committed to Equal Opportunities. It seeks to eliminate unlawful discrimination against colleagues, potential employees, patients or clients on the grounds of sex, marital status, disability, sexual orientation, gender identity, age, race, ethnic or national origin, religion, pregnancy/maternity, political opinion, or trade union membership and to promote equality of opportunity and good relations between staff and clients. Individuals, including volunteers, contractors and temporary workers, must at all times indicate an acceptance of these principles and fulfil their responsibilities with regard to equality legislation and the Trust's Equality Diversity and Human Rights Policy and protocols. Similarly, all individuals have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations, ensure that they treat everyone with respect and consideration and attend relevant mandatory training.

Corporate Governance:

High standards of governance are vital in healthcare organisations. Good governance sets the boundaries and structures in which we are able to function safely and provide the most effective care to our patients. We ask all employees to:

- Familiarise yourself with and apply Trust-wide and local policies, procedures and other formal instructions;
- Act within the scope of your authority and/or practice at all times. Limits of financial authority are set out in our Standing Financial Instructions;
- Undertake the statutory and mandatory training suitable to your role and maintain any relevant professional registration(s);
- Maintain accurate and timely records wherever required; and
- Notify the Trust if you identify any areas for improvement in any areas of corporate governance so that we can learn and improve.

Infection Prevention and Control

The prevention and control of infection is recognised as everyone's responsibility. All staff, bank workers, volunteers and contractors, both clinical and non-clinical are required to make every effort to maintain high standards of infection control in accordance with the Trust's Infection Prevention and Control Policy and The Health and Social Care Act 2008

Financial Management

Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.

Act within Standing Orders and Standing Financial Instructions of the Trust.

Health, Safety and Security

Meet Health and Safety legislation and move towards an environment where health and safety considerations are firmly embedded in the planning and decision-making processes and the 'culture' of own area of responsibility.

Promote, monitor and maintain best practice in health, safety and security

All individuals have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees. All staff have a duty to protect their own health and safety and that of others persons who may be affected by their acts or omissions.

In addition, managers have specific responsibilities relating to health and safety activities including consenting to breaches; conniving to breach legislation or neglecting their duties under the legislation. Trust's objectives in accordance with the Trust's risk management strategy and policies.

Policies

The duties and responsibilities of the post will be undertaken in accordance with the policies, procedures and practices of the Trust, which may be amended from time to time.

Patient Safety is a key priority for the Trust. It is your responsibility to ensure that you are fully compliant with SECamb policies and procedures in respect of patient safety, for example Risk Management, Infection Prevention and Control, Safeguarding children and vulnerable adults.

Confidentiality / Data Protection / Freedom of Information:

Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.

In addition, managers have specific responsibilities to ensure that their staff maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Managers should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.

Review

This document provides an outline of the main responsibilities of the post. It is not intended to be an exhaustive list of duties. Its content will be subject to regular review in conjunction with the post holder.

NOTE: Candidates should meet all the essential criteria if they are to be shortlisted

Date Reviewed:	February 2024
Reviewed By:	Nicola Brooks, Associate Director, Quality & Compliance, Medical