### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Evidence Specialist</th>
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</thead>
<tbody>
<tr>
<td>Department:</td>
<td>Library and Knowledge Services</td>
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<tr>
<td>Division:</td>
<td>Medical Directorate</td>
</tr>
<tr>
<td>Band:</td>
<td>6</td>
</tr>
<tr>
<td>Hours:</td>
<td>37.5 hours per week</td>
</tr>
<tr>
<td>Responsible to:</td>
<td>Head of Library &amp; Knowledge Services</td>
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<tr>
<td>Accountable to:</td>
<td>Head of Library &amp; Knowledge Services</td>
</tr>
<tr>
<td>Responsible for:</td>
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<tr>
<td>Base:</td>
<td>Main base St Peter’s Hospital, with requirement to work across both St Peter’s and Ashford Hospital sites and working at any other Trust site as required.</td>
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<tr>
<td>Disclosure and Barring Service Required:</td>
<td>Yes - enhanced</td>
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<tr>
<td>Job Summary:</td>
<td>The post holder will:</td>
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<td></td>
<td>- Support clinical and business decision making across all organisations served.</td>
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<td></td>
<td>- Provide highly specialised, critically appraised information to aid service development decisions, in a suitable and agreed format to enable access to the best evidence at the point of need.</td>
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<td></td>
<td>- Identify how the service can support teams to meet organisational objectives and targets and support them in achieving this.</td>
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<td></td>
<td>- Deliver high quality management and performance information. This involves the scoping, defining, extraction, quality assurance and presentation of high quality data/evidence that can be used to drive forward the Trust’s performance, and on which strategic decision-making can be based.</td>
</tr>
<tr>
<td>Key working relationships</td>
<td>Internally the post holder will develop effective working relationships with: operational management leads; heads of departments; information, data and IT specialists; LKS users and LKS team.</td>
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<td></td>
<td>Externally this may include: Commissioners, Universities; Health Education England, data information / evidence specialists within external organisations e.g. AHSN, CCGs, STP</td>
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<tr>
<td>Key Result Areas:</td>
<td>Providing evidence for patient care and service development</td>
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<tr>
<td></td>
<td>Current awareness service</td>
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<tr>
<td>Date of last review:</td>
<td>March 2017</td>
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</table>
Main Duties and Responsibilities of the Post:

Deliver high quality and timely evidence synthesis to support clinical care and service development, including system-wide projects. The role sits within the Library and Knowledge Services (LKS) team and is supported by resources provided by the LKS service. http://www.knowledgenet.ashfordstpeters.nhs.uk/

Knowledge Management:

- Design and undertake complex systematic literature searches of medical, health care and other bibliographic databases.
- Efficiently maintain the resultant databases and information sources (e.g. use of standard reference management software) and keep an accurate record of searches conducted and documents obtained.
- Plan and undertake scoping searches to evaluate requirements for potential systematic reviews.
- Ensure a robust and methodical approach, drawing on professional expertise at every stage of the information finding and presenting process, to protect patient safety and recognise the serious impact that out-dated, un-appraised and poor quality information can have in the clinical setting.
- Set quality standards for searches and stay abreast of the latest developments in the field.
- Maintain awareness of emerging developments in information services and service delivery, and work with colleagues to apply these, as appropriate, at a local, regional and national level.
- Develop and promote current awareness services and support knowledge transfer through other activities.

Managerial/Leadership:

- Liaise with colleagues to identify services, departments and teams requiring particular support at any point in time and adjust the service to accommodate this need.
- Identify how the service can support teams to meet organisational objectives and targets and support them in achieving this.
- Attend meetings with healthcare professionals to ensure staff information needs are met and develop the knowledge base of staff.
- Identify communities of practice across the organisations and form excellent relationships with members to identify specific needs and develop knowledge and information support services as appropriate.
- Provide and develop expert knowledge to support enquiries, proposal development and projects.
- Regularly cascade skills, knowledge and information to the LKS team, particularly in (but not restricted to) the areas of user education and evidence synthesis.
- Assist in the selection and recruitment of library staff following Trust policies and procedures.
- Manage own workload and prioritise work to deliver high quality and timely information search activities to projects.
Technical:
- Use relevant computer software such as web browsers, Microsoft Office packages and reference management software.
- Maintain IT and software skills and awareness, through training and membership networks.
- Contribute to the development and delivery of information skills training, advice and guidance to improve the efficiency of staff undertaking information work.
- Maintain and develop professional skills through participation in events, training and membership of appropriate regional and national networks.

