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| **JOB DESCRIPTION AND PERSON SPECIFICATION FOR** | **Ulysses System Specialist** |
| **Salary** | Band 6 (subject to banding) |
| **HOURS AND DURATION** | As specified in the job advertisement and the Contract of Employment |
| **DBS LEVEL** | Enhanced DBS with Both Barred Lists Check |
| **REPORTS TO** | Assistant Director of Corporate Governance |
| **ACCOUNTABLE TO** | Director of Corporate Governance |
| **LOCATION** | The post holder will initially be based at the location specified in the job advertisement and the Contract of Employment. However, the Trust reserves the right, with consultation, to relocate post holders to any base within the Trust in line with service requirements. |
| **JOB SUMMARY**  The post holder is primarily responsible for the development, implementation and maintenance of the Ulysses systems and processes across the Trust. To provide informed advice and support to all grades of staff and manage the day-to-day operations of Ulysses system.  To support the development and improvements in the configuration of the system to best meet the needs of the organisation. To improve staff experience and use of the Ulysses system. This will involve engagement with end-users within the Trust and working closely with the Ulysses developers/national User Group.  Understanding incident and risk work procedures and practices, requiring expertise, underpinned by theoretical knowledge and relevant practical experience.  Responsible for setting up and generating reports from the Ulysses system for each of the modules which include (but are not restricted to) policies, inquests, risks and incidents directors, managers, clinicians and frontline staff as required. To include trend analysis and data intelligence.  To be the in-house expert for the Ulysses system dealing with any/all user enquiries and help requests. | |

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| MAIN DUTIES AND RESPONSIBILITIES:  **Key Responsibilities for System Maintenance of the Ulysses Database**   * Grant/revoke access to users * First line of support for users/queries/problems * Apply routine and ad hoc updates to the database * Establish and run Ulysses user group meetings * Maintain and review mapping on Ulysses regularly to ensure this is in line with best practice * Undertake data quality checks and resolve errors * Develop and design the Ulysses system for better streamlining of processes and capturing of data * Review any errors flagged or raised on the system * Merge duplicate records of staff, patients or visitors. * Manage duplicate records of Incidents, complaints. PALS and Risks. * Manage the notification Rules of Incidents * Manage Web Registrations of users. * Rectify any issues that may occur on an ad hoc basis. * Implement any new national process/changes into the system |
| **Trend Analysis and Reports**   * Develop reports and provide accurate trend analysis for incidents, risk and other information contained within the system which enable the Trust to assess and act upon emerging safety issues. * Provide and receive complex and sensitive information. * Ensure that information is provided monthly for committee reporting. * Provide data for the monthly for the Trust’s performance dashboard. * Produce specific reports tailored to safety issues including pressure ulcers, falls, VTE, medication etc. * Produce risk register reports as required. * Work to ensure that staff around the Trust can run standard reports regularly in their own time. * Undertake surveys or audits as necessary; occasionally participating in research and development.   **Delivery of Effective Healthcare within the organisation through specific skills (including staff training)**   * Provide technical support, advice and training to Trust staff, including the risk manager, corporate governance and risk teams, directorate clinical governance teams, the corporate patient safety team and other key departments in the Trust such as the legal, complaints, and health & safety teams and other end-users such as Matrons, Ward Managers, Team Leaders regarding the effective use and maintenance of the Ulysses system, link in with the Trusts Information systems and relevant information systems. * Oversee and manage the development of system protocols and modifications on Ulysses and other intelligence gathering tools in conjunction with end users. This will include ensuring easy access user-guides and training videos are developed and revised as required, as well as support sessions/webinars. * Provide technical and analytical input in developing and implementing quality improvement initiatives/projects to support Trust staff to function in line with our corporate strategies and policies, and organisational priorities. * Work with the risk manager, corporate information team and directorate governance teams to develop robust processes for data collection, advanced reporting, and analysis to support the clinical Governance function to drive improved patient outcomes. * Support departments and directorates across the Trust in providing training needs in relation to any clinical & non-clinical governance systems within Ulysses. * Lead the Trust induction of all new staff training in incident reporting as part of mandatory training. * Ability to devise project plans and process maps Excellent IT skills in common software packages including Word®, and Excel® * Demonstrable ability to analyse, interpret and present quantitative and qualitative data. * Advanced knowledge and experience using Windows-based software to support management and maintenance of Ulysses database. * Provides expert advice and support in understanding the use of comparative information to stimulate clinical quality improvement. * Review the Ulysses training/user booklets as required and update any relevant staff intranet pages with any updates.   **Establishing Effective Leadership and Communication**   * + To develop and maintain a high level of understanding of the range of data sources making up/feeding into the Trust’s key governance and quality indicators and advise, regarding any data quality issues with the data that the Trust uses in performance reports.   + Use positive influencing skills to support staff to use data to improve patient care and recognition of themes in our data to promote positive approach to incident reporting.   + Support and negotiate with the relevant staff to develop sound approaches to information gathering.   + To influence managers and staff at all levels to promote an open and honest culture.   + Implement and lead a Trust wide Ulysses User’s Group, providing update, support and sharing learning from National Group.   + Implement and train Ulysses Super Users across the organisation.   + Maintain an up-to-date record of all staff trained in the use of Ulysses higher function level i.e., extractor, report functions and directorate ‘super-users’.   + Provide quarterly assurance reports to Directorate service leads of compliance with Ulysses training.   + Ability to communicate effectively in writing, producing clear, concise policy and guidance.   + Ability to communicate with staff groups at all levels of the organisation.   + Ability to work alone and in a team and to facilitate group discussions.   + Demonstrable political judgement and an astute approach to handling diverse interests and complex relationships - clear about referring upwards where necessary.   **Continuing Education, Professional and Personal Development**   * + Undertake the Trust’s corporate and local induction and maintain your learning and compliance with training requirements for your role.   + Participate in supervision via agreed review and appraisal mechanisms.   + Contribute and be part of the national Ulysses User’s Group – bringing back to LPT to improve our service.   **Clinical Governance, Reduction of Risk, Audit and Research**   * + Assist with assimilating the background information for the exception reports for the monthly quality and safety Performance Report.   + Data quality checks and audits on all data that is to be submitted for monthly reporting.   + Develop effective systems and dashboards within Ulysses to triangulate and share learning from incident reporting, complaints, and claims Trust-wide. During the development of Ulysses there will be a frequent requirement for concentration where the work pattern is unpredictable, and there maybe occasional requirement for prolonged concentration with random requirements for intense concentration.   + Understanding of the Patient Safety Incident Response Framework (PSIRF) and the current NHSE Patient Safety Strategy.   **Management and use of Resources and Information**   * + All records that the role is responsible for or modifies must be kept up to date and maintained in an accurate and diligent manner.   + Undertake any Freedom of Information Requests that relate to the post holders areas of responsibility.   + Be aware of the wider Trust informatics and communications infrastructure, its different systems and interconnections and potential impact on users and decision makers.   + Assist to identify new and innovate ways to use information/technological solutions to add greater value to the Trust’s reporting systems and make the most effective use of resources.   + Develop effective processes to ensure accurate and timely data is provided to the National Reporting and Learning System and CQC.   **Operating with Quality in everything you do and Maintaining a Safe Environment**   * + Ensure that the Ulysses system is maintained and updated to ensure accurate and timely information that is easily extracted, and quality checked through system screening.   + Ensure compliance with the Ulysses safe practice with storage of information and appropriate system access.   + Ensure the system can deliver high specification reports to enable all staff to access safe, quality checked information that is presented well and easily interpreted both electronically and where required in paper format.   + Support the delivery of Trust wide objectives and how these can be shared using multiple mediums.   **Training**   * Provide training on the Ulysses system to new and existing system users and deliver training on an ad hoc basis that may be identified. * Provide training to wards, new starters and departments on how to use all relevant modules within the system, including how to add a risk and report incidents.  Develop and maintain training booklets as required and create and maintain an intranet page for staff.  * Training on running reports from the Ulysses system |
