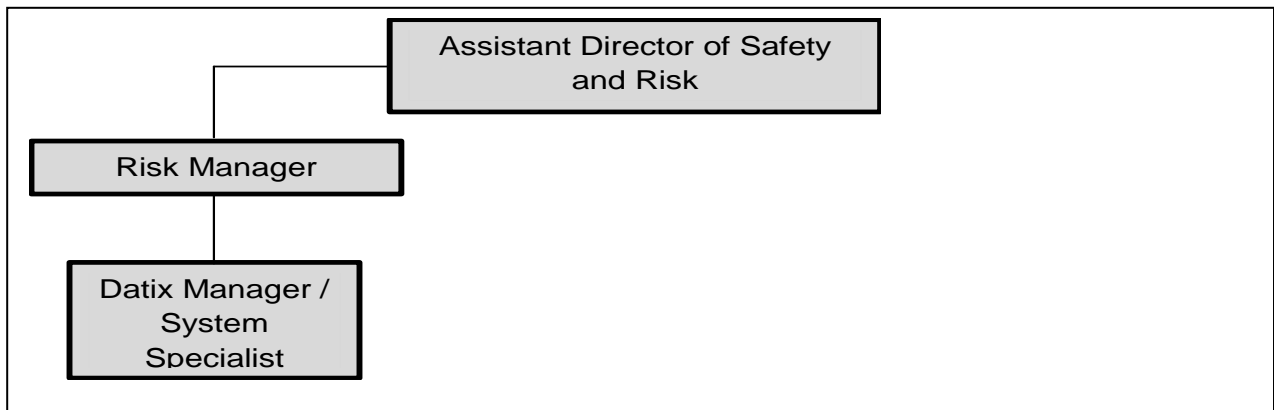


JOB DESCRIPTION

POST TITLE	Datix Manager System Specialist
BAND	
DIVISION	Quality and Safety Unit
BASE	Parkview Offices, Royal Blackburn Hospital
REPORTS TO	Risk Manager
RESPONSIBLE FOR	Assistant Director of Safety and Risk

ORGANISATION CHART



JOB SUMMARY

The purpose of this role is to be the Trust expert on all Datix systems (Rich Client, Web and future Cloud IQ versions) and modules currently used by the Trust, whilst developing and project managing the roll-out of future modules as they become available. The post holder will be expected to possess the highest level of knowledge, skills and technical expertise with this specialist software, from both the front end customer facing delivery platform, to the back end technical coding associated with supporting this system. Ensuring that evidence for external and internal stakeholder auditing inspections and visits is accurately maintained and is available through effective coding set-up, development in-line with national guidance and daily maintenance of the system.

The post holder will be expected to lead and co-ordinate the total redevelopment / rebuild and continued development of the Datix Risk Management system including all modules (Incidents, Complaints, Risk Register, PALS (Mortality Reviews), Claims, CAS/Safety Alerts, Triggers, To Do Lists, Dashboards, Actions, Contacts, Organisations, Equipment, Distribution Lists, Medications, Payments, Report Designs, Saved Queries etc & Admin) along with any future modules added.

Reporting to the Trust’s Risk Manager, the post holder will be solely responsible for developments and day to day general administration of the Datix Risk Management Systems (Web & Rich Client) and their modules aforementioned.

This post requires communication and liaison with staff at all levels of the organisation, including but not limited to Directors, Senior Managers, Clinicians, Divisional General Managers, Business Managers etc and requires excellent interpersonal and presentation skills, often dealing with criticism and challenging conversations.

MAIN DUTIES

- To be the sole specialist responsible for the planning, management and control of all aspects of the total redevelopment / rebuild / continued development of the Datix Risk Management system, and roll out / implementation of all future Datix modules in all areas of ELHT (clinical and non-clinical), within project timescales. Use outcomes to formulate strategies to improve services and ultimately provide safer services for patients, staff, contractors, volunteers and visitors.
- To work closely with clinical and non-clinical lead officers to agree project scopes and benefits, working with project staff to ensure the effective management and delivery of all aspects of those projects – from scoping through option appraisal, implementation and performance management.
- To maintain strict confidentiality regarding information concerning patients, staff and sensitive Trust business at all times.
- Manage the Structured Judgement Review, Learning Disability and Child Mortality Review Datix processes and record creation/allocation for the Trust in accordance with internal policies and national guidance. Ensuring data is organised and in place for each month and be the point of contact for Clinicians.
- Be the identifiable point of contact for the Trust in dealing with Datix enquiries, for example from staff at all levels within the organisation, or from external organisations such as the National Patient Safety Agency, NRS, NHSi, the Medicines and Healthcare products Regulatory Agency etc, and providing reports.
- Responsible lead for numerous Datix Task & Finish Group work streams for the Datix Project and responsible to planning and organising the order in which all developments are implemented. Advise of system and industry best practice. Plan, Design and organise processes within Datix to facilitate project aims. Responsible for implementation of all changes agreed. Manage project timescales and project Gantt chart.
- Write a bi-monthly update paper for the Patient Safety and Risk Assurance Committee (PSRAC) informing of the changes made.
- The post-holder will be responsible for analysing, interpreting and presenting new and existing sources of data, contributing to the development of quality improvement and data quality in relation to Datix.
- Responsible for producing General Medical Council (GMC) reports to be used for all Consultants Trust-wide as part of the Good Medical Practice Framework (GMP) for their re-validation and appraisal processes.
- Develop a Datix user policy with associated SOP's to ensure users are managed in a consistent and security conscious way. Train and advise the Datix Administrators (system support) on best practise for creating new users. Perform user audits to ensure only current staff at the trust or active on the system.
- Responsible for the integrity and security of the Datix system. Design the security framework of the system keeping in line with best practice, design and maintain naming conventions and ensure they are correctly administered to future-proof the system. Redevelop all Security Groups in line with best practice and project manage the migration to Security Profiles, administering and maintaining going forward.
- Support the Quality & Safety Team and other departments through providing technical expertise in the support of the identification, definition and production of bespoke reports for both internal and external stakeholders.

