**JOB DESCRIPTION**

|  |  |
| --- | --- |
| **JOB OVERVIEW** | |
| **JOB TITLE** | Regional Engagement & Support Lead – MCCR |
| **DEPARTMENT** | Digital |
| **LOCATION** | N&W primarily home based but with a lot of travel |
| **REPORTS TO** | Associate Director for Digital and Information |

|  |  |
| --- | --- |
| **KEY WORKING RELATIONSHIPS** | |
| Staff at health and care organisations across the regional Integrated Care System  Peers from other clinical services across the UK  Shared care record (ShCR) program teams | Support organisations and suppliers  Program boards and governance committees responsible for digital transformation and end-of-life care |
| **KEY PRIORITIES** | |
| * Improving Quality and Coordination of End-of-Life Care by ensuring that MCCR is used to record and share up-to-date information about patients’ needs, wishes, and preferences, making this information accessible to all professionals involved in their care. * Actively engage stakeholders from all relevant sectors (including primary, community, acute, hospice, care homes, mental health trusts, ambulance, and out-of-hours services) to drive adoption and consistent use of MCCR and addressing any barriers. * Provide comprehensive education and training in MCCR use and to ensure staff are confident and competent. Offer ongoing support, facilitation, and resources to encourage meaningful use and avoid superficial engagement. * Establish reliable feedback mechanisms and use regular reporting to monitor MCCR uptake, quality of data, and impact on outcomes. Use data to identify areas for improvement, support quality improvement initiatives, and demonstrate value. * Promote the benefits of MCCR to all stakeholders, highlighting its role in improving patient care rather than just as an IT solution. | |
| **DUTIES & RESPONSIBILITIES** | |
| 1. Quality and Coordination of End-of-Life Care   * Teach and promote accurate and timely recording of patients’ needs, wishes, and preferences in MCCR. * Facilitate the secure sharing of patient information across all relevant care settings. * Work with clinical teams to embed MCCR into routine care pathways.   2. Stakeholder Engagement   * Build and maintain effective working relationships with stakeholders including primary care, community services, acute hospitals, hospices, care homes, mental health trusts, ambulance services, and out-of-hours providers. * Identify and address barriers to adoption and use of MCCR, escalating issues as appropriate. * Act as a key point of contact for queries, feedback, and support related to MCCR.   3. Education and Training   * Develop and deliver training sessions, workshops, and resources tailored to different professional groups. * Maintain up-to-date user guides, FAQs, and best practice materials.   4. Support   * Provide ongoing support and troubleshooting for staff using MCCR. * Troubleshooting basic issues with users accounts and installations of the application. * Communicating with end users IT support teams. * Acting as the liaison between the end user and the supplier support teams for more complex issues.   5. Monitoring, Reporting, and Quality Improvement   * Establish and maintain systems for collecting feedback from users and stakeholders. * Monitor MCCR usage, data quality, and outcomes through regular audits and reporting. * Analyse data to identify trends, gaps, and opportunities for improvement. * Support and contribute to quality improvement projects related to end-of-life care and digital record use.   6. Promotion and Communication   * Contribute the development and dissemination of communications that promote the benefits and impact of MCCR. * Organise and participate in awareness-raising events, meetings, and forums. * Engage with patient, carer, and public groups to gather input and share updates.   7. Governance and Compliance   * Help to ensure compliance with information governance, data protection, and confidentiality requirements. * Support the development and review of policies, protocols, and standard operating procedures for MCCR use.   8. System Development and Integration   * Liaise with IT and digital teams to support system updates, enhancements, and integration with other digital health records. * Gather and relay user feedback to inform ongoing system development.   9. Miscellaneous   * The role is hybrid, involving both remote work and substantial local travel across the ICS footprint to facilitate face-to-face engagement, training, and support. * Provide cover for Regional Engagement & Support Lead – MCCR (insert region) when required. | |

|  |
| --- |
| GENERAL - Applicable to all roles at St Helena |

All of the above activities are governed by the operational policies, Standing Financial Instructions, policies and procedures and standards of St Helena as well as legislation and professional standards and guidelines.

All employees must comply with St Helena’s Equal Opportunity Policy and must not discriminate on the grounds of sex, colour, race, ethnic, or national origins, marital status, age, disability, sexual orientation or religious belief.

Employees have a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by St Helena. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice.

