

Job Description

Job Title: Clinical Health System Manager	Service Area: Early Help and Children's Health	
Directorate: Children and Young People's Service	Post Number: Fusion	Evaluation Number: 7147
Grade: PO7	Date last updated: 08/02/2024	

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity policy in the course of their work.

Protecting our staff and services

Adherence to health and safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately.

Corporate parent

We believe that every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall Purpose of Job

This role will be responsible for the Clinical Health System Management, in Early Help and Children's Health 0-19 Service. The post holder will oversee the efficient operation and optimisation of clinical information system and manage ongoing requirements of the Service supporting optimal use of the Electronic Patient Record Management System, RiO. Providing leadership, stakeholder management, capability to independently challenge and escalate in order to get to the right solution for key stakeholders.

To ensure governance and compliance arrangement are fit for purpose, monitored and developed in line with changes in service and the wider operational environment.

This role will provide:

- **Leadership** - To the Children's Health 0-19 Service Senior Management to guide priority setting and ensuring delivery progresses smoothly against the agreed plans, negotiate across the teams to agree clear priorities with the Head of Service. To act as a champion internally with the

Council to ensure adequate support and responsiveness is maintained to the required standards of the service.

- **Stakeholder Management** - Maintain relationships with and hold internal and external partners to account for the delivery of RiO support and development activity (e.g. Business Systems Management and Intelligence (BSMI), Access, Barts Health, Oracle (formerly Cerner) in line with the Contracts and SLAs in place. In particular, supporting the BSMI and ICT Team to resolve issues as they arise and drive required development changes in RiO.
- **Challenge & Escalation** - Act as an independent point of bi-directional challenge & escalation for the Children's Health 0-19 Service for all RiO related issues, taking responsibility to work with internal and external parties to resolve issues where necessary, maintaining a good communication flow to ensure all parties are kept informed, keep to their promises and focused on the interests of the end clients, staff, Commissioners, Public Health, Primary Care / ICBs.
- **Governance & Compliance** - Manage and drive compliance with the *RiO System Governance Framework* and the *Electronic record keeping and management procedure* as agreed with the Head of Service. Ensuring all staff are adequately trained and work in accordance with relevant guidance.
- **RiO Change Management** - Agreeing the RiO system development plan and release schedule with BSMI, ensuring the priorities are in line with Head of Service and SMT requirements. Ensure that the Service Processes / SOPs are aligned and integrated effectively with the Service Teams effectively utilising best practice elsewhere and ensuring the Service is appropriately represented and provides support for any future tendering activity.
- **Value for money** - Manage the business case for RiO ensuring that all current and future anticipated benefits of the system both financial and operational are delivered with reference to the base line costs.

Job Summary

- The post holder will report into the Head of Service, Children's Health 0-19 Service.
- As part of their role, they will also maintain a strong relationship with the BSMI Head of Health, Social Care & Education and BSMI Head of Data & Insight.
- The post holder will have line management of 3-4 staff as required to fulfil the requirements of the role.
- The Council is moving towards becoming a community wealth building based organisation. This will involve moving away from traditional service delivery towards providing services in a more innovative, customer outcome focussed manner, in order to achieve efficiencies and value for money.
- The post holder will be expected to lead the co-ordination of internal capability and external partnerships for the service to deliver effective change and realisation of defined benefits. The role will oversee all aspects of RiO in-life. Furthermore, it will ensure availability and use of RiO is to a consistently high standard, aligned with the Council's policies and objectives. Finally, the role will make sure RiO operates in a professional way and to industry standards.
- The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and to ensure appropriate representation of the Council with residents, the Mayor and elected Members, and external bodies.

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Responsible for day to day

- Reporting performance against public health budget
- Managing significant portfolio
- Provide specialist clinical systems knowledge and support - (RiO, Training, CQC reporting, maintenance reporting)
- To develop public health strategy and plans
- Strategy formation
- Commissioning plans
- Service development
- Business Planning
- Reports and customer/client engagement
- Effective links between public health England
- Strategy to the wider local and national health systems
- Development performance monitoring/assurance and support of the key system.

