

## THE ROWANS HOSPICE JOB DESCRIPTION

<b>Job Title:</b>	IT Manager
<b>Department:</b>	Hospice/RHG
<b>Accountable to:</b>	Director of Finance/Director of Clinical Services/Matron
<b>Reporting to:</b>	Director of Finance/Director of Clinical Services/Matron
<b>Job Context</b>	<p>To lead on the Information Governance, Communication and Technology systems for Rowans Hospice and all subsidiaries associated with it. To support/advise and lead on projects, development and design of health related data sets and information as well as donor / supporter information. Line manages the ICT Team, including volunteers who support the department.</p> <p>Using specialist knowledge of data protection law and practices, as well as other professional qualities, ensure that the RHG, its suppliers, partners, staff and volunteers comply with the requirements of the General Data Protection Regulation (GDPR) and ensure ongoing compliance of all core activities for the Rowans Hospice Group.</p>
<b>Job Purpose:</b>	<p>The post holder will be responsible for managing the delivery of Information Technology (IT) services across the Hospice and subsidiaries. The post holder will be the driver for service and business improvement using IT.</p> <p>The post holder will act as the lead IT representative for the hospice with regard to IT Strategy, reporting directly to the Director of Finance. This will include responsibility for ensuring the development and implementation of the IT Strategy in line with business needs. The post holder will ensure that all IT related issues are comprehensively and effectively addressed.</p> <p>The post holder will have responsibility for working with clinicians and relevant managers to identify opportunities to use IT to drive innovation and improvements in service provision, clinical outcomes and business efficiency.</p> <p>In addition, the post holder will be responsible for the leadership and management of the procurement and implementation of any new IT systems and/or management of specific areas related to IT.</p>

<b>Contact with others</b>	
<b>Internal:</b>	Patients, carers and relatives. All Hospice and Retail Trading Company staff, volunteers and other subsidiaries.
<b>External:</b>	IT contractors, NHS IT departments, supporters, suppliers, supervisory authorities.

<b><i>Main areas of responsibility</i></b>	
<b>Key Accountabilities &amp; % Importance</b>	<b>Tasks</b>
<b>Management</b>	<ol style="list-style-type: none"> <li>1. To ensure the delivery of an Information Communication Technology Service for Rowans Hospice, Retail Trading Company and other subsidiaries as they may develop.</li> <li>2. Ensuring the continual development of the IT strategy for the Hospice is “fit for purpose”, meets our strategic clinical and business requirements and is successfully delivered:</li> <li>3. To provide the Hospice Executive Group with information and recommendations in relation to all IT activity;</li> <li>4. To identify opportunities for service improvement, quality improvements and efficiencies that can be enabled through IT investment or technology enabled</li> </ol>

	<p>business &amp; clinical change;</p> <ol style="list-style-type: none"> <li>5. In conjunction with the Director of Finance, lead the development of investment plans for IT;</li> <li>6. To provide operational IT leadership and guidance to all departments by engaging proactively with clinical and service leaders;</li> <li>7. To work closely with the local health economy and other partners to identify opportunities for closer working and integration of IT strategy where it is in our mutual interest.</li> <li>8. To lead the implementation of major new systems and programmes and continually look for opportunities to develop current and new systems;</li> <li>9. To lead the development of an integrated Electronic Patient Record and support systems.</li> <li>10. To enable improved business intelligence and reporting.</li> <li>11. To continually educate the users as to the correct and appropriate information governance laws;</li> <li>12. In conjunction with the Director of Finance, design, negotiate, manage and maintain contracts with ICT service providers.</li> <li>13. Line manages the ICT team, including information analysts and volunteers that support the team/department.</li> <li>14. Develop/review and update IT Policies as appropriate, ensuring they are developed and delivered across the organisation in line with legislation, strategies and practical requirements.</li> <li>15. To ensure that there are robust business continuity, cyber security and disaster recovery plans in place for critical information technology systems.</li> <li>16. To ensure that management and staff are kept updated on progress of any changes.</li> <li>17. Make sure ICT team contribute to ongoing compliance programmes (CQC, CHKS, Cyber Essentials).</li> </ol>
<b>General ICT</b>	<ol style="list-style-type: none"> <li>18. Carry out security audits and reviews.</li> <li>19. Oversee and manage the quality and content of data held within Rowans Hospice information systems.</li> <li>20. To support the development of social media including website for the benefit of the Hospice and subsidiaries.</li> <li>21. To support and direct the Information Analyst developing and designing data sets and information across the work of the Hospice.</li> <li>22. To work alongside clinical and non-clinical leads to develop systems for data collection and analysis, supporting with software, spread sheets etc.</li> <li>23. Develop and maintain the Hospice's shared information systems.</li> <li>24. Ensure any information held on the Hospice computer systems and any practices relating to the data held are compatible with the Data Protection Act.</li> <li>25. Ensure that all work reflects Health and Safety Regulations and guidelines and that health and safety issues are incorporated into user support and training.</li> <li>26. To produce user support manuals and guidance notes as required.</li> </ol>
<b>Data Protection Responsibilities</b>	<ol style="list-style-type: none"> <li>27. Lead the GDPR Task Force in the review of current data governance activities (via audit) and report on remediation activities to the HEG, advising on technical and procedural controls required to reach appropriate levels of data governance maturity.</li> <li>28. Inform and advise the Hospice Executive Group (HEG) on the protection of personal data in relation to the laws and regulations relating to data protection.</li> <li>29. Inform and advise data controllers and/or data processors and all those who carry out processing of their obligations pursuant to the Data Protection laws.</li> <li>30. Work with the GDPR Task Force to embed and support Data Protection training and awareness.</li> <li>31. Monitor compliance with Data Protection law, and with the policies of data controllers and/or data processors in relation to the protection of personal data, including the assignment of responsibilities, awareness-raising and</li> </ol>

