

SINGLE CORPORATE SERVICES

DIGITAL

Job title:	Development Consultant	
Reporting to:	IT Principal Development Consultant	
Accountable to:	Head of Software Delivery, Automation and Clinical Systems	
Pay Band:	Band 8A	

As part of the Single Corporate Service, this role provides a service across both Isle of Wight NHS Trust and Portsmouth Hospitals University NHS Trust.

As this role will cover both Trusts there will be an expectation to travel to both sites. For internal applicants the existing primary location will remain unchanged. The staff mobility local agreement will apply.

The OneEpr Programme exists to implement a single integrated electronic patient record (EPR) designed to improve patient outcomes and the experience of delivering care for our patients.

The solution is the direct result of the combined vision and strategic goals of:

1. Isle of Wight NHS Trust (IWT)
2. Portsmouth Hospitals University NHS Trust (PHU)
3. Hampshire Hospitals NHS Foundation Trust (HHFT)
4. University Hospital Southampton Foundation Trust (UHS)

The Trusts will work together with their clinical and departmental experts alongside regional digital colleagues to procure and implement a joint EPR over the coming years .

The introduction of EPR will support us in transforming how we work every day, helping us to run our services with the information we need at our fingertips. It will also help us to deliver care in a different way, according to best practice, efficiently and consistently.

Our EPR will act as an enabler for a greatly improved integrated healthcare system, in which caregivers and patients have electronic access to more complete health records and are empowered to make better health decisions. The key objectives of the programme are:

1. Enhance patient care by empowering clinicians, providing them with the right information at the right time and in the right place
2. Improved continuity of care for many of our patients who receive treatment at more than one Trust
3. Provide a 'single source of truth', making sharing information across pathways much simpler
4. Maximise efficient working and reduce errors when making decisions
5. Allow significantly greater clinical information-sharing with our partners in primary care, community care, mental health and ambulance

6. Enable integration of acute services across the four Trusts

Job purpose

1. Act as the lead developer for specified software products, feature developments and the integration of Trust systems, data and medical devices.
2. Act as a technical lead for the delivery of software developments, integration and sharing of data between applications utilising Agile methodologies.
3. Engage fully with stakeholders, Trust staff, and third-party suppliers, where applicable, to ensure services are delivered in a timely fashion and meet the requirements of clinical and corporate Trust staff.

Specific Core Functions

1. Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks.
2. Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
3. Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated.
4. Build and sustain effective communications with other roles involved in the shared services as required.
5. Maintain and continuously improve specialist knowledge in an aspect of healthcare services which significantly contributes to the Trust's stated objectives & aims.
6. Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
7. Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues.
8. Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
9. Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

Software Development, Integration and Delivery

1. Provide the lead technical developer roles for projects requiring software development, integration of systems, data and medical devices.
2. Facilitate the smooth delivery of all projects, enhancements and operational support provided by the team.
3. Work closely with Trust Staff, suppliers and other IT functions to identify, define and specify functional and non-functional requirements.

4. Identify opportunities where internal development would meet the requirements, alternatively work collaboratively in evaluating external products and solutions and ensuring technological fit to strategy.
5. Take a lead role in the delivery of the technical strategy adopted by the organisation. This will involve the specification and delivery of complex technical development projects.
6. Drive consistent standards and approaches throughout the team. Write clean and healthily structured, well documented code. To build future-proof reusable core code libraries, which can be shared, in-order to drive further efficiencies throughout the team. Deliver code which is well tested and consistently error free. Design and build database schemas with integrity and scalability with data access layers that are optimised for performance and security.
7. Undertake all aspects of system maintenance and support as required.
8. Investigate functional problems with in-house and third-party applications. Work with colleagues and third-party suppliers to resolve these quickly and efficiently.
9. Investigate performance issues with applications, databases and servers. Work with suppliers and other IT teams to resolve these. Tune database queries as required.
10. Ensure that ITIL standards are embedded and maintained within all elements of the team's activities.
10. Utilise, as appropriate, Agile methods such as Scrum, for the delivery of software development and integration requirements
11. Use your experience when reviewing and auditing code. To assist in critical support issues where your experience is required to ascertain the issue quickly and to find the most appropriate resolution. To take control over critical support incidents and putting into place the correct escalation and process to manage and resolve issues as soon as possible.
12. Keep aware of the latest Information Governance requirements, including data protection and security threats and to make sure we mitigate against these risks in line with known industry standards. Ensure that the team/organisation are aware of these issues.
13. Ensure the effective and efficient handover of projects and systems to routine operational support, including the production of appropriate system and support documentation.