Service development:
- Develop and lead quality assurance systems to record the activity and impact of the evidence specialist service, identifying and implementing resulting actions.
- Analyse feedback of evidence specialist services to develop quality and plan future strategy.
- Develop business plans, policies and other publications as required, to support the LKS including analysing statistics to support such reports.
- Participate in user needs analyses using a range of techniques such as surveys, interviews and focus groups.
- Identify and propose improvements to all aspects of service provision in order to support the development of a quality and professional service.
- Ensure information collections reflect user need by contributing intelligence acquired during service activity to the collection development process.
- Support the HLKS to ensure participation in regional and national schemes and networks, to develop collaborative initiatives and widen access to resources.

Communication and engagement:
- Develop good working relationships with staff to enable high quality service delivery and information sharing.
- Develop effective networks with Clinical Evidence Specialists across the national health libraries community and actively develop services at this level.
- Promote and market all aspects of the service throughout the organisations served to ensure users are aware of the evidence-based resources and services provided.
- Analyse and critically appraise complex literature (including statistics) on a vast range of topics to present a robust overview in a format, style and level of detail agreed with the healthcare professional or group.
- Understand any responses given and negotiate the detail of further information required.
- Tailor searches and presentation of results as appropriate.
- Liaise with a diverse range of staff including managers and clinicians to interpret highly complex or ambiguous requirements. Apply specialist knowledge to advice of information available.
- Communicate methods and results to colleagues and clients, ensuring the content and presentation of information pass recognised standards of literature search best practice.
Financial management:
- Identify and report on costings for the Evidence Specialist Service and continually review activity to ensure cost effectiveness.
- Anticipate future requirements and development opportunities for the service and associated costs.
- Be responsible for the purchase of items within an identified budget.
- Perform cash handling, receipting and banking effectively.

General responsibilities:
- Be aware of relevant legislation / guidelines / Trust policies (e.g. data protection, confidentiality); to contribute to the monitoring of policies to ensure compliance.
- Carry out any other duties commensurate with the grade of this job.
- The duties defined in this job description are not definitive and may be subject to future amendments following appropriate consultation.
## PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Factors</th>
<th>Essential</th>
<th>Desirable</th>
<th>Assessed by</th>
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</table>
| **Attitude, Behaviour and Values** | - Always puts patients first  
- Customer service focus  
- Willing and able to take personal responsibility  
- Demonstrates passion for excellence  
- Seeks out and takes opportunities for improving the service offered  
- Takes pride in their work and their team  
- Flexible in their attitudes and behaviours to support team working and delivery of objectives  
- Respects, values and cares for others  
- Supports learning and development of self and others  
- Supports and promotes equality and diversity | | Application form, interview, values based assessment |
| **Qualifications and Further Training** | - Degree or equivalent relevant  
- Specialist information and library knowledge  
- Chartership (CILIP) | | Application form and interview |
| **Experience** | - Experience of providing specialist information services (including responding to reference and resource)  
- Experience of planning, executing, appraising complex literature searches using bibliographic databases such as MEDLINE  
- Experience of reading complex papers purposefully and objectively with an ability to select, assess and summarise evidence (critical appraisal)  
- Ability to assimilate and interpret highly complex and ambiguous information  
- Experience of planning, executing, appraising and reporting searches of healthcare literature using appropriate databases | - Working with staff across a range of disciplines and levels  
- Information work in a health related environment  
- Searching health or social care databases  
- Delivering training to small groups or one-to-one  
- Contributing information specialist skills to support the planning and execution of systematic reviews | Application form, interview and test |
| **Knowledge** | - NHS Constitution  
- Trust vision, values and strategic objectives  
- NHS England electronic resources  
- In-depth knowledge of a wide range of | - NHS policies and guidelines etc  
- Resources and search methodologies | Application form, interview, skills based assessment |
<table>
<thead>
<tr>
<th>electronic information resources to support education and evidence-based care</th>
<th>needed for evidence reviews in health</th>
</tr>
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<tbody>
<tr>
<td>• Copyright, data protection, patient confidentiality and freedom of information legislation</td>
<td>• Reference management software e.g. EndNote, Reference Manager</td>
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<tr>
<td>• Understanding evidence based practice</td>
<td>• Social media tools</td>
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<tr>
<td>• Highly developed specialist knowledge and expertise of core elements within NHS Information</td>
<td></td>
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<tr>
<td>• Ability to create and maintain reference management databases (e.g. EndNote)</td>
<td></td>
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<tr>
<td>• Methods and sources for identifying and obtaining ‘grey literature’</td>
<td></td>
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<tr>
<td>• In-depth understanding of how to analyse statistics and to present information in a user-friendly and accessible way to meet the needs of different audiences</td>
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**Skills**