To undertake all responsibilities listed below:

The Clinical Health System Manager is responsible for overall management of the children's health system, RiO. The post holder is responsible for delivery of our vision, mission and outcomes of our Towards a Better Newham Strategy and Corporate Delivery Plan.

The Clinical Health System Manager will be required to undertake all responsibilities listed below:

- **Configuration Management** – Develop and implement configuration management plans. Control and document changes to configuration items. Support and maintenance of clinical health systems, ensuring seamless integration into existing workflows and oversee system updates, upgrades, and troubleshoot issues promptly.
- **Data Management** - Ensure the accuracy, integrity, and security of clinical data within the health system, collaborate with IT and data management teams to implement data governance policies
- **Leadership** - Provide strategic direction, leadership and advice on all matters relating to the Clinical Health System RiO.
- **Collaboration** - Work closely with clinical staff, BSMI, IT professionals, RiO supplier (Access Group) and administrators to understand departmental needs and optimise system functionality.
- **Project Management** - Manage projects related to the implementation of new systems or upgrades, ensuring timelines and budgets are met and collaborate with stakeholders to define project scope, objectives, and deliverables.
- **Change Management** - Be responsible for reviewing and making recommendations for modifying any related governance frameworks and procedures in response to the changing needs of the Service to ensure they are fit for purpose and RiO is embedded effectively into working practices. Ensure the Council remains up to date in others use of RiO ensuring best practice is shared across internal and external partners.
- **Budget Management** - Manage the budget for on-going, one-off, system development, maintenance and support. Monitor and approve all RiO related expenditure to ensure expenditure remains within budget.

- **Quality** - Ensure effective quality assurance and the overall integrity of the system is demonstrated at the Governance and Quality Board. Focusing inwardly on the internal consistency of staff use of RiO, and outwardly on its coherence with wider contribution to the social services and Health bodies and systems ensuring appropriate interfaces are maintained in line with requirements of the head of service.
- **Training** - Ensure the annual training requirements for all RiO users in the Children's Health 0-19 Service are met in full, currently delivered by MeLearning and internally delivered practice training sessions. Develop and conduct training programs for clinical staff on the effective use of clinical systems and provide ongoing support to users, addressing concerns and optimising system utilisation.
- **Support Services** - Ensure the *RiO Support Intranet site* is fit for purpose, maintained and developed in line with the changing needs of the Service: ensuring the development and amendments of relevant templates and other back end procedures, to include the help desk functionality being fit for purpose and driving and required changes with the BSMT Team in a timely manner; ensuring Practice Guides and procedures are up to date and maintained on an appropriate review cycle as agreed with Head of Service.
- **Governance Framework** - Ensure the *RiO Systems Governance Framework* meetings take place, minutes taken and actions delivered in a timely manner in line with the schedule.
- **Communication Plan** – Ensure there is a clear and complete communication plan in place to keep the service appraised on planned development activity and ensuring changes are effectively communicated to staff.
- **Learning and Development** – Ensure the continuing development of clinical system aspires to be best in class.

Other Duties

- To provide cover arrangement for designated SMT members in their absence and ensure they are able to assume their responsibilities to the extent agreed by the Head of Service.

Personal Specification

Job Title: Clinical Health System Manager	Service Area: Early Help and Children's Health	
Directorate: Children and Young People's Service	Post Number: Fusion	Evaluation Number:
Grade: PO7	Date last updated:	

IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

CRITERIA- Essential / (Desirable)	METHOD OF ASSESSMENT
KNOWLEDGE: <ul style="list-style-type: none"> Working knowledge of relational databases such as RiO, basic working knowledge of programming / SQL. Knowledge of Children's Health (physical and mental health and well-being and the Public Health agenda Knowledge of service user needs relating to children's or similar services. (Desirable) 	Application and Interview

