NHS Wales Informatics Service

JOB DETAILS:

Job Title	Deputy Director of Information
Pay Band	8d
Hours of Work	37.5 (WTE)
Division/Directorate	Information Services
Department	Information Services
Base	To be confirmed during Recruitment

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Director of NHS Wales Informatics Service (NWIS)
Reports to:	Director of NHS Wales Informatics Service (NWIS)
Professionally Responsible to:	Director of NHS Wales Informatics Service (NWIS)

CONTEXT

"NHS Wales Informatics Service – we support the improvement of patient care through collaborative provision of high-quality information, systems and technologies; 'Once for Wales'." Our aim is to modernise health service delivery, promoting new ways of working through better access to information and knowledge for shared decision-making.

Its establishment allows Information & Communication Technology (ICT) resources to work together more closely to support a consistent approach to health informatics and the implementation of common national systems. Our values are:

- We **LEARN** from our colleagues through the sharing of knowledge and experience to continually improve our service
- We take **PERSONAL RESPONSIBILITY** for what we do, being honest with ourselves and others
- We **CARE** about the people we support and those we work with
- We **RESPECT** and treat everyone in the way that we would wish to be treated
- We act with **INTEGRITY** to build trust
- We are **PROUD** to be part of NHS Wales and our achievements

Job Summary/Job Purpose:

The post holder will be the lead for areas of responsibility within Information Services Directorate where advanced, specialist knowledge and skills are required. There will be a requirement to represent the Director of Information at both internal and external forums.

Required to develop, define, manage and support the national strategic direction of Information Services. Also required to determine and support the delivery of the NHS Wales Informatics Service Information strategy; A national service covering the whole of wales.

The post-holder will lead, for the Director of Information, the senior leadership team for the Information Directorate, providing leadership in information strategy, design, development and systems provision, ensuring full support and alignment with the National Data Resource strategy.

You will be required to oversee day to day operational delivery of the Information Services Directorate to deliver a secure portfolio of integrated and resilient information systems and services that provide intelligence and insight to support service improvement, planning, performance and improving outcomes for NHS Wales.

The role will ensure all Information Services elements of the NWIS integrated medium term plan (IMTP) are delivered, supporting the strategic intent of NWIS. The post holder will be an influential member of the NWIS management team although not an executive director.

Lead and represent the NHS Wales Informatics Service on all relevant Information matters associated with its relationship with Welsh Government, , NHS Wales organisations, NHS Digital, NHSx and the other Home Countries and ensure that NWIS meets statutory information requirements for external bodies and that high quality, accurate information is available to NHS Wales and Welsh Government to support all policy areas.

Provide highly specialist professional advice to the NHS Wales Informatics Executive Team; its members and the services therein.

Ensure corporate, consistent and equitable approach to information services are delivered to policy and Welsh Government stakeholders together with other significant stakeholders in Wales

The Deputy Director of Information will oversee core areas including:

- Information Programme Management
- Information Design and Standards Development
- Information Development and Delivery
- Primary care Information
- Community Care Information
- Information Research

Duties and Responsibilities

- Accountable to the Director of Information for providing the appropriate capability and capacity of resources to deliver the NHS Wales Informatics Service Information strategy
- Maintain the highest standards of conduct and integrity, developing and complying with appropriate governance arrangements for the provision of Informatics Services across NHS Wales.

- Accountable to the Director of Information for delivering key Information Services to Welsh Government and NHS customers to agreed Key Performance Indicators
- Responsible for the compliance with appropriate legislation and the management of service delivery risks.
- Ensure that service provided by the Information Services Directorate are delivered in compliance with Information Governance requirements
- Develop and implement an Information strategy based on best practice for the Information Services Directorate to support the wider strategic objectives of bith NWIS and NHS Wales, fully aligned with the National Data Resource strategy.
- Lead the current and emerging priorities and opportunities for the development of Information services
- Provide highly complex, specialist advice, develop and maintain stakeholder relationships to deliver services
- Maintain service continuity to agreed service levels

Accountability and Relationships

- The Deputy Director of Information is directly accountable to the Director of information Services and will lead the Senior Management Team, setting, with the Director of Information, the overall strategic direction, development and delivery of the service.