| **COMMUNICATION AND WORKING RELATIONSHIPS** |
| Provide and receive complex, sensitive or contentious information; barriers to understanding; present complex, sensitive or contentious information to groups/ communicate in hostile, antagonistic atmosphere  Communicates with internal staff and external agencies to ensure compliance with performance targets. Involves negotiation and diplomacy; undertakes presentations to staff groups.  The post holder will have;   * Demonstrable leadership capability * Excellent written and verbal communications skills * Able to prepare clear, concise, grammatical, correctly referenced and version controlled reports and documents including Board and Committee reports; concise and meaningful slide deck presentations; and skilfully selects the correct format for the occasion * Able to refine highly complex information from a wide range of sources to provide the Board with concise and appropriate information to make an informed decision. * Verbally confident and able to articulate the rationale for their position firmly and clearly and listen attentively and genuinely to others * Able to express subject matter expertise confidently and authoritatively and translate it for others so that is it not jargon laden or intimidating. Ability to work in a matrix structure and line manage staff where necessary * The ability to relate to and credibly influence directors, staff and external partners and stakeholders. |
| **ENVIRONMENTAL FACTORS**  Physical Effort   * Light physical effort for sustained periods * Physical skills obtained through practice * Keyboard skills, use of IT equipment including Standard keyboard skills * Ability to regularly drive between sites/across Leicester as required   Mental Effort   * Frequent concentration; work pattern unpredictable, competing demands, pressured environment including exposure to hostility and difficult situations * Concentration required for investigating problems, analysis of performance data and policies, interruptions requiring immediate response   Emotional Effort   * Frequent distressing or emotional circumstances * Imparting unwelcome news e.g. where performance targets not met * Exposure to emotionally upsetting detail for instance safeguarding or patient safety incidents   Working Conditions   * Exposure to unpleasant conditions is rare * Office conditions |
| The job description is not exhaustive and will be reviewed in the light of changing needs and organisational development. Any changes will be discussed with the post holder who may be required to carry out the duties appropriate to the grade and scope of the post. |



## ADDITIONAL INFORMATION

## The NHS is in a period of continuing change due to developments and rationalisation of services. This will lead to a modification of structures and job descriptions. The post holder will be expected to co-operate with changes, subject to consultation, at any time throughout the duration of their contract.

## MOBILITY

## The person specification for the role will detail the mobility requirements of the post.

## However, employees may be required to work at any of the other sites within the organisation subject to consultation.

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| POLICIES AND PROCEDURES All staff should comply with the Trust’s Policies and Procedures. It is the employee’s responsibility to ensure that they are aware of the relevant Policies and Procedures for their area of work. Key Policies and Procedures will be explained as part of local induction arrangements |
| **SAFEGUARDING CHILDREN AND ADULTS**  The Trust takes the issues of Safeguarding Children and Adults, and addressing domestic violence very seriously. All employees have a responsibility to support the Trust in its duties by adhering to all relevant national and local policies, procedures, practice guidance and professional codes; promptly reporting any concerns to the appropriate authority in line with safeguarding policy and guidance; attending mandatory training on Safeguarding children and adults; being familiar with individual and the Trust’s requirements under relevant legislation. |
| **MENTAL CAPACITY ACT**  All clinical staff will be aware of their responsibilities under the Mental capacity Act and will ensure that assessment for Deprivation of Liberty Safeguards is in place for any patient that is deemed to lack capacity to consent to their care and treatment. |
| **MAKING EVERY CONTACT COUNT** All staff are positively encouraged to contribute to improving health for themselves, their patients, service users and colleagues. This happens when, in everyday contact, the opportunity is taken to raise the subject of choosing better health by stopping smoking, reducing alcohol intake, eating more healthily and becoming more active. The Trust’s Making Every Contact Count programme has further information. |