Innovation Management, Research and Development

1. Proactively drive innovation with new ideas and options made available by new technologies. To maintain and actively contribute to a list of innovation & research projects. To assist by offering strategic technical advice for anyone working on these projects.
2. Create a culture of promoting new ideas and identifying opportunities within the team for the organisation. Encouraging pro-active discussions with other IT functions.
3. Participate in the Design Authority process, identifying new technologies and technical standards for use within the organisation.
4. Organise and participate in research and development activities, evaluating new technologies and systems as required.
5. Keep up to date with the latest software development technologies and methodologies.
6. Develop, promote and encourage the effective use of information and applications within the organisation.
7. Attend technical forums and events, representing the organisation, with a view to identifying and understanding emerging technologies and developing an understanding of their relevance in our evolving technical strategy.

Others

1. Participate in a rota system for on-call services.
2. It may be necessary on occasions to work outside of normal working hours to support deployments and to carry out routine maintenance on systems.
3. Provide support to IT Development Specialists and Junior Developers.
4. Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.

Key Responsibilities

Communication and Working Relationships

- The post holder will be providing and receiving complex, sensitive information, where persuasive, motivational, negotiating, training, empathic or re-assurance skills are required. This may be because agreement or cooperation is required or because there are barriers to understanding and/or providing and receiving highly complex information.
- Communication with Programme Manager around deployment timelines, risks and issues and delivery.
- Communication with stakeholders when downtime is required
- Develop and foster relationships with key contacts in the organisation
- Develop working relationship with Suppliers and Contractors where appropriate.
- Must have the communication skills and ability to develop and present solutions at all levels of management (including executive levels.)

Analytical and Judgement

- Judgements involving complex facts or situations, which require the analysis, interpretation, and comparison of a range of options.
- Solve or recommend solutions to complex interoperability challenges
- Analyse interface specifications from both sending and receiving systems to determine feasibility and interface methodology.
- Analyse and independently identify complex problems within the interface software. Take appropriate course of action critical to the operation of the interface to remedy problems and issues identified.
- Diagnose and resolve complex technical issues. Provide onsite and remote assistance in the research and support of problem situations

Planning and organising

- Planning and organisation of a broad range of complex activities or programmes, some of which are ongoing, which require the formulation and adjustment of plans or strategies.
- To plan and deliver the deployment of integration projects.
- To inform and make recommendations to support the Digital deployment and roll out project plans.
- To provide technical expertise for highly complex and multiple work stream projects.
- This role will require the organisation and planning of meetings and presentations to ensure full stakeholder liaison and this is likely to be challenging when presented with tight delivery dates.

- It will also be necessary to organise a range of tasks and work packages and meetings to resolve risks and issues which may lead to the adjustment of plans.

Physical Skills

- The post requires physical skills which are normally obtained through practice over a period of time or during practical training e.g. keyboard skills, use of some tools and types of equipment.

Patient Care

- Although this role is not expected to have direct contact with patients there is responsibility for ensuring that systems being developed comply from a patient safety perspective.
- All testing of systems will need to ensure that consideration for this has been taken.

Policy and Service Development

- The post holder is responsible for implementing policies within a team/department and proposes changes to working practices or procedures for own work area.
- Assists in the development and implementation of application policies, procedures, and standards

Financial Management

- Responsible for capturing and identifying efficiency benefits attaching to integration
- Technical support in determining adequate scoping to determine costs for budgets.

Management/Leadership

- Foster a team approach to solution development and deployment
- Liaison and co-ordination with other Subject Matter Experts
- Liaison and co-ordination with Clinical users
- Deliver workplace support to facilitate transition into the live.
- Act as mentor to junior members of the team, supporting in-house development and training.
- Participate in the recruitment process for new posts within the Programme organisation.
- This role will provide advice and guidance to staff within the Programme but also make recommendations for process changes to operational areas.

Information Resources

- The post holder is responsible for adapting / designing information systems to meet the specifications of others.
- Be a confident and capable user of Microsoft packages to produce relevant documentation.
- Handle large amounts of raw data and manipulate into simple formats to interpret findings.
- Develop full awareness of Trust clinical systems and data schemas

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Freedom to Act

- The post holder is guided by general health, organisational or broad occupational policies, but in most situations the post holder will need to establish the way in which these should be interpreted.

- This is a position of influence in the organisation and it is important to be able to demonstrate the knowledge, skill and gravitas required to operate effectively at all levels.
- This position carries responsibility for the delivery of the Trusts integration requirements according to external and internal priorities.
- Responsible for technical decisions around integration in liaison with key stakeholders, informing the Trust Strategy.
- This role will be required to use own initiative and work independently with full accountability for own actions and the effects shown by others due to own actions. The role requires independence and well balanced decision-making.
- This role will be expected to interpret current policies and where necessary lead on adjustments, in order to implement required changes.

Physical effort

- A combination of sitting, standing, and walking with little requirement for physical effort. There may be a requirement to exert light physical effort for short periods.