- Monitor fulfilment of reporting requirements of the organisation's incident reporting and learning policy and procedures, and the National Reporting & Learning System providing formal and informal feedback; facilitate feedback and escalation process.
- Leading on the development of test scripts prior to the implementation of system changes.
- Provide robust testing prior to and implementation of new modules / features.
- To ensure that all system updates from Datix software supplier are analysed in correlation with the release notes, tested appropriately with the 'DatixTest' environment, any changes put into effect on the designed report forms and the training manuals, and these disseminated to users.
- Develop effective working relationships with external and internal stakeholders in order to support an integrated approach to Quality and Safety throughout the Trust.
- In support of the Quality and Safety Team, participate in organisational preparation for inspection and review by the Care Quality Commission and other external stakeholders and agencies.
- To support the Patient Safety Manager /Patient Safety and other Corporate Teams / individuals with reporting and training the team on system processes.
- Ensure accurate incident data is exported to the NRLS within required timeframes and ad hoc uploads for Serious Incidents. Ensure technical mapping of local codes to the NRLS are accurate and create new mappings as new local codes are setup. This is a critical part of the process which requires high levels of concentration and attention to detail as these mappings are responsible for how we report all incident data to the NRLS who publish the data which is available to the public at a national and international level and other Trusts use for benchmarking.
- Provide statistical reports to Directors / Senior Managers across the Trust on a regular basis.
- Design, implement and manage bespoke listing and statistical report templates to facilitate accurate and ease the process of users creating reports to meet their individual needs.
- Scope, build & maintain Dashboard Trackers which facilitate Corporate and Divisional teams tracking incidents relating to SIRI, StEIS, Rapid Reviews, Terms of Reference and Duty of Candour etc
- Quality check / review / analyse on a regular basis individual Datix records which contain highly sensitive and/or distressing accounts of incidents and their details which often contain graphic images.
- Provide accurate reports on highly sensitive data for Freedom of Information (FOI) requests in line with FOI guidelines, Data Protection and local policies.
- Represent the Trust at national and regional Datix user events to network with colleagues in similar roles. This will involve gathering intelligence for future development and projects.
- Manage the contract agreement, procurement, budgeting and software renewal process with the supplier (Datix) and act as the Trust contact with the software provider ensuring service provisions per agreement and that any maintenance requirements/interventions are actioned promptly to meet the Trusts requirements.
- Have the freedom to act, make decisions and implement change to the Datix system on a daily basis without supervision which can affect all elements of the system whilst ensuring that the overall system/project goals and standards are met.
- High level of experience in collation of data and trend analysis of all data from all modules of Datix and any other sources of information (Dr Foster, PAS etc), for the purpose of identifying areas of risk. The results of which should be escalated to relevant leads.
- Monitor Datix fault logging, ensuring responses and outcomes meet acceptable levels agreed within the contract in order to maintain continuity/availability of the system.
- To ensure robust arrangements are in place to address any technical issues that arise within Datix and to work collaboratively with all partner agencies, offering technical expertise to ensure a speedy recovery, with particular reference to emergency business continuity plans and back-up requirements to planned or unforeseen system down-time for the Trusts Risk Management system (Datix) across the Trust.

- Proactively review systems and processes to identify gaps. Recommend, design and implement new solutions in line with the requirements of the organisation.
- To take the lead and be responsible for the administration of the Datix System which supports the Trust's ability to manage and demonstrate compliance with the quality and safety, governance, clinical governance and risk management agendas.
- To be responsible for the resolution of frontline user support issues and to act as a contact point for dealing with queries from staff.