| **HEALTH AND SAFETY**  It is the duty of all employees of the Trust to ensure that a safe working environment and safe working practices are maintained at all times. Any specific duties you are required to fulfil as part of the job you are employed to undertake will be detailed as part of your job description.  All employees must comply with the duties imposed on them by the Health and Safety at Work Act 1974, i.e.   * To take responsibility for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work. * To co-operate with their employer as far as is necessary to meet the requirement of the legislation. * Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health and safety or welfare   These duties apply to all staff whenever and wherever they are engaged on Trust business. |
| DATA PROTECTION In line with national legislation, and the Trust’s policies, you must process all personal data fairly and lawfully and in a transparent way, for the specific, explicit and legitimate purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.  The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality and Information Security and requests for personal information.  The post holder must be familiar with and comply with the General Data Protection Regulation and Data Protection Act 2018.  Personal Data must be:   * Processed lawfully, fairly and in a transparent manner * Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes * Adequate, relevant and limited to what is necessary * Accurate and where necessary, kept up-to-date * Kept in a form which permits identification of data subjects for no longer that is necessary for the purposes which it is processed * Processed in manner that ensures appropriate security, including protection against unauthorised or unlawful processing and accidental loss, destruction or damage |
| **CONFIDENTIALITY**  The Trust attaches the greatest importance to patient confidentiality and to the confidentiality of personal health data, personal data and other data held and processed by the Trust.  All data should be treated as confidential and should only be disclosed on a need-to-know basis.  Some data may be especially sensitive and is the subject of a specific organisation policy, including information relating to the diagnosis, treatment and/or care of patients and service users, as well as individual staff records.  Under no circumstances should any data be divulged or passed on to any third party who is not specifically authorised to receive such data.  In addition, staff must not access personal information unless authorised to do so as part of their role.  Due to the importance that the organisation attaches to confidentiality, disciplinary action will be considered for any breach of confidentiality.  All members of staff are expected to comply with national legislation and local policy in respect of confidentiality and data protection.  With the increased use of information technology and e-communications, staff should also be aware that safe guards are in place to protect the privacy of individuals when using these mechanism, both inside and outside of work. This includes the use of social media i.e. Facebook, Twitter, Snapchat etc. Where privacy is breached disciplinary action will be considered.  All employees should be mindful of the seven Caldicott principles when dealing with person identifiable information.   1. Justify the purposes of using confidential information 2. Only use it when absolutely necessary 3. Use the minimum that is required 4. Access should be on a strict need to know basis 5. Everyone must understand his or her responsibilities 6. Understand and comply with the law 7. The duty to share information can be as important as the duty to protect patient confidentiality   If there is any doubt whether or not someone has legitimate access to information, always check before you disclose. |
| EQUALITY AND DIVERSITY We aim to design and provide services and employment practices that meet the diverse needs of our service users and staff, ensuring that none are placed at a disadvantage over others. You will be expected to take into account the provisions of the Equality Act 2010 to advancing equal opportunity. You must to act in your role to ensure that no one receives less favourable treatment due to their protected characteristics i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex (gender) or sexual orientation.  In carrying out its functions, you must have due regard to the different needs of different protected equality groups in their area. |
| **INFECTION CONTROL**  All employees have a responsibility to protect from infection themselves and other people, whether they be patients, other staff or visitors, as well as making all reasonable effort to reduce or prevent the risk of infection in their working environment. All staff have a duty to make themselves familiar with and comply with Infection Prevention and Control Policies and Procedures, carry out duties required by legislation such as the Health and social care Act 2008 (updated 2015) (and subsequent legislation), and to attend mandatory training relating to infection prevention and control. |
| **COUNTER FRAUD**  Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60. |
| SMOKING AT WORK The Trust has a “Smoke Free Policy”, which applies to:   * All persons present in or on any of the Trust grounds and premises * All persons travelling in Trust owned vehicles (including lease cars) whilst on official business. * Privately owned vehicles parked on Trust grounds or when transporting Service Users, Visitors on official Trust business. * When wearing an NHS uniform. |