- Act as Deputy to the Director of Information Services when required.

- The post-holder will also be expected to work very closely with the Medical Director to develop a vision and strategy for the integration of information services for NHS Wales that will be necessary to support existing and future processes for delivering healthcare for the population of Wales, wherever that care is provided.

- Accountable for Managing National Information Services staff, technical and specialist staff and admin support staff .i.e. team may also include external partners and third-party suppliers.

- Accountable for the development and provision of a range of information services for the Welsh Government and NHS Wales including data acquisition; management of NHS Wales National Databases; statistical and analytical services; the provision of advice and expertise relating to information quality, data and clinical coding standards; the provision of the technical services and infrastructure to support these services.

- The postholder will develop a network of senior information practitioners nurturing positive and collaborative relationships with key stakeholders across the Directorate, Organisation and Public and Private Sector Organisations playing a proactive role in sharing best practice/positive learning and building the reputation of Informations Services.

- The post will require the ability to communicate both internally and externally to ensure compliance with targets and long-term strategic objectives. This will involve negotiation, tact and diplomacy when presenting to staff groups and other internal and external staff groups on topics which may be complex, sensitive or contentious including topics for proposed major change.

- The post holder will be required to attend all internal and external meetings with key stakeholders (Welsh Government Officials, including Director General for Health and Social Services and the NHS Wales Chief Executive. Directors of other NHS Organisations) and lead the discussions on Information Services for NHS Wales. These meetings are highly pressured and discussions are around the political agenda, the implications of Data Storage, Usage and Accessibility. This requires

an extremely high level of professional communication skills where there is a need to negotiate on service provisions and parameters in a highly emotive and hostile environment where there are competing agendas and/or requirements. In these situations the post holder will be expected to use their negotiating skills to be able to gain all parties trust and confidence and also, ensuring that an agreement is reached. In such circumstances the post holder will be expected to exercise their specialist knowledge to communicate any areas within Informatics where parties may not be familiar.

- The post holder will have full responsibility and autonomy in these circumstances in relation to Information Services on behalf of the organisation

<u>Leadership</u>

- To provide national professional leadership for Health Informatics and Information Services staff and support staff to provide internationally recognised and valued expert advice for the NHS in Wales and the NHS Wales Informatics Service in support of developing national and local strategy and providing specialist information services to support the delivery of high quality patient care.

- Work with the wider NHS Wales Information leadership community to ensure national alignment and cohesion between local and national initiatives.

- The post holder will have extensive experience of leading and managing highly visible and sensitive information programmes and projects, developing long-term delivery strategies, gaining stakeholder support, NWIS and Welsh Government approval as well as delivering effectively.

- The role will ensure all Information Service Deliverables within the integrated medium term plan (IMTP) are delivered and ensure milestones are met, which supports the achievement of the strategic intent of NWIS.

- Lead, develop and motivate the team responsible for Information services across NHS Wales on behalf of NWIS. This will include NWIS staff, NHS Wales staff, external partners and third party suppliers.

- Have the ability to influence and shape the agenda for information design, delivery and management, including information standards. This will involve supporting standards based approaches across digital solutions, ensuring information design is at the heart of all developments.

- Determining and supporting the delivery of the NHS Wales Informatics Service Information strategy, aligned and supporting the wider National Data Resource strategy.

- Contributing to the development of the NWIS long term strategic direction

- Working collaboratively with health service organisations across Wales, managing any internal application development projects to ensure that objectives are achieved on time, to quality and within budget.

- Report regularly on performance, risk management and financial control for the Information Services Directorate and relevant projects to ensure that problems are resolved and any resulting changes are managed effectively and clear audit trails recorded.

- Negotiate and manage contracts with external service suppliers to ensure that Information projects are delivered on time, to quality and within budget.

- Promote and represent the service at national and local levels across Wales.

- Provide national professional leadership across the Informatics profession.

