

## JOB DESCRIPTION

<b>TITLE OF POST:</b>	<b>Transition IT Lead - Interfaces</b>
<b>SALARY BAND:</b>	<b>AfC Band 8a</b>
<b>LOCATION:</b>	<b>NWL Pathology</b>
<b>RESPONSIBLE TO:</b>	<b>NWL Pathology Interim IT Lead</b>
<b>PROFESSIONALLY ACCOUNTABLE TO:</b>	<b>NWL Pathology Operations Lead</b>
<b>HOURS PER WEEK:</b>	37.5

### Imperial College Healthcare NHS Trust Values

We are absolutely committed to ensuring that our patients have the best possible experience within our hospitals. We are looking for people who are committed to delivering excellent patient care, whatever their role, and who take pride in what they do. We place a high value on treating all patients, customers and colleagues with respect and dignity, and seek people who strive for excellence and innovation in all that they do.

We value all of our staff and aim to provide rewarding careers and benefits, fulfilling work environments and exciting opportunities.

As an organisation we expect everyone to

- Kind** - We are considerate and thoughtful, so you feel respected and included.
- Collaborative** - We actively seek others' views and ideas, so we achieve more together.
- Expert** - We draw on our diverse skills, knowledge and experience, so we provide the best possible care.
- Aspirational** - We are receptive and responsive to new thinking, so we never stop learning, discovering and improving.

## **AIM OF THE ROLE:**

- Responsibility for all tasks necessary for the installation and testing of Hospital Information Systems (admission/discharge/transfer, orders and results), Point of Care, and reference laboratory interfaces for the Sunquest Laboratory Information System (LIMS).
- Responsibility for all tasks related to the installation and testing of instrument interfaces for the Sunquest LIMS.

The post holder will assume responsibility for ensuring that the LIMS and all other Pathology related IT systems and services are fit for purpose and reliable in the clinical setting with respect to foreign systems and laboratory equipment interfaces.

**This is a fixed term role for 12 months with a possible further 4 month extension.**

## **KEY WORKING RELATIONSHIPS:**

Good communication skills are essential, as the post holder is required to communicate effectively with Biomedical Scientists, Clinical Scientists, Clinicians and other healthcare providers in and out of the Trust; other Trust Directorates including Estates, IT, Human Resources, Finance, Payroll, Occupational Health; Legal Services, representatives and service personnel from Commercial organisations.

## **KEY RESULT AREAS:**

- Contribute to the delivery and implementation of the Sunquest LIMS across NWL Pathology.
- Participate in the NWL Pathology LIMS Implementation / ProjectTeam.
- Contribute to the delivery of the IT Transition Plan.
- Establish IT standards, policies, procedures and business processes to both internal audit and national standards across the Partnership.
- Ensure specified laboratories work within the agreed Target Operating Model.
- Liaise with the Operational Managers and Clinical Leads on all matters relating to the implementation of the Sunquest LIMS with respect to hospital system and laboratory equipment interfaces.
- Prepare, update and ensure compliance with IT Standard Operating Procedures and appropriate regulatory standards.

## **MAIN TASKS AND RESPONSIBILITIES:**

### **1. Hospital Systems Interfaces**

- 1.1. Provide knowledge about standard HL7 interface and/or interface engine set up for all applicable interfaces.
- 1.2. Work with the Information Systems personnel and the Contractor Application Interface Analyst to define and finalise the specifications for each interface.
- 1.3. Approve and sign off a final copy of the specifications.
- 1.4. Establish communication between systems and/or interface engine.
- 1.5. Set up, test and monitor interfaces between Contractor Software, Third Party Software and third party Partnership applications.
- 1.6. Work with project team(s) to ensure that individual project requirements are met.
- 1.7. Admit patients and enter orders/results as necessary for transaction testing.
- 1.8. Perform user audit and submit sign off that the interface(s) are functional.
- 1.9. Develop and implement troubleshooting/escalation strategy.

### **2. Laboratory Equipment Interfaces**

- 2.1. Complete and submit the Instrument Interface form to Contractor Instrument Interface Specialist according to the implementation schedule.
- 2.2. Verify that instruments are interface-ready; work with instrument vendor(s) if necessary.
- 2.3. Cable each instrument to be interfaced to Sunquest Laboratory according to the implementation schedule.
- 2.4. Work with the Contractor Instrument Specialist to establish interface communications.
- 2.5. Monitor, test and troubleshoot each instrument interface connected to Sunquest Laboratory to verify it is functioning correctly.
- 2.6. Develop and implement a troubleshooting/escalation strategy.