Mental effort

- There is a frequent requirement for concentration where the work pattern is predictable with many competing demands for attention

Emotional Effort

- Occasional exposure to distressing or emotional circumstances

Working conditions

- Requirement to use Visual Display Unit equipment more or less continuously on most days.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

Person Specification

Criteria	Essential	Desirable	<i>How criteria will be assessed</i>
Qualifications	<ul style="list-style-type: none"> • Degree level qualification or equivalent in IT or related field • Specialist IT qualification covering database and software engineering (e.g., Microsoft certification) • ITIL Foundation Certificate 	<ul style="list-style-type: none"> • Certified Scrum Product Owner (CSPO) or equivalent (is this needed?) • ISEB Testing Certification 	Application /Interview

	<ul style="list-style-type: none"> Evidence of continuing professional development 		
Experience	<ul style="list-style-type: none"> Professional experience of software requirements gathering with relevant experience within an enterprise IT environment. Well-developed experience of building, managing and developing relationships and working through other teams to achieve objectives and maximised results. Considerable experience of achieving success when working in multi-disciplinary teams. Database design experience. Experience of software development, system and data integration. Experience of system implementation management and support. Experience of Scrum and other Agile methodologies. Strong project management skills within an information systems environment. Experience in the development and implementation of standards, procedures and guidelines to support operational processes. Self-motivated with the ability to prioritise, meet deadlines, and manage changing priorities. 	<ul style="list-style-type: none"> Wider experience within the NHS, particularly in the acute hospital sector. 	
Knowledge	<ul style="list-style-type: none"> Excellent organisational, planning and time-management skills; able to clearly manage priorities 		

	<p>for self and team to meet objectives and deadlines.</p> <ul style="list-style-type: none"> • Excellent interpersonal and explanatory skills in dealing with a wide range of information technology adept users. • Excellent verbal and written communication skills; you must be a strong communicator. • Good presentation and negotiation skills to produce and present formal proposals and gain proposal acceptance. • Good negotiation and relationship-building skills to gain maximum benefit for customers from software suppliers and internal IT providers. • Excellent technical awareness to analyse and resolve technical problems. • Excellent knowledge of relational database design and implementation. • Expert knowledge in SQL. • Expert knowledge of computer languages. • Expert knowledge in computer program design methods and techniques. • Expert knowledge of system and data integration • Good knowledge of data protection and information security/governance issues. • Strong customer service skills. • Good working knowledge of Microsoft Office Products 		
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Compliance statement to expected organisational standards.

To comply with all Trust Policies and Procedure, with particular regard to

- Risk Management
- Health and Safety
- Confidentiality
- Data Quality
- Freedom of Information
- Equality Diversity and Inclusion
- Promoting Dignity at Work by raising concerns about bullying and harassment
- Information and Security Management and Information Governance
- Counter Fraud and Bribery

The Trust has designated the prevention and control of healthcare associated infection (HCAI) as a core patient safety issue. As part of the duty of care to patients, all staff are expected to:

Understand duty to adhere to policies and protocols applicable to infection prevention and control.

- Comply with key clinical care policies and protocols for prevention and control of infection at all time; this includes compliance with Trust policies for hand hygiene, standards (universal) infection precautions and safe handling and disposal of sharps.
- All staff should be aware of the Trust's Infection Control policies and other key clinical policies relevant to their work and how to access them.
- All staff will be expected to attend prevention and infection control training, teaching and updates (induction and mandatory teacher) as appropriate for their area of work, and be able to provide evidence of this at appraisal.
- To perform your duties to the highest standard with particular regard to effective and efficient use of resources, maintaining quality and contributing to improvements.
- Ensure you work towards the Knowledge and Skills Framework (KSF) requirements of this post. KSF is a competency framework that describes the knowledge and skills necessary for the post in order to deliver a quality service.
- Your behaviour will demonstrate the values and vision of the Trust by showing you care for others, that you act professionally as part of a team and that you will continually seek to innovate and improve. Our vision, values and behaviours have been designed to ensure that everyone is clear about expected behaviours and desired ways of working in addition to the professional and clinical requirements of their roles.
- Ensure you adhere to and work within local and national safeguarding children legislation and policies including the Children Act 1989 & 2004 , Working Together to Safeguard Children 2013, 4LSCB guidance and the IOW Safeguarding Policy.
- Ensure you adhere to and work within the local Multiagency safeguarding vulnerable adults policies and procedures
- Ensure that you comply with the Mental Capacity Act and its Code of Practice when working with adults who may be unable to make decisions for themselves,

- Ensure that you maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect conform to the requirements of the Data Protection Act 1998, including the responsibility to ensure that personal data is accurate and kept up to date
- If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
- Proactively, meaningfully and consistently demonstrate the Trust Values in your every day practice, decision making and interactions with patients and colleagues.
- Perform any other duties that may be required from time to time.
- Contribute to the IT Departments on-call rota and if required, maintain required skills, experience and resource levels allowing for hospital digital 24/7 services.

This job description may be altered, from time to time, to meet changing needs of the service, and will be reviewed in consultation with the post holder.