Information Management

- The post holder will be responsible for the design, development and enhancement of a range of highly complex information systems

- To specify, manage and maintain all related national data services supporting the collection, storage, processing and delivery of information to key stakeholders, including NHS Wales Organisations and Welsh Government.

- A major responsibility of the post requires a highly detailed understanding of patient information systems, understanding the capability of these systems so that they are used properly in the course of decision making. This would include sound understanding of systems used across all care settings, both administrative and clinical.

- Ability to analyse NHS data and making it available in easy to use formats to support planning and decision making.

- Develop, implement and monitor the strategic analytics direction to support national health and social care policies involving a range of NHS Wales Information Services. This will involve delivery of a range of information products and services for Welsh Government and the NHS, including overseeing the information developments for the Value Based Healthcare Programme.

- Make judgements and decisions based on highly complex data, where there are a number of complicated aspects to take into account, which may not have an obvious solution and the content of which could be contentious.

- Providing statistical data to all key stakeholders, including Welsh Government, Public Health Wales and Health Boards and Trusts.

- Provide Welsh Government with the data to support NHS statistics and provision of information for service planning.

- Required to develop and implement internal and external policies / standard operating procedure that impact across the Information Directorate and NHS Wales respectively

- Monitoring standards and targets to ensure the reputation of the Directorate is maintained at all times in the eyes of Ministers, the public and employees in all information-related matters.

Improvement and Innovation

- Accountable for Improvement and Innovation in Information Services which includes the provision of data and analysis (including modelling) to support population and serviced-based analysis.

- Leading on collaborative research work with other NHS organisations and academic staff, coming up with practical solutions to problems.

- Fostering an environment which is conducive to R&D and encourage staff to put forward their own ideas for research projects.

- Initiating the development of new information system prototypes, such as those which support planning (long-term, short-term or real time) or service redesign, where there may be limited technical knowledge within the service or WG, and in which the postholder will be expected to contribute their own expert knowledge and/or exploit their links with academia as appropriate.

- Keeping abreast of the health research literature and look for instances where methods could be applied to the work of the unit, possibly in conjunction with public health professionals, or academic staff.

- To support the Director of Information in maintaining financial health, by reviewing cost efficiency savings and reducing overheads.

- Providing strong, credible and visible leadership leading on innovative solutions that improve the patient experience and generate efficiencies.

- Evaluating data to determine ccompliance with Information Standards -- Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.

Workforce Management

- To line manage multiple Information departments within the Information Services Directorate. This will include full responsibility for sickness management, disciplinary and performance measures including appraisal etc. for the Senior Management.

- This will involve frequent exposure to highly emotional circumstances when dealing directly with staffing issues across the range of teams.

- Establish high standards of performance for the Informatics profession and involve staff in multi-disciplinary teams to deliver shared goals and promote leadership capability, supporting a culture of autonomous learning and individual personal development.

- Manage and lead the development and cascading of objectives and personal development plans for the teams.

- To assist in ensuring good communication throughout the information service and its continuous improvement through use of newsletters, notice boards, website and email.

- To ensure that all staff in the teams have an annual appraisal and personal development plan.

- Be a role model for all staff, acting as mentor and coach for both the Information Services Directorate and the wider organisation.

Patient Care

- To be the definitive source of trusted data and health intelligence, providing specialist information services to support the delivery of high-quality patient care

Financial responsibilities

The post holder is responsible for managing the budget for the Information Services Directorate of approximately £3 million ensuring financial viability is maintained and that all standard financial instructions are adhered to

Ensure that the business of NWIS is carried out in accordance with the extant Standing Financial Instructions, Standing Orders, and Policies and Procedures, including Health and Safety Regulations