### **3. Governance and Risk**

- 3.1. Promote a culture where governance and risk management are seen to be everyone's responsibility.
- 3.2. Help ensure that appropriate and necessary resources are made available to describe and deliver an annual governance plan, including relevant clinical audit activity.
- 3.3. Help ensure that patient safety is at the centre of NWL Pathology planning, analysis and delivery.
- 3.4. Investigate complaints and adverse incidents working alongside other staff to perform root cause analysis.

### **4. Communication**

- 4.1. Establish effective two way channels of communication within NWL Pathology.
- 4.2. Establish excellent communication with other managers in the Owner Trusts and wider healthcare community to ensure that services are integrated.
- 4.3. Communicate to staff, groups from other organisations and members of the public.
- 4.4. Regularly meet with clinical and non-clinical staff to ensure they remain engaged in the vision for delivering excellence in all we do.
- 4.5. Ensure that good practice is rapidly shared within NWL Pathology and wider organisations where appropriate.

### **5. Human Resources**

- 5.1. Take responsibility for own personal development; maintain, update and develop personal and professional knowledge and skills.
- 5.2. Facilitate and promote the exchange of ideas, good practice and innovation to achieve better quality and value for money services across the Partnership.
- 5.3. Promote a culture where staff feel empowered and accountable for service improvement at local levels.
- 5.4. Take positive action to improve staff experience.

## **6. Information Technology**

- 6.1. Access and analyse highly complex data to synthesise meaningful reports that identify and monitor key metrics and identify trends.
- 6.2. Promoting and facilitating the use of knowledge and information throughout NWL Pathology for the benefit of the service.

## **7. Other duties**

- 7.1. Undertake any other duties requested as appropriate to the banding.

## **Scope and Purpose of Job Description**

A job description does not constitute a 'term and condition of employment'. It is provided only as a guide to assist the employee in the performance of their job. The Trust is a fast moving organisation and therefore changes in employees' duties may be necessary from time to time. The job description is not intended to be an inflexible or finite list of tasks and may be varied from time to time after consultation/discussion with the post holder.

## **ADDITIONAL INFORMATION**

### **Medical Examinations**

All appointments are conditional upon prior health clearance. Failure to provide continuing satisfactory evidence if required, e.g. of immunization, will be regarded as a breach of contract

### **Disclosure & Barring Service/Safeguarding Children & Vulnerable Adults**

Applicants for many posts in the NHS are exempt from the Rehabilitation of Offenders Act 1974. Applicants who are offered employment for such posts will be subject to a criminal record check from the Disclosure & Barring Service before appointment is confirmed. This includes details of cautions, reprimands and final warnings, as well as convictions. Further information can be found via: <https://www.gov.uk/government/organisations/disclosure-and-barring-service>. Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of specific duties relating to their role. Staff are obliged to disclose to the Trust during employment any pending criminal convictions, including cautions, and any other information relevant to the safeguarding of children or vulnerable adults.

### **Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and at any time subsequently on request.

### **Work Visa/ Permits/Leave To Remain**

If you are a non-resident of the UK or EEA you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Trust is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

### **NHS Constitution**

The NHS Constitution establishes the principles and values of the NHS in England. You should aim to maintain the highest standards of care and service, treat every individual with compassion and respect, take responsibility for the care you provide and your wider contribution, take up training and development opportunities provided, raise any genuine concern you may have about a risk, malpractice or wrongdoing at work, involve patients, their families and carers fully in decisions, be open if anything goes wrong and contribute to a climate where the reporting of, and learning from, errors is encouraged. You should view the services you provide from a patient's standpoint and contribute to providing fair and equitable services for all. The above is a brief summary; you are encouraged to access the full document at: [www.nhs.uk/constitution](http://www.nhs.uk/constitution)

### **Dignity & Respect**

The Trust requires that you treat others with dignity and respect and that you do not harass or otherwise discriminate against any other member of staff, patient or visitor to the Trust or employees of any associated employers or contractors of the Trust on the grounds of race, colour, sex, age, disabilities, religious beliefs or sexual orientation.

### **Confidentiality/Information Quality Assurance/Freedom of Information**

The post-holder must maintain confidentiality of information about staff, patients and health service business and be aware of the Data Protection Act (1984) and Access to Health Records Act (1990). As an employee of the Trust it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Trust requirements and instructions. Nonetheless the post-holder should be aware of the responsibility

placed on employees under the Freedom of Information Act 2000 and is responsible for helping to ensure that the Trust complies with the Act when handling or dealing with any information relating to Trust activity.