<ul style="list-style-type: none"> • Comprehensive knowledge of the governance requirements for health data and other person identifiable information. • Good understanding of programme and project management, including Prince 2/MSP or similar methodology. • Knowledge of recent development in Health and Education and how ICT can assist in delivering choice and control. (Desirable) • Knowledge of Financial management techniques and tools. • Knowledge and understanding of the Data Protection Act 2018. • Knowledge of data systems development, particularly those relating to Health (e.g. RIO, Child Health Information Services (CHIS), EMIS, Oracle (formerly Cerner for HIE), Azeus, Childview, National Health Application and Infrastructure Services (NHAIS) • Expertise in effective business systems and operating processes. • Extensive knowledge of local government financial and accounting practices (Desirable) 	
<p>EDUCATION/QUALIFICATIONS</p> <ul style="list-style-type: none"> • A degree-level qualification and/or equivalent attainment through recent relevant work experience. • Professional qualifications in the fields of Project or Programme Management, Change Management, ITIL, Leadership etc. 	<p>Application and Interview</p>
<p>SKILLS AND ABILITIES:</p> <ul style="list-style-type: none"> • Ability to present complex information and arguments simply for Senior Management Decision making. Possess strengths in organisational, attention-to-detail, reasoning, critical thinking, and problem-solving skills • An exceptional communicator able to operate and empathise with stakeholders and business groups, influencing and gaining commitment to objectives. • Able to develop and apply the organisational and political nous needed to influence, shape and deliver the optimal 	<p>Application and Interview</p>

use of RiO.

- Ability to lead multi-faceted projects using Prince2 or an equivalent, and to deliver to tight deadlines.
- Ability to analyse, monitor and control agreed budgets.
- Ability to manage a diverse workload and work to competing deadlines, negotiating priorities in the best interest of the key stakeholders.
- Ability to analyse and interpret legislation and guidance from government at the health / social services interface.
- Effective verbal, written and IT analysis and communication skills. These should include experience of producing reports on complex issues and presenting high level advice.
- Strong level of IT, numerical and verbal skills.
- An ability to respond to unpredictable volumes of work, with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
- Work effectively and efficiently, paying careful attention to detail, data confidentiality and accuracy.
- Self-starter with high degree of initiative, urgency, and follow through.
- Confident manner; motivates and inspires others.

EXPERIENCE:

- Experience of working in a local authority or NHS or similar public sector organisation.
- Experience of developing strategies that support changes in legislation and /or lead to service improvements.
- Experience of successfully contributing to and working in a health and or care and or education environment.
- Experience of people and performance management.
- Experience of supporting preparation for and conduction of Care Quality Commission (CQC) and/or Ofsted inspections from an electronic patient record systems point of view;
- Can demonstrate a Strong track record of successful leadership within a Public Sector setting, able to demonstrate ability to work in a politically astute manner.
- Experience of negotiating and managing service level

Application and Interview

<p>agreements and/or contracts.</p> <ul style="list-style-type: none"> • Experience of developing business strategies and process documentation • Experience of leading on initiatives working across a number of partner organisations. 	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Able to communicate effectively with users, staff, the general public, statutory and voluntary agencies. Able to deliver in a persuasive and competent manner to Senior Management both with the Local Authority and external bodies. • Able to represent the interests of the service in liaison with internal and external customers and suppliers in a range of client/contractor situations and able to maintain a high level of trust to influence stakeholders. • Able to provide clear and decisive management, able to effectively manage, motivate and develop others. • Able to take a wider view, present well-reasoned solutions to problems demonstrating initiative and innovation. • Able to present the Council's views/policies in appropriate forums. • Ability to demonstrate, understand and apply our HEART values. These are embedded in all roles and applicants must evidence their values as part of the application process: <ul style="list-style-type: none"> ○ Honesty ○ Equality ○ Ambition ○ Respect ○ Together 	<p>Application and Interview</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <ul style="list-style-type: none"> • Willingness and ability to work occasional evenings and weekends to maintain service delivery. • The position requires the post holder to undertake an enhanced DBS disclosure prior to employment and every 3 years thereafter. 	<p>Application and Interview</p> <p>Satisfactory clearance at conditional offer stage</p>