	<p>training of staff, volunteers, contractors, suppliers and partners involved in processing operations, and the related audits.</p> <p>32. To provide advice where requested as regards the data protection impact assessment and monitor its performance pursuant to the Data Protection law.</p> <p>33. To act as the point of contact with the Information Commissioner's Office (ICO).</p> <p>34. To cooperate with the supervisory authorities and for individuals whose data is processed (employees, patients, supports etc).</p> <p>35. At all times in performance tasks have due regard to the risk associated with processing operations, taking into account the nature, scope, context and purposes of processing.</p> <p>36. Take responsibility for strategic risks relating to Data Protection.</p>
<b>Communication</b>	<ol style="list-style-type: none"> <li>1. To demonstrate a consistent level of courtesy and consideration to patients, their relatives and visitors.</li> <li>2. To hold regular IT strategy and implementation meetings.</li> <li>3. Maintain good relations with staff, volunteers, patients and visitors.</li> <li>4. Maintain confidentiality, particularly of Patient Information, at all times.</li> </ol>
<b>Health &amp; Safety</b>	<ol style="list-style-type: none"> <li>1. Be aware of regulations applicable to the work, in particular DSE, Electricity at Work, and Health &amp; Safety.</li> <li>2. To report to the Director of Quality any matters affecting the smooth running of the Hospice.</li> <li>3. To ensure that any observed actual or potential Health and Safety hazards are immediately reported to the Quality Manager.</li> </ol>
<b>Education</b>	<ol style="list-style-type: none"> <li>1. Participate in training, as required.</li> <li>2. To undertake training and development as required for the Hospice as identified through the annual appraisal process.</li> <li>3. To attend meetings and adhere to aspects related to the Health and Safety at Work Act, i.e. Fire Lectures, participation in fire drills</li> </ol>

<b>Freedom to Act</b>
<p>Freedom to make decisions within the boundaries of their job description.  Responsible for knowing own limitations and when to seek advice/help  Working under the direction of the Director of Finance.</p>

<b>Qualifications, skills and knowledge required</b>
<p><b>Qualifications and/or Experience</b></p> <ul style="list-style-type: none"> <li>• Specialist knowledge and expertise acquired through degree or equivalent qualifications / experience plus additional specialised knowledge.</li> <li>• A degree level of education</li> <li>• Three years of IT management experience ideally in the health service</li> <li>• The ability to work in a demanding environment, meet short deadlines and prioritise workload.</li> <li>• Excellent communication skills both written and verbal would be required.</li> <li>• Excellent ICT knowledge, including databases and networking issues acquired through qualifications to degree or equivalent level or relevant experience.</li> <li>• Understanding of confidentiality and data protection legislation and regulations and how these might apply in patient database management income generation database management.</li> <li>• Ability to explain complex systems in simple terms.</li> <li>• Specialist knowledge on Data Protection Law.</li> <li>• Substantial experience in data protection; knowledge and understanding of GDPR.</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to plan and manage a varied set of support activities and to achieve deadlines</li> <li>• Analytical thinking skills, in particular in order to identify problems and create effective solutions.</li> <li>• Good formal communication skills, including basic report writing and ability to translate technical matters into any understood language.</li> <li>• Experienced leader with exceptional communication and ability to make critical evaluations.</li> <li>• Team working attitude, including collaborate working with colleagues and commitment to provide</li> </ul>

support to others.

- Ability to judge accurately what issues and problems can be solved personally and which require discussion with and referral on to the Director of Finance and/or NHS direct.
- Adept at managing change in medium sized organisations.
- Understanding of and commitment to confidentiality; the nature of this role means that the post holder will have access to confidential patient information.
- Commitment to the ethos and values of Rowans Hospice.

### **OTHER DUTIES**

To undertake any other duty within your ability and within reason, as may be required from time to time, at the direction of your line manager.

### **ASSISTANCE**

The Hospice has the advantage of being supported by a number of volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.

### **CONFIDENTIALITY**

You should be aware of the confidential nature of the Hospice environment and/or your role. Any matters of a confidential nature, relating to patients, carers, relatives, staff or volunteers must not be divulged to any unauthorised person.

### **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

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 the specific duties relating to their role. All staff and volunteers have a responsibility to report any circumstances where they feel vulnerable adults or children are being subjected to abuse to a senior clinician or the 'Safeguarding Lead'.

### **DATA PROTECTION**

You should make yourself aware of the requirements of the Data Protection Act and follow local codes of practice to ensure appropriate action is taken to safeguard confidential information.

### **HEALTH AND SAFETY**

You are required to take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions and you should ensure that statutory regulations, policies, codes of practice and safety and good house-keeping rules are adhered to, attending safety and fire lectures as required.

### **JOB DESCRIPTION**

This Job Description is not intended to be restrictive and should be taken as the current representation of the nature of the duties involved in your job and needs to be flexible to cope with the changing needs of the job and the Hospice.

### **AGREEMENT**

**Manager's name** \_\_\_\_\_ **Signature** \_\_\_\_\_

**Job Holder's name** \_\_\_\_\_ **Signature** \_\_\_\_\_

**DATE AGREED** \_\_\_\_\_