

Job Description

Job Title: Systems Development Officer

POSCODE: CCC2204

Grade: SO1

Overall purpose of the job

- The primary purpose of the role is to ensure the Adult Social Care care records system is fit for purpose for operations recording and reporting. The role will provide the link between the business and the IT digital team and business intelligence team.
- To act as the Subject Matter Expert (SME) on any programmes involving developments in systems. Working closely with areas involved to ensure the system meets the needs of the service and any changes to business process and organisation structures are reflected in the systems used by adult social care.
 - To undertake complex business analysis of practice and process, analysing complex data and service feedback to diagnose issues and create and present solutions to various stakeholders.
 -
 - To negotiate business process solutions with varied groups of practitioners both internal to the department and external such as finance, and NHS colleagues.
-
- Work within the Adults Performance and Strategic Development Team linking closely with Quality and Practice team ensuring practice is central to the development of care records systems
- Ensure any changes to any systems which impact on adult social care are managed through the relevant practice and system / data change governance processes.
- Working with operational managers to maintain up to date and fit for purpose business continuity forms and plans,

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	<p>Lead on providing information to enable key decisions to be made regarding process and forms.</p> <ul style="list-style-type: none">• Lead systems and process redesign for day to day operations and for more strategic changes such as introduction of customer portals and interfaces with NHS systems for referrals• Lead on providing information and complex data and process analysis to enable key decisions to be made regarding business process, systems configuration and embedded forms

2.	Ensure the service requirements are met including legal (Care Act) responsibilities and statutory returns.
3.	Acting as a communication link between the relevant parties. Contributing to the communication to support the development and use of mosaic, and other related case recording systems.
4.	Assist in the facilitation of workshops and business process mapping
5.	Support managers to understand how the care records system works so they can interpret their requirements.
6.	Link and advocate for the change champions and service managers to deliver the needs of the business.
7.	Facilitate user acceptance testing of major changes to care records system
8.	Support users during any major changes to the care records system, helping to quickly find solutions for issues identified.
9.	Have an overview of the finance link with adult social care. To ensure the system is fit for purpose and reflects the recording requirements for the link between finance and operational practice
10	Have an overview of the business intelligence and reporting requirements for adult social care. To ensure the system is fit for purpose and reflects the recording requirements for local and statutory reporting.
10.	Maintain a link with IT training team. Coordinate the training requirements of the service to inform the IT trainers training plan and provide training sessions within sphere of knowledge.
11.	Working with IT & Digital understand the impact of any future upgrades to inform the decision to implement.
12.	Provide feedback to respective directorates. Inform Practice Governance board of developments /changes which will impact on the service and take direction from the board on required developments,
13. .	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)*
We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
GCSE Grade C and above	English	Essential
GCSE Grade C and above	Maths	Essential
3 A levels or equivalent		Essential
Degree or a qualification in a social care subject		Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
An in-depth working knowledge of Adult Social Care	Knowledge of adult social care legal requirements and the impact on practice.	Essential
Local and national policies surrounding adult social care.	Up to date knowledge of policy and practice changes within local adults services; and any statutory changes which may impact on practice.	Essential
Knowledge of data required for adult social care statutory returns.	Knowledge of the statutory returns required of Local Authorities in relation to Adult Social Care	Desirable
Electronic care record systems	Knowledge of care records systems in an adult social care setting.	Essential
Technical knowledge of care record systems	Knowledge of technical development of care records systems.	Desirable
Applying knowledge to practice	Breadth of practice knowledge across Adults Services and the ability to liaise with other specialist areas as and when appropriate.	Essential
Skills		
Communicate with all levels of staff across a large organisation.	Ability to work across adult social care assisting in the facilitation of workshops to all groups and at all levels	Essential
Negotiation and influence	Ability to negotiate and influence decisions which impact on practice	Essential
Communication	Ability to communicate both verbally and in writing to a variety of audiences	Essential
IT skills	Proficient in using electronic care record systems	Essential
Process and assess information	Ability to gather operational teams requirements of a care records systems and work with IT colleagues to achieve these. Ability to support the service in implementing new technology and	Essential

	associated business processes, for example customer and provider portal and interfaces to NHS systems such as the shared care record and social prescribing referral application.	
Experience	.	
Working with people	Experience of working directly with people in a supporting role.	Desirable
IT	Experience of using an adults case management systems i.e. mosaic.	Essential
Analysing information	Experience of assessing information and presenting recommendations to improve outcomes in practice/operations.	Desirable
		Essential
Equal opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential
Safeguarding (<i>include for roles working with children/vulnerable adults</i>)	Demonstrate an understanding of the safe working practices that apply to this role.	Essential
	Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure Level

What disclosure level is required for this post	None	Standard x
	Enhanced	Enhanced with barred list checks

Work Type

What work type does this role fit into?	Fixed	Flexible x	Field	Home
---	--------------	-------------------	--------------	-------------