| **ELECTRONIC ROSTERING**  ‘Our Electronic Rostering system is key to ensuring staff are in the right place with the right skills at the right time, to ensure we carry out this responsibility effectively; all LPT staff must adhere to the rostering standards and guidelines set out in the Electronic Rostering Policy, pertaining to their role’. |

| **Person Specification**  **Selection Criteria**: | **3. Essential/**  **Minimum**  **1. Desirable** | **Stage measured at. You must demonstrate the required criteria at all stages indicated** | | | |
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| **Appli-cation form** | **Intervi-ew** | **Test** | **Prese-ntation** |
| **Demonstrates a commitment to the Trust’s Values** | | | | | |
| Compassion | 3 | x | x |  |  |
| Trust | 3 | x | x |  |  |
| Respect | 3 | x | x |  |  |
| Integrity | 3 | x | x |  |  |
| **Qualifications (Equivalent qualifications will be considered where their equivalency can be demonstrated)** | | | | | |
| * Knowledge of statistics/ information analysis and the use of information across the NHS acquired through degree level or equivalent | 3 | x |  |  |  |
| * EDCL or equivalent experience | 1 | x |  |  |  |
| * System administrator certification or equivalent experience | 3 | x |  |  |  |
| **Knowledge and Skills** | | | | | |
| * Specialist knowledge of using, developing, and managing healthcare databases, healthcare systems and procedures | 3 | x |  |  |  |
| * Specialist knowledge of a data management systems such as Ulysses or similar database underpinned by theory and experience of statistical and analytical techniques and procedures for maintenance and design in line with degree / post graduate diploma level equivalency. | 3 | x | x |  |  |
| * Worked in depth in this specialist area with practitioners who are experienced in this area. | 3 | X |  |  |  |
| * Can demonstrate a clear programme of knowledge development, for examples attending relevant courses and self-study. | 3 | X |  |  |  |
| * Can demonstrate sufficient knowledge to be influential within the Trust in matters relating to the design and function of the Ulysses system, and have the knowledge to provide detailed advice to other specialists and non-specialists. | 3 | X |  |  |  |
| * Experience of managing and implementing multi-stakeholder IT/information systems projects in a healthcare environment | 3 | x |  |  |  |
| * Experience of working with clinicians of varying seniority to communicate complex information including statistical/analytical matters. | 1 | x |  |  |  |
| * Demonstrable experience of investigating, analysing, and resolving complex queries/issues where there is range of solutions. | 3 | x | x |  |  |
| * Understanding of NHS structure and processes including commissioning and evolving governmental approaches | 3 | x |  |  |  |
| * Knowledge of Data Protection Act, Freedom of Information Act and Caldicott Principles | 1 | x |  |  |  |
| * Ability to devise project plans and process maps Excellent IT skills in common software packages including Word®, and Excel® | 1 | x |  |  |  |
| * Demonstrable ability to analyse, interpret and present quantitative and qualitative data. | 3 | x | x |  |  |
| * Demonstrable problem-solving skills and ability to devise and implement rigorous and analytical solutions to information collection and presentation. | 3 | x | x |  |  |
| * Specialist skills in using, developing and managing healthcare databases, healthcare systems and procedures. | 3 | x |  |  | x |
| **Experience (both work and ‘life’ related)** | | | | | |
| * Working in the NHS or Healthcare Related environment related to governance databases. | 3 | x |  |  |  |
| * Experience of working in large & complex organisation | 3 | x |  |  |  |
| **Personal Attributes** | | | | | |
| Excellent oral and written communication skills | 3 | x |  |  | x |
| Ability to communicate complex information with all levels of staff | 3 | x |  |  |  |
| Organised and systematic – ability to manage demanding work schedules, prioritise and complete tasks to meet tight deadlines. | 3 | x | x |  |  |
| Ability to present information concisely and in clear English, with appropriate use of grammar and punctuation. | 3 | x |  |  |  |
| Ability to critically appraise information and provide reasoned decisions rapidly. | 3 | x |  |  |  |
| Ability to rapidly learn and assimilate new information and adapt to changing needs/environment. | 3 | x |  |  |  |
| Self-motivation, initiative and ability to work independently or as part of a team. | 3 | x | x |  |  |
| Demonstrable attention to detail and accuracy | 3 | x |  |  |  |
| Standard Requirements |  |  |  |  |  |
| Commitment to Equality & Valuing Diversity Principles | 3 | x |  |  |  |
| Understanding of Confidentiality & Data Protection | 3 | x |  |  |  |
| Understanding of the service users of the Trust (which could include lived experience of conditions the Trust deals with or of receiving services relevant to those the Trust provides) | 3 | x |  |  |  |
| **Mobility**  Own transport or suitable alternative. Dependence on public transport is not suitable for this role | 3 | You must demonstrate how you would meet the stated mobility requirement on your application form | | | |