COMMUNICATION

- The ability to deal with criticism and challenging discussions will be key to the role and possessing the ability to negotiate and influence.
- To present complex and highly sensitive business and system information to groups of leads, senior managers, committees and groups with tact, diplomacy and empathy using negotiation and persuasive skills as required. This relating to all aspects of the system, i.e. training, technical matters impacting on workflows, and the development of reporting suites / dashboards.
- Lead on designing and coordinating Trust-wide communications for new and/or improvements to the system, Datix Project Updates/Useful Tips and identifying. And considering user requested enhancements via Surveys.
- To establish and maintain effective and appropriate working relationships and communications with Directors, senior managers and clinical staff both internal and external to the Trust.
- To liaise closely with the ELHT ICT department regarding interaction between Datix and other Trust systems.
- Presents information to others in a range of formats including; 1-1, informal training, formal training to groups or individuals on the use and management of all Datix modules, functions and best practice.
- To maintain effective and professional networks to share good practice, quality improvement and benchmarking performance management
- To liaise with the Datix software company to ensure the software is up-to-date and meets the organisation's requirements
- To develop and produce reports from the system as required that meet external and internal reporting requirements within established timeframes via the submission of reports and data.
- To provide routine, ad-hoc and trend analysis reports to Corporate Committees, designing reports and format to ensure that data is presented in the most appropriate format for the subject and for ease of understanding by the audience.
- To be responsible for gathering data and reports to demonstrate compliance with the Commissioner quality contracts in relation to clinical governance. Develop systems and processes to ensure the information is available in a timely manner and enables the organisation to demonstrate compliance.
- Communicate with Senior Managers, staff and external agencies, and be readily accessible to offer advice and support and provide information relating to incidents either face to face, in writing or over the telephone.
- To communicate and collaborate with other Datix and Risk Managers within the NHS, to facilitate the sharing of best practice in relation to technical and procedural issues, both in person and via online media such as email lists and online forums.

TRAINING AND DEVELOPMENT

- To travel to locations across East Lancashire to support in the delivery of training to all staff within the Trust for incident reporting, management and DatixWeb.

- Write Standard Operating Procedures (SOP's)
- Create, maintain and develop e-learning training packages via Learning Hub under the direction of the Risk Manager.
- Develop and provide training manuals in a variety of formats to assist all levels of staff in the use of Datix and DatixWeb, ensuring that the training manuals meet the differing needs and requirements of all staff across all modules within the Trust.
- Support to develop, coordinate and deliver Datix report design training for Trust staff across all modules, in one to one or group sessions.
- Plan and coordinate Dashboard training.
- Attend mandatory training according to Trust policies.
- Participate in the PDR process to support personal development.

ORGANISATIONAL RESPONSIBILITIES

- The post-holder will be responsible for facilitating relevant meetings associated with or in support of the risk management agenda, including organising, sending agendas and other supporting documentation, inviting appropriate stakeholders and representatives from both within and external to the Trust.
- Responsible person for the operation, development and maintenance of the Trust's Risk Management system (Datix), ensuring records and alerts are followed up, and produce reports for submission to various Organisations, Board, Committees and Groups on a regular and ad-hoc basis.
- Ensure accurate and up to date information is available at all times in accordance with the Data Protection Act, NPSA Data Quality Standards and the requirements for Information Governance in relation to incidents.
- Ensuring that all incidents are dealt with within strict timescales, and advising, directing and supporting Divisions in this process in line with the incidents policies and procedures and adhering to statutory requirements.
- To support the Risk Management Team in the design and delivery of organisation wide systems relating to Risks, Incidents, Claims, Safety Alerts, Mortality Reviews, Complaints, Equipment, Medications and performance management.
- To be aware of the requirements of information governance and data protection when designing organisation wide systems

PROFESSIONAL RESPONSIBILITIES

- Although the role does not require registration to any professional body, it is expected that the post holder will maintain professional standards and adhere to the NHS code of conduct.
- The post holder will be expected to aspire to the Values of the Trust in their day to day work and behaviours in order to support the Trust in achieving its Vision.
- The post holder will be expected to work to any Corporate / Divisional / Directorate / Department objectives and standards in order to provide an acceptable level of service.
- Support managers and staff in the implementation of the Trust policies and procedures relating to the reporting and investigation of incidents.
- Take part in continuous professional development.
- The post holder may be required to carry out other relevant duties as required.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be widely recognised for providing safe, personal and effective care*":-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

