Job Description

Job Title: **Data and Engagement Lead – Allocate Optima**
Accountable to: **Systems Specialist – Allocate Optima**
Location: **National, Health in Justice**

Practice Plus Group's mission is **Access to Excellence**. Our core values are;

- we treat patients and each other as we would like to be treated
- we act with integrity
- we embrace diversity
- we strive to do things better together

Patients can only access excellence if we commit to living our values in everything we do when we're at work.

In Health in Justice, we believe in putting the patient first, regardless of the environment or their history. The prison population is one of the most vulnerable and challenged patient groups in society and the delivery of their health care is conducted within often difficult and demanding environments.

The role:

- To work as a key part of the project team during implementation of Allocate (Healthroster), alongside the software provider, Systems Specialist and site teams, to enhance the use of the system.
- To gather site level staffing model data and maintain accuracy of the data within the system to ensure that safe and cost-effective rosters are created in the most efficient ways, whilst adhering to all local policies.
- To provide support to the site roster administrators, assisting with queries, and supporting cases where complex solutions are required.
- To maintain close contact with the local end users of the software, and ensure the rosters are up to date and relevant to the services' needs.

General Responsibilities:

- Coordinate and deliver training regarding use of Health-roster internally for the organisation.
- Maintenance of supporting user documentation and communications.
- Support the System Specialist during build and implementation.
- Administer and maintain the Allocate Optima product suite going forward.

Specific Responsibilities:

- Shadow the Implementation Consultant during all phases of implementation.
- Undertake appropriate training to develop an excellent working knowledge of Optima, and be prepared to continue learning as the system develops, in order to provide data for the end user.
- Liaise closely with other support functions to ensure data accuracy between different systems, i.e., local managers, workforce systems, HR, payroll etc.
- Provide advice and guidance to key users during data gathering exercises.
- Act as the liaison between software provider support and the organisation.
- Keep informed of software updates and ensure good knowledge of any new features.
- Ensure communications and processes are updated as required, and information held on the local intranet site is current, i.e., User guides, standard operating procedures, best practice advice, etc.
- Maintenance of associated products, such as Loop, Roster Perform and Bank Staff (where implemented), as well as ensuring good knowledge of key features.
- Assisting roster managers with investigations into rostering issues flagged within KPI reporting, such as excessive hours balances or WTE discrepancies.
- Ensure end users have the most appropriate user profiles for their role and ability.
- Ensure the system is configured in accordance with organisation policies.
- Attend User Group meetings.

About you

- Experience of supporting and/or implementing e-rostering systems is essential, preferably but not essentially in a healthcare environment.
- Ability to liaise with users at differing levels of IT literacy translating user requirements into technical specifications and translating technical requirements into clear and concise end user vocabulary.
- Excellent IT skills.
- Good communication skills.
- Experience of working with different teams/stakeholders to achieve desired outcomes.
- Self-starter and ability to work autonomously.

Additional information

Education and Training- continuing professional development is encouraged and an annual appraisal system is in place to discuss ongoing objectives and support revalidation.

DBS and prison vetting clearance required.

National travel expected.