### **Risk Management**

All staff have a responsibility to report all clinical and non-clinical accidents or incidents promptly and when requested to co-operate with any investigation undertaken.

### **Health, Safety and Security**

The post holder must co-operate with management in discharging its responsibilities under the Health and Safety at Work Act 1974, take reasonable care of themselves and others, and ensure the agreed safety procedures are carried out to maintain a safe environment for patients, employees and visitors. The Trust has adopted a Security Policy in order to help protect patients, visitors and staff and to safeguard their property; all employees have a responsibility to ensure that those persons using the Trust and its services are as secure as possible. The Trust operates a strict Non-Smoking Policy.

### **Conflict of Interests**

You may not without the consent of the Trust engage in any outside employment and in particular you are disqualified from an appointment as a chair or Non-Executive Director of another NHS Trust whilst you are employed by this Trust. In accordance with the Trust's Conflict of Interest Policy you must declare to your manager all private interests which could potentially result in personal gain as a consequence of your employment position in the Trust. The NHS Code of Conduct and Standards of Business Conduct for NHS Staff require you to declare all situations where you or a close relative or associate has a controlling interest in a business or in any activity which may compete for any NHS contracts to supply goods or services to the Trust. You must therefore register such interests with the Trust, either on appointment or subsequently.

### **Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection and the wearing of uniforms.

**Clinical staff** – on entering and leaving clinical areas, and between contacts with patients, staff should ensure that they apply alcohol gel to their hands and wash their hands frequently with soap and water. In addition, staff should ensure the appropriate use of personal protective clothing and the appropriate administration of antibiotic therapy. Staff are required to communicate any infection risks to the infection control team and, upon receipt of their advice, report hospital-acquired infections in line with the Trust's Incident Reporting Policy.

**Non clinical staff and sub-contracted staff** – on entering and leaving clinical areas and between contacts with patients all staff should ensure they apply alcohol gel to their hands and be guided by clinical staff as to further preventative measures required. It is also essential for staff to wash their hands frequently with soap and water.

Staff have a responsibility to encourage adherence with policy amongst colleagues, visitors and patients and should challenge those who do not comply. You are also required to keep up to date with the latest infection control guidance via the documents library section on the intranet.

### **Clinical Governance and Risk management**

The Trust believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the Trust you are expected to take a proactive role in supporting the Trust's clinical governance agenda by:

- Taking part in activities for improving quality such as clinical audit
- Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
- Following Trust policies, guidelines and procedures
- Maintaining your continue professional development

All Clinical staff making entries into patient health records are required to follow the Trust standards of record keeping

**Professional Association/Trade Union Membership**

The Trust is committed to working in partnership with Trades Unions and actively encourages staff to join any Trade Union of their choice, subject to any rules for membership that the Trade Union may apply.

**IMPERIAL COLLEGE HEALTHCARE NHS TRUST**

**PERSON SPECIFICATION**

**POST: Transition IT Lead - Interfaces**

**DEPARTMENT: NWL Pathology**

**LINE MANAGER: NWL Pathology Interim IT Lead**

<b>ATTRIBUTE/SKILLS</b>	<b>MEASUREMENT</b>	<b>ESSENTIAL</b>	<b>DESIRABLE</b>
<b>EDUCATION</b>	<i>Application form/CV:</i>	<p>MSc Biomedical Science, Information Systems, a related subject or equivalent.</p> <p>Relevant professional qualification or equivalent.</p> <p>IT qualification or experience of providing support to an IT system.</p>	Evidence of continual professional development, especially in areas of Information Technology.
<b>SKILLS/ABILITIES</b>	<i>Application form/CV:</i>	<p>Excellent written and verbal communication skills.</p> <p>Ability to analyse and interpret highly complex and/or sensitive information and to take decisive and practical action.</p> <p>Proven ability to present complex information in user friendly formats.</p> <p>Problem solving skills, including lateral thinking and ability to find creative solutions.</p> <p>Commitment to change management to develop more innovative ways of working to improve service delivery.</p> <p>Ability to develop and sustain professional relationships with a wide group of individuals and within groups.</p>	
	<i>Assessment/Interview:</i>	<p>Demonstrable ability to trouble shoot and to diffuse volatile, emotive or antagonistic situations.</p> <p>The ability to resolve complex problems.</p>	
<b>EXPERIENCE</b>	<i>Application form/CV:</i>	<p>Experience in implementing and managing laboratory IT systems.</p> <p>Experience of laboratory</p>	Experience of merging complex services across organisational boundaries



