



JOB DESCRIPTION

IBIS Lead Manager

Accountable To:	Senior Clinical Operations Manager
Responsible To:	Operations Manager (Clinical)
Base:	Trust facility (HQ or MRC)
Pay band	Band 7 (9% USH)
Level of Accountability	The post holder will be self-starting and work within defined parameters, supported and empowered by the EOC Clinical Team.
Job Purpose:	<p>The purpose of the role is to ensure the successful operation of the IBIS system through strong clinical leadership, focusing on patient safety, outcomes and experience. The postholder brings their senior clinical skills and experience to this post in order to uphold patients' wishes through the care plans held on the system</p> <p>This will be achieved by promoting optimum use of the system, accurate reporting and maintaining and enhancing key relationships with key stakeholders using the system.</p> <p>The IBIS Lead Manager will be the focal point for all issues relating to the system, to raise awareness and understanding of the functionality and performance of IBIS. The person in this role will act as the first point of contact for enquires from both an internal & external audience, as well as becoming an expert IBIS user (training provided) and playing an integral role in the future development of the system.</p> <p>There are also line management responsibilities for the IBIS Trainer, who manages the training programme for users across Kent, Surrey & Sussex and a team of IBIS Data Assistants, based in our Emergency Operations Centre, who monitor the system 24 hours a day.</p> <p>The role also requires the post-holder to take ownership of system performance and the regular reports that are sent from IBIS to various partners across the NHS as well as internally to a number of</p>

	<p>departments.</p> <p>The post-holder will need to be able to work independently for extended periods and be comfortable at communicating with stakeholders at all levels of SECamb and other NHS organisations. For example working collaboratively with Operational Managers to provide the information and resources to promote system compliance and performance</p>
Key Duties:	<p>The postholder is responsible for developing and delivering safe, high quality care for patients through the following key areas of work, as a team within a matrix managed portfolio;</p> <ul style="list-style-type: none"> • Communication & relationship skills <ul style="list-style-type: none"> ○ The postholder must have excellent interpersonal skills and be able to develop and maintain relationships with key stakeholders within the Trust and among external agencies (for instance, GP practices and community nursing teams) ○ Liaison for Operating Unit Management Teams in relation to IBIS performance and compliance ○ To ensure IBIS functions to a defined level of performance & governance standards. ○ To maintain and enhance relationships with internal/external stakeholders. ○ To raise the profile of IBIS through the development of marketing and communications initiatives to promote performance. • Knowledge Training and Experience <ul style="list-style-type: none"> ○ Expert knowledge of the IBIS system ○ Expert understanding of the process of advance care planning for patients ○ High standards of information governance ○ Good understanding of the Caldicott principles. ○ Utilises Specialist Paramedic qualification to uphold standards of care as well as clinical and information governance ○ The postholder will have significant professional clinical experience, both in relation to clinical care/practice, but also in other roles such as first line management or equivalent