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	• Educated to Masters level or significant equivalent experience and; • Evidence of specialist knowledge, or significant equivalent demonstrable experience within a Health Informatics field and; • Extensive knowledge and experience of change management, process change and IM&T issues and solutions within a healthcare environment and; • Extensive knowledge of the culture and business processes for national information requirements • Management Qualification or equivalent experience	Member of a relevant Health informatics professional body Registered at Advance Practitioner for FED-IP	Application form, Interview and pre employment checks
Experience	• Extensive experience at a senior management / Deputy Director level in an Information/IT environment. • Considerable expertise and experience in Health Informatics and evidence of working within a healthcare environment • Substantial experience of IT service, staff and financial management • A clear understanding and appreciation of the processes supporting clinical care • Experience of dealing with major private sector IT service providers in negotiating strategic partnerships and managing development projects. • Experience of using a rigorous Project Management Methodology (e.g. MSP, Prince2)		Application form and interview
Aptitude and Abilities	• Excellent communication skills and interpersonal skills when dealing with highly complex and sensitive information to a wide range of stakeholders across organisational boundaries • Demonstrably managed and	Listening/Speaking Welsh Level 1 - Greet and understand a greeting. Use basic every day words and phrases	Interview

		Reading/Understanding Welsh Level 1 - Understand simple key words Writing Welsh Level 1 - note down simple information	
	motivated successful teams. • Ability to develop and maintain effective working relationships across multi-functional teams, how to engage clinicians in defining requirements and implementing solutions • Sound judgement and decision making involving highly complex facts or situations. • Excellent organisations skills. Able to manage complex workloads, multitask in complex and sensitive environments • Required to interpret overall health service policy and strategy in order to establish workable goals and standards		
Values	• A proven track record of delivering outcomes within agreed timescales • Demonstrate a high degree of motivation. • Excellent persuasive skills. • Good at problem solving and able to pursue organisational goals with persistence and tenacity.		Application Form Interview References
Other	Ability to travel across sites within Wales. Able to work flexibly.		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements

Values: All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.

Registered Health / Informatics Professional: All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.

Healthcare Support Workers: Healthcare Support Workers make a valuable and important contribution to the delivery of high-quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.

Competence: At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

Learning and Development: All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

Performance Appraisal: We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

Health & Safety: All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

Risk Management: It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

Welsh Language: All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

Information Governance: The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

Data Protection: The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB/Trust Disciplinary Policy.

Quality: NHS Wales Informatics Service is committed to delivering the highest quality IT systems and services to the NHS in Wales. Our aim is to be recognised by our customers as a centre of expertise and innovation in the provision and operations of specialist IT, Information and Support Services. The post holder is responsible for supporting this aim by working to, and continually improving, the organisation's Integrated Management System Quality Standard that aligns professional and IT best practice.

Records Management: As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

Equality, Diversity, Inclusion and Human Rights: The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB//Trust is committed to ensuring that no job applicant or employee receives less favour-able treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

Dignity at Work: The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are

requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

DBS Disclosure Check:
The post holder does not require a DBS Disclosure Check. *Delete as appropriate.

Safeguarding Children and Adults at Risk: The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.

Infection Control: The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart

The Organisational Chart must highlight the post to which this job description applies showing relationship to positions on the same level and, if appropriate, two levels above and below.

Director of NWIS

Deputy Director of Information
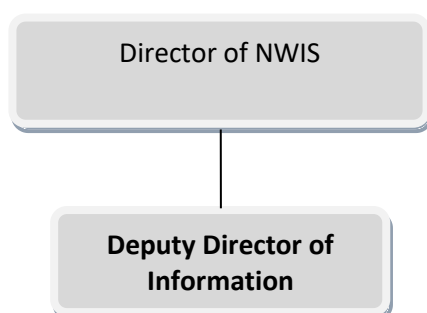
Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - <u>N.B.</u> **Walking /driving to work is not included'**

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Requires standard keyboard skills including Microsoft Office, Excel, Word, Power point.			
Light physical effort			

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
There is a requirement for prolonged concentration when writing reports			
When compiling and/or reviewing statistical reports with highly complex data prior to submission to external stakeholders e.g. Welsh Government, PHW to publish nationally			

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example,' processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B.** **Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Exposure as a manager to distressing or emotional circumstances periodically liaising with staff re: work pressures, difficult personal/work situations	weekly		
Communicating in a highly emotive, complexed, political situations	weekly		

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls),** such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to work on own initiative.	Continuously		
Ability to travel to sites	Weekly	1-2 hours	
Working at a VDU	Daily	5-6 hours	