		<p>computer systems and networked applications.</p> <p>Experience with communications protocols such as TCP/IP and networking technologies.</p> <p>Knowledge of enterprise-level relational database systems.</p> <p>Knowledge of HL7 &amp; ASTM standards.</p> <p>Knowledge of current laboratory practice and equipment.</p> <p>Knowledge of requirements of CPA / ISO Accreditation standards.</p> <p>Knowledge/understanding of confidentiality issues.</p> <p>Quality management systems.</p> <p>Clinical Risk Management policies.</p> <p>Comprehensive understanding of NHS services and knowledge of NHS context (e.g. Modernising Pathology services).</p> <p>Able to work independently.</p>	
	<i>Assessment/Interview:</i>	<p>Ability to work across organizational and professional boundaries.</p> <p>Understanding of the key drivers for change and the implications for and impact on pathology services.</p>	
<b>COMMUNICATION SKILLS</b>	<i>Application form/CV:</i>		
	<i>Assessment/Interview:</i>	<p>Ability to communicate and present complex and sometimes sensitive information to diverse audiences including public and patient representatives, individually or to groups</p> <p>Excellent communications skills, including the ability to be empathetic when necessary and to exercise tact and diplomacy.</p>	
<b>PHYSICAL QUALITIES</b>		Such as to meet the requirements of the role with any reasonable adjustments	
<b>VALUES</b>	<i>Assessment/Interview:</i>	Demonstrable ability to meet Trust values	

**IMPERIAL COLLEGE HEALTHCARE NHS TRUST**

**ENVIRONMENTAL FACTORS**

**POST: Transition IT Lead - Interfaces**

**DEPARTMENT: NWL Pathology**

<b>PHYSICAL EFFORT</b>
Regularly carry papers and electronic equipment weighing more than 5kg to meetings on different sites. Remain in a standing or sitting position for long periods of time (up to 2 hours). A combination of sitting, standing and walking.
<b>MENTAL EFFORT</b>
Concentrate for periods of two hours on multiple occasions. Work on complex data across multiple datasets concurrently. The post requires high levels of concentration for most of the working time - when chairing meetings, writing papers, business cases, budgetary work and analysing documents. Needs to be available to respond to urgent queries / problems. Interruptions are common and unpredictable.
<b>EMOTIONAL EFFORT/COMMUNICATIONS</b>
Communicate proposals for change to staff where some individuals may be resistant to proposals and exhibit hostile behaviour. Communicate with persons from other organisations - some of which may be contentious and require that barriers to understanding and resistance to change are overcome. Negotiate with commercial organisations both as provider and receiver of service. Communicate to large groups >100 people.
<b>WORKING CONDITIONS.</b>
Expected to work from a variety of bases across all sites and hot desk when necessary Frequent travel between sites. Use of VDU for most of the time.
<b>Other significant information relevant to this post and not contained elsewhere in the Job Information Pack.</b>

## **NWL PATHOLOGY CONSORTIUM**

### **BACKGROUND INFORMATION**

In response to a changing landscape, four organisations - Chelsea and Westminster NHS Foundation Trust, Imperial College Healthcare NHS Trust, The Hillingdon Hospitals NHS Foundation Trust and West Middlesex University Hospital NHS Trust - are planning to come together to modernise pathology services across north west London.

This partnership is based upon a vision of a sustainable service delivering outstanding quality to users and patients alike. The modernisation of pathology services provides a great opportunity to drive translational research and innovation in all aspects of pathology, as well as supporting training for medical and scientific staff. By coming together, the four organisations aim to create a world class service that will be able to attract the best professionals in the field.

This transformation will be effected through the establishment of a contractual NHS joint venture for the provision of the pathology services. It is intended that, at the commencement date of April 2016, the joint venture will be hosted by Imperial College Healthcare NHS Trust as an arm's length organisation on behalf of the 'owner trusts' and will be the employer of the staff providing pathology services in relation to the joint venture.

The approach - will be to consolidate pathology provision across the four organisations through a 'hub and spoke' model, with the majority of routine, specialist, non-urgent activity delivered at a central hub while pathology required urgently for immediate treatment delivered by 24/7 laboratories forming 'spokes' within the individual Trusts. This will enable best practice as described by Lord Carter in his review of pathology services.

### **INFORMATION ABOUT NWL PATHOLOGY TRUSTS:**

**Chelsea and Westminster NHS Foundation Trust:** Offers a wide range of specialist hospital services within an environment of academic specialisation. The hospital was designed and built with the purpose of providing specialist healthcare. Services provided include: Children's Diagnostic Services; HIV & Sexual Health; Medicine; and Women's Health Services Wards. More than 3,000 people work at Chelsea and Westminster including staff employed directly by the Trust, Facilities staff employed by contractors, and hospital volunteers.