All employees have the right to work in an environment which is safe and to be protected from all forms of abuse, violence, harassment and undue stress. All employees are responsible for helping to ensure that individuals do not suffer harassment or bullying in any form. All employees will be personally accountable for their actions and behaviour in cases of complaint of harassment or bullying.

St Helena is a smoke free organisation. Smoking is not allowed in any St Helena premises. If you would like help to give up smoking, you should contact your GP or call the NHS Stop Smoking Help Line.

St Helena is a charity and all staff are responsible to ensure that funds are spent in the most sustainable and efficient way. Staff may also be encouraged to join fundraising and other business-related activities to promote the charity’s financial well-being.

|  |
| --- |
| **PERSONAL DEVELOPMENT** |

Be aware of own development needs and take appropriate action. Keep updated of evidence-based practice and government policies related to care. Always act as an effective role model.

|  |
| --- |
| **PROFESSIONAL DUTIES** |

To maintain personal professional status, ensuring that the requirements laid down by the relevant professional body for registration are compliant.

Exercise professional accountability as guided by the relevant professional body and maintained in accordance with the policies of the department and St Helena.

|  |
| --- |
| **ANNUAL APPRAISAL** |

The post holder will be appraised on an annual basis and the process will include a review of the past year’s performance, setting of aims and objectives for the coming year and identification of educational needs.

|  |
| --- |
| **TRAINING** |

All staff will undertake such training as is necessary to perform the duties allocated and any mandatory requirements of St Helena. This will include mandatory training in line with your job role.

|  |
| --- |
| **QUALITY** |

St Helena aims towards maintaining the goodwill and confidence of its own staff and of the general public. To assist in achieving the objective it is always essential that, employees carry out their duties in a courteous and sympathetic manner.

|  |
| --- |
| **CONFIDENTIALITY** |

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damage, under GDPR.

|  |
| --- |
| **SAFEGUARDING CHILDREN AND VUNERABLE ADULTS** |

All St Helena employees are required to always act in such a way that safeguards (and promotes) the health and well-being of children and vulnerable adults. Familiarisation with and adherence to St Helena safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

|  |
| --- |
| **VALUES AND BEHAVIOURS** |

St Helena’s core values and behaviours will be embedded in our recruitment, training and development review and decision-making process.

|  |  |
| --- | --- |
| Bold | In an ever-changing world, we have the confidence and determination needed to innovate, stand out from the crowd and make a real difference every day. |
| Passionate | We love what we do and we are committed to our cause because it means everything to the people in our community who need our help. |
| Caring | People will always come first at St Helena. Everyone  is welcome and everyone will be looked after as though they are a part of our extended family. |

**This job description is not an exhaustive document but is a reflection of the current position. Details and emphasis may change in line with service needs and after consultation with the post holder.**

**PERSON SPECIFICATION**

| **ATTRIBUTE** | **ESSENTIAL** | **DESIRABLE** |
| --- | --- | --- |
| Qualifications | * Relevant degree or professional qualification | * Relevant degree or professional qualification in health, social care, or a related field (e.g., nursing, allied health, social work, health informatics, or digital health). |
| Experience | * Demonstrable experience working within health or social care settings, with an understanding of multi-disciplinary and cross-organisational working. * Experience in delivering training, presentations, or educational sessions to diverse professional groups. | * Specialist End-of-Life Care Knowledge * Additional training or certification in palliative or end-of-life care. * Experience or training in quality improvement methodologies (e.g., QI, Lean, Six Sigma). * Knowledge of data protection, information governance, and confidentiality in health and social care. * Experience supporting the implementation of new systems, processes, or service improvements. |
| Skills & Knowledge | * Strong IT skills, including experience with electronic patient records or digital care systems. | * Information Governance * NHS Software systems |
| Communication | * Excellent verbal and written communication skills, with the ability to engage and influence a wide range of stakeholders. * Effective interpersonal skills | * Skills in training groups * Skills in negotiating tenders and contracts. |
| Qualities | * Flexible and positive * Responsible * Well organised * Full, valid UK driving licence * Self-motivated * Ability to work effectively under pressure, to deadlines and to prioritise workloads. * Ability to work effectively as part of a team with good interpersonal skills. * Demonstrable commitment to own continuous professional development. * Ability to travel independently to other sites. | * Creative * Humorous |

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | | |
| **SIGNED** | | **PRINT NAME** | **DATE** |
| **EMPLOYEE** |  |  |  |