

Implementation Specialist (Clinical) - Healthcare Software

Location:	Homes based. Travel to client sites (mainly in the South and East of England) will be required and may involve overnight stays
Remuneration:	£350 per day + expenses
Essential:	UK driving licence and use of own car
Contract Type:	Consultancy
Training:	Software training will be provided at our Newcastle office

Person Specification:

- Several years of experience in a relevant clinical area (e.g. Nursing, Therapies)
- Stroke specific clinical experience (desirable)
- Deployment experience
- Clinical software experience
- A proven track record in the delivery of solutions to the NHS
- In depth understanding of clinical workflows in and between the NHS and other organisations (e.g. Social Care)
- Hold a current qualification with a professional body (e.g. NMC, HCPC registration)
- Evidence of recent clinical experience
- Evidence of CPD (Continuing Professional Development)
- Thorough understanding of Stroke Care
- Understanding of the importance of the data collection and reporting required by central government to record NHS activity
- A successful and proven track record in working to tight deadlines in a busy challenging environment
- Experience of working with a range of stakeholders
- Experience in the delivery of training and project support and implementation
- Understanding SSNAP and other relevant national guidance

Skills Required:

- Excellent interpersonal, communication and presentation skills both orally and in writing
- Excellent customer relationship skills
- Intermediate/advanced MS Office skills
- Ability to organise and co-ordinate areas of work for yourself and others
- Self-starter with great determination and motivation to succeed
- Ability to influence, organise and plan

- Ability to work within project constraints to ensure that milestones and delivery dates are met
- Willingness to travel and work away from home
- Professional with ability to promote and protect the reputation and ethos of the company

Duties and Responsibilities:

- Undertake product solution demonstrations for the client clearly presenting the benefits of the solution
- Good knowledge and understanding of functionality available to be deployed on customer sites, with the ability to walk customers through the workflow and all aspects of the functionality
- Provide client with appropriate documentation/templates
- Working with the client, undertake a gap analysis exercise to identify and ensure the product solution development is in line with customers requirement
- Working with the client, undertake configuration design workshops and ensure clear management and control of the configuration build and associated documentation
- Promote best practice across customer sites whilst maintaining client confidentiality
- Benefits:
 - Articulating benefits, supporting the client with any business processes changes that are required
 - Identify opportunities to create wider customer benefits and embed our solutions successfully across our customer's businesses
 - Manage the benefits realisation tool and train customers on appropriate benefit tools and measures that support the scope of deployment
- Assist in development of clinical aspects within the system
- Provide onsite customer support for new site go-lives and implementation of new functionality
- Planning for and delivery of training to customer staff ensuring the preparation and maintenance of training documentation to support product training
- Attend customer project boards, operational or ad hoc meeting

How to apply:

- CV and covering letter to be sent to our Business Development Director, Angela Single, at angela.single@silverlinksoftware.com (07534 408388)