**Imperial College Healthcare NHS Trust:** Provides acute and specialist healthcare for a population of just under two million people in north west London, and more beyond. Formed in 2007, one of the largest NHS trusts in the country.

With its academic partner, Imperial College London, the Trust is one of the UK's seven academic health science centres, working to ensure the rapid translation of research for better patient care.

The Trust provides care from five hospitals on four sites, as well as, increasingly, a range of community facilities across the region.

**Charing Cross Hospital, Hammersmith** – providing a range of acute and specialist care, it also hosts the hyper acute stroke unit for the region and is a growing hub for integrated care in partnership with local GPs and community providers. The clinical strategy envisages Charing Cross evolving to become a new type of local hospital, offering a wide range of specialist, planned care as well as integrated care and rehabilitation services for older people and those with long-term conditions. Charing Cross has a 24/7 A&E department.

**St Mary's Hospital, Paddington** – the major acute hospital for North West London as well as a maternity centre with consultant and midwife-led services. The hospital provides care across a wide range of specialties and runs one of four major trauma centres in London in addition to its 24/7 A&E department. The Trust is proposing a major redevelopment of the St Mary's site to bring together acute care in state-of-the-art facilities.

**Hammersmith Hospital, Acton** – a specialist hospital renowned for its strong research connections. It offers a range of services, including renal, haematology, cancer and cardiology care, and runs the regional specialist heart attack centre. As well as being a major base for Imperial College, the Acton site also hosts the clinical sciences centre of the Medical Research Council. Under a clinical strategy, the hospital would build further on its specialist and research reputation.

**Queen Charlotte's & Chelsea Hospital, Acton** – a maternity, women's and neonatal care hospital, also with strong research links. It has a midwife-led birth centre as well as specialist services for complicated pregnancies, foetal and neonatal care. The Trust's clinical strategy sets out a continuing role for both of the specialist hospitals sharing the Acton site, alongside major facilities for Imperial College London.

**Western Eye Hospital, Marylebone** – a specialist eye hospital with a 24/7 A&E department. We are planning to relocate the whole service to new facilities on the redeveloped St Mary's site.

**The Hillingdon Hospitals NHS Foundation Trust:** Comprehensive services are provided from both Hillingdon Hospital and Mount Vernon Hospital. The Trust has been identified as one of the major hospitals to provide services in the North West London Healthcare re-configuration. Maternity services have just recently transferred from Ealing hospitals and this will be followed by a paediatric transition in June 2016. The Trust employs over 2,400 members of staff working to deliver high quality healthcare to the residents of the London Borough of Hillingdon and those living in the surrounding areas, giving a total catchment population of over 350,000 people. The Trust also has a number of tertiary services – these include a well established tertiary skin service incorporating the dermatopathologists and a well-regarded neuro rehab ward. The Trust in collaboration with Imperial College Healthcare successfully bid to expand neuro-rehab services in North West London. A level two tier haem-oncology service is delivered via a Service level agreement to Ealing Hospital.

- **Mount Vernon Hospital** - has a modern Diagnostic and Treatment Centre. With its spacious and contemporary design, the Mount Vernon Treatment Centre constitutes a new two-storey building and the existing Princess Christian Unit. The new buildings house four state-of-the-art operating theatres to carry out elective surgery, plus outpatient services.
- **Hillingdon Hospital** – is the only acute hospital in Hillingdon with a busy Accident and Emergency, inpatients, day surgery, and outpatient clinics. The Trust also provides some services at the Mount Vernon Hospital, in co-operation with the East & North Hertfordshire NHS Trust.

#### **West Middlesex University Hospital**

Is an award winning, modern, busy acute hospital in West London serving a local population of around 400,000 people, covering the London Boroughs of Hounslow and Richmond upon Thames and neighbouring areas. Employing over 1,800 people, the hospital has around 400 beds. The Trust has an annual budget in excess of £154 million. West Middlesex has an impressive record: and has an outstanding record in comparative assessments of clinical performance.

#### **Imperial College London**

Is one of the largest and most influential medical schools nationally and internationally with excellent credentials in teaching and research. It is regularly assessed as one of the top three-biomedical research institutions in the UK. It is highly ranked for undergraduate medical education, has an outstanding record of postgraduate medical education and in producing research leaders of the future. The College has one of the largest operational estates of any UK University, including six central London campuses: the main South Kensington campus, Hammersmith, Charing Cross, Chelsea and Westminster, Royal Brompton and St Mary's Hospitals.