	<ul style="list-style-type: none"> • Analytical and Judgement Skills <ul style="list-style-type: none"> ○ To ensure IBIS functions to a defined level of performance & governance standards, and develop strategies to optimise ○ Receive, analyse and share IBIS system reports. ○ Consider the impact of IBIS performance ○ Audit system performance and development and maintain best-practice guidance for care planning • Planning and Organisational Skills <ul style="list-style-type: none"> ○ Contribute to system development by providing feedback to the development team from IBIS users to inform enhancements to the system. Delivery of annual plans, such as Clinical Strategy, APR and CQUIN ○ Supporting strategies to improve operational efficiency and enhance staff welfare ○ Review of DATIX IWR1 reports to assess for patient safety issues ○ Support Senior Practice Development Manager with delivery of departmental portfolio. ○ Deliver change using defined Quality Improvement methodology and change management strategy • Physical Skills <ul style="list-style-type: none"> ○ Be able to undertake full range of physical skills related to the specific tasks and clinical practice in general ○ System set up and account management - Management of organisational team profiles and user accounts. • Responsibility for Patient Care <ul style="list-style-type: none"> ○ Lead role on ensuring the Trusts strong focus on patient safety activities. ○ Professional practice and leadership ○ Remain professionally active maintaining own paramedic continuing professional development by undertaking clinical duties and by operating as a response capable manager. ○ The postholder must remain clinically up to date and undertake regular clinical shifts in order to be competent, confident and credible.
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	<ul style="list-style-type: none"> • Policy & Service Development <ul style="list-style-type: none"> ○ Develop and maintain procedural documents informing practice and systems relating to care ○ Attend and lead (where appropriate) on sub-groups within the Directorate. ○ Quality improvement (based on quality improvement plan/strategy) ○ To ensure the highest standards of professionalism and play an active role in the College of Paramedics. • Financial & Physical Resources <ul style="list-style-type: none"> ○ Management of IBIS budgets to ensure training, compliance and system funding is directed accordingly and within the available envelope. ○ The postholder will work collaboratively with colleagues and other trust staff. ○ The post requires consideration to the efficiency of services through improved clinical care (i.e. via care pathways) • Human Resources <ul style="list-style-type: none"> ○ Support staff welfare, discipline and grievance issues with the objective of achieving practical, sensible and acceptable solutions at the earliest opportunity. • Information Resources <ul style="list-style-type: none"> ○ Collaborative oversight and development of the IBIS system ○ Management of incidents via DATIX system • Research and Development <ul style="list-style-type: none"> ○ Research literate, and able to support and contribute to studies within the Trust • Freedom to Act <ul style="list-style-type: none"> ○ The postholder is expected to be self-starting and self-reliant, but able to work to clear direction provided by the Senior Practice Development Manager and Consultant Paramedic. ○ Work within clear boundaries and have their work appraised regularly • Physical Effort <ul style="list-style-type: none"> ○ The postholder is required to travel throughout the Trust region
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	<ul style="list-style-type: none"> ○ There is a requirement to work with equipment and other items needing coordination • Mental Effort <ul style="list-style-type: none"> ○ Contribute to information governance to ensure compliance with all info governance, data protection and 'Caldicott' principles. ○ To pro-actively monitoring any infrastructure issues related to the functioning of IBIS or any supporting system. I.e. telephony/radio. ○ To become an expert user of IBIS (training provided) ○ The postholders will have expertise in their specialist practice area, and be able to articulate this through their work ○ Development of training plans and system roll out processes • Emotional Effort <ul style="list-style-type: none"> ○ Undertake full range of clinical duties which will on occasion require exposure to distressing situations. ○ Support students undertaking postgraduate education, particularly where they have difficulty with their studies. • Working Conditions <ul style="list-style-type: none"> ○ The postholder will be based at a Trust location, but will be required to undertake significant amounts of travelling ○ Clinical practice may require periods of working outdoors.
Quality	<ul style="list-style-type: none"> • Review with Senior Practice Development Manager the quality of own work to ensure that the required standards of performance are met. • Maintain a professional attitude and public image at all times. • Able to work successfully in a team • Credible to internal and external stakeholders. • Has analytical, numeric and critical reasoning skills and capable of effective problem solving. • Aware of conflicting priorities and works collaboratively to reach effective and efficient solutions. • Ability to present information logically and concisely both verbally and in writing, including the ability to write reports and procedures with clarity to ensure that messages are put across effectively.

	<ul style="list-style-type: none"> • Good presentation skills and the ability to convey information and concepts in a way which is understandable. • Good influencing and negotiating skills. • Good communication skills. • Able to demonstrate and maintain a professional and diplomatic approach with competing priorities and tight deadlines. • Good organisational skills. • Good report writing skills. • Aware of importance of research in practice. • Competent in a range of clinical skills. • Demonstrate an ability to identify difficult situations and act appropriately to obtain support. • Identifies difficulties as challenges and works with others to identify solutions. • Good conflict resolution skills.
Personal	<ul style="list-style-type: none"> • Undertake learning to ensure that own knowledge and skills are maintained at the required level for the post. • Participate in regular personal development reviews in accordance with Trust policies and the NHS knowledge and skills framework. • Undertake required learning and ensure that this is put into practice • Can motivate, inspire and support innovative thinking in others. • Is a committed team player. • Is self-aware, has personal integrity and is a role model for openness and inclusion. • Demonstrates resilience, confidence and self-belief when under pressure. • Ability to work under pressure and meet deadlines. • Accuracy and attention to detail. • Commitment to lifelong learning and development. • Ability to reflect and learn from situations. • Demonstrate a high level of understanding of self, able to identify personal limitations and shows openness to address them.
Corporate Governance	<p>Maintain good corporate and clinical governance arrangements, including risk management.</p> <p>Embrace high standards of employment practice and act in accordance with the 'Code of Conduct'.</p> <p>Promote the vision, values and goals of the organisation.</p>