PERSON SPECIFICATION

JOB TITLE

Knowledge, Experience and Training required for the Post	Essential at Recruitment √	Desirable/Developed within the Role √	Measured By A – Application I – Interview P – Presentation T - Test
<p>Qualifications Give details of what qualifications are required at what level for the job Essential or desirable</p>	<p>Excellent typing / keyboard skills</p> <p>ECDL or equivalent</p> <p>Datix Certified Professional, or equivalent experience</p>	<p>Degree or equivalent qualification</p>	
<p>Experience Give details of previous experience required specifying a time period Essential or desirable</p>	<p>Experience and understanding of Policies & Procedures relating to incidents</p> <p>Experience of data QA and development of standards / protocols to ensure consistency of data input.</p> <p>Experience of setting up, managing, using and maintaining databases and spreadsheets</p> <p>Ability to undertake statistical analysis</p> <p>Ability to produce graphs, charts and cross tabulations</p> <p>Knowledge and experience of</p> <ul style="list-style-type: none"> a. Data capture techniques b. Data analysis c. Project Planning and implementation d. Managing direct reports e. Auditing systems and processes <p>Experience and knowledge of project management</p> <p>Minimum of 2 years' experience working with both Datix Rich Client and Web version systems across all modules as a technical specialist</p>		

	<p>Experience of dealing with difficult, challenging and sensitive situations</p> <p>Experience and extensive knowledge of using a range of Microsoft packages</p> <p>Experience of developing and delivering training packages</p> <p>Experience of working to strict deadlines and managing conflicting priorities</p> <p>Experience of working with databases</p> <p>Previous experience using SQL</p>		
<p>Knowledge and Skills Give details of any specialist knowledge required.</p> <p>Give details of any specific skills required to undertake the job Essential or desirable</p>	<p>Excellent organisational and time management skills</p> <p>Excellent and well-developed written, verbal and interpersonal communications</p> <p>Excellent analytical and problem-solving skills</p> <p>Knowledge and skills in the delivery of Training</p> <p>Ability to maintain confidentiality at all times</p> <p>Be able to assess the impact, suitability and possible consequences of proposed projects relating to DATIX and its areas of use (incident reporting, risks, claims, complaints, patient & public involvement, data protection requests).</p> <p>Review and analysis of complex data</p> <p>Ability to deal with all levels of staff, working under pressure to prioritise tight deadlines delivering high quality work</p>	<p>Excellent organisational and time management skills</p> <p>Excellent and well-developed written, verbal and interpersonal communications</p> <p>Excellent analytical and problem-solving skills</p> <p>Knowledge and skills in the delivery of Training</p> <p>Ability to maintain confidentiality at all times</p> <p>Be able to assess the impact, suitability and possible consequences of proposed projects relating to DATIX and its areas of use (incident reporting, risks, claims, complaints, patient & public involvement, data protection requests).</p>	

		<p>Review and analysis of complex data</p> <p>Ability to deal with all levels of staff, working under pressure to prioritise tight deadlines delivering high quality work</p>	
<p>Personal Attributes Describe any personal attributes required e.g. organisation skills, flexible, team worker, initiative, etc. Essential or desirable</p>	<p>Ability to work under pressure and to meet deadlines</p> <p>Ability to work without supervision and use own initiative</p> <p>Ability to challenge and work collaboratively with senior managers and clinicians</p> <p>Ability to work flexibly and manage competing priorities</p> <p>Consistently high attention to detail and quality of work</p> <p>Manage and cope with stressful situations, with a non-judgmental approach</p> <p>Ability to work as a member of a team</p> <p>Ability to establish and maintain good working relationships with people from a wide range of personal and professional backgrounds</p> <p>Ability to adapt to change</p> <p>Ability to comply with Trust Policies and Procedures</p>	<p>Ability to work under pressure and to meet deadlines</p> <p>Ability to work without supervision and use own initiative</p> <p>Ability to challenge and work collaboratively with senior managers and clinicians</p> <p>Ability to work flexibly and manage competing priorities</p> <p>Consistently high attention to detail and quality of work</p> <p>Manage and cope with stressful situations, with a non-judgmental approach</p> <p>Ability to work as a member of a team</p> <p>Ability to establish and maintain good working relationships with people from a wide range of personal and professional backgrounds</p> <p>Ability to adapt to change</p> <p>Ability to comply with Trust Policies and Procedures</p>	
Other	Car Driver		

Any other requirements e.g. car driver Essential or desirable			
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EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Drive to attend meetings, training and conferences. Also to meet with staff and other organisations	Weekly	Variable – dependant upon distance – usually local	n/a	No
Sitting for long periods whilst on phone, analysing data, word processing	Daily	Variable	n/a	No
Making repetitive movements – use of keyboard	Daily	Variable	n/a	No

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes <input checked="" type="checkbox"/> No	Every shift <input checked="" type="checkbox"/> Weekly Monthly Less Often	Less than 20 mins On each occasion	VDU work

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Regular use of information databases and creation of reports	Daily	During working day
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Requests for reports from the Datix system to be produced	weekly	During working week – will vary

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?

Some information from incident reports may contain information of a difficult adverse event	Indirect	weekly
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WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?