Performance Management	<p>Ensure that the Trust's funds are properly used, represent value for money and can withstand public scrutiny.</p> <p>Where applicable, provide strong budget management for the defined area of management responsibility and monitor expenditure against those budgets.</p> <p>Act within Standing Orders and Standing Financial Instructions of the Trust.</p>
Health and Safety	<p>The post holder will take due care at work, reporting any accidents or untoward occurrences.</p> <p>The Trust operates a "No Smoking" Policy. Staff are only allowed to smoke in designated smoking areas.</p> <p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections</p> <p>You are required to ensure that you carry out your duties in a manner that maintains and promotes the principles and practice of infection prevention and control in compliance with national standards, trust policies, guidelines and procedures.</p>
Equal Opportunities	<p>The Trust's Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality / Data Protection / Freedom of Information	<p>Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff. If any individual has communicated any such information to an unauthorised person that individual(s) could be liable for disciplinary action</p>

	<p>which could result in dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.</p> <p>Following the Freedom of Information Act (FOI) 2005, individuals must apply the Trust's FOI procedure.</p> <p>In addition individuals have specific responsibilities to ensure that they maintain the confidentiality and security of all information that is dealt with in the course of performing their duties it is in accordance with the requirements of the Data Protection Act 1998 and the principles of Caldicott. Individuals should also ensure that their staff are aware of their obligations under legislation such as the Freedom of Information Act 2000; Computer Misuse Act 1990, and that staff are updated with any changes or additions relevant to legislation.</p>
Review	This role brief reflects the principle duties of the post as identified at date of issue. It may be subject to amendment in the light of the changing needs of the service, and will be reviewed periodically in discussion with the post holder
Special Conditions	<p>The duties and responsibilities described in this role brief may be subject to amendment in the light of the changing needs of the Trust. All managerial posts are subject to the NHS Managers' Code of Conduct.</p> <p>The post holder may be required to carry out additional tasks as required to meet business priorities.</p>

PERSON SPECIFICATION

	Essential	Desirable
Knowledge and skills	<ul style="list-style-type: none"> • An awareness of the current changes within the NHS • Current knowledge of local and national policies informing care • Well developed interpersonal/ communication and organisational skills • Mature outlook, confident and flexible in approach to work 	<ul style="list-style-type: none"> • Administrative and organisational experience • The ability to use Word and Excel and good information technology skills

	<ul style="list-style-type: none"> • Ability to 'sell' ideas to others, including the ability to persuade and influence • Personal qualities should include tenacity, positive in outlook, caring and innovative. • Knowledge of IT systems in healthcare, including the use of Summary Care Records and MIG (integration gateways) systems. • Well developed knowledge of Data Protection Act legislation • Well development knowledge of Caldicott principles and information governance processes 	
Experience	<ul style="list-style-type: none"> • Evidence of previous leadership experience • Minimum of 2 year working in a practice development setting or similar environment • Evidence of working across clinical and IT systems within healthcare • Working within a team structure focused on leading clinical enhancements and quality improvement for patients 	
Professional Qualifications	<ul style="list-style-type: none"> • Diploma level education • Current driving licence (manual) with C1 • Paramedic registered with the HCPC • Postgraduate specialist practice qualification (DipHE or PGDip), e.g., paramedic practitioner 	<ul style="list-style-type: none"> • First degree • Advanced practice qualification