Must be able to demonstrate, in relation to people who use Trust and other related services:

- You have knowledge & awareness of diversity and human rights and the competencies appropriate to your role to support their diverse needs and human rights.
- You are able to communicate effectively with them and with other staff to ensure that their care, treatment and support are not compromised.
- You have a good understanding of their communication, physical & emotional needs; can identify their individual needs and preferences, their changing needs and recognise and promote their independence.
- Able to provide a customer focussed service
- Excellent IT skills including Microsoft Office
- Literature searching skills e.g. NHS Evidence, MEDLINE
- Understanding of library and knowledge management principles
- Interpretive and analytical skills (to extract relevant references from overall results of database searches by consideration of the information provided)
- Effective interpersonal skills, able to liaise and work with colleagues and users from a range of disciplines and professional backgrounds
- Excellent written and oral communication

| Negotiation and influence skills | Managing change |
| Web authoring skills e.g. HTML, CSS, PHP, MYSQL, XML etc | Interview and skills based assessment |
skills including report writing and experience of presenting complex concepts to a variety of audiences
- Effective organisational skills with the ability to manage day to day work, prioritise tasks and meet deadlines
- Able to produce consistently high quality work with a high level of attention to detail and accuracy.
- Able to use own initiative and solve problems with a self-motivated, enthusiastic and flexible approach to work.
- Able to lead and operate in times of change and ambiguity using sound business judgement.

**Other requirements**
- Demonstrate honesty, reliability and trustworthiness
- Treat service users and colleagues with respect
- Able and willing to travel and attend local groups, regional meetings and national events
- Commitment to continuing professional development
- Flexible approach to dealing effectively with ad-hoc and non-routine enquiries

**Working Conditions**
- Office conditions with heavy and frequent VDU use whether at a PC, using laptop and projector or using a PDA
- Ability to concentrate for sustained periods on complex analysis of evidence
- Ability to maintain accuracy despite interruptions
- Ability to deal with sensitive staff issues including performance and discipline

Interview and values based assessment
Working for the Trust:

A. Values and Behaviours

The Table below is a guide outlining the values and behaviours expected from Trust employees measured as exemplary, acceptable and not acceptable. These standards will be used as a reference for the recruitment to this post, and throughout your employment, in appraisal, objective setting, development opportunities and career progression.

<table>
<thead>
<tr>
<th>Values and Behaviours</th>
<th>Exemplary</th>
<th>Essential</th>
<th>Unacceptable</th>
</tr>
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<tbody>
<tr>
<td><strong>Care</strong></td>
<td>Always finding ways to make a difference for the benefit of others</td>
<td>Ensuring that basic needs are always met</td>
<td>Ignoring patients who need help – the standard you work to is the standard you accept</td>
</tr>
<tr>
<td><strong>Compassion</strong></td>
<td>Making everyone feel special – knowing your patients well and treating them as individuals</td>
<td>Putting yourself in others’ shoes – you could be the only word of kindness that person receives all day</td>
<td>Not being aware of others’ needs or feelings</td>
</tr>
<tr>
<td><strong>Communication</strong></td>
<td>Adjusting your communication style to fit the person or the purpose</td>
<td>Introducing yourself, listening, explaining clearly what is happening and making sure that you have been understood</td>
<td>Asking little effort to explain situations, creating anxiety and confusion</td>
</tr>
<tr>
<td><strong>Humility</strong></td>
<td>Using what our patients and others tell us to make our care the best it can be</td>
<td>Apologising and being open when things have gone wrong</td>
<td>Arrogance – assuming we have all the answers and not listening to our patients</td>
</tr>
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<table>
<thead>
<tr>
<th><strong>Personal Responsibility</strong></th>
<th>Exemplary</th>
<th>Essential</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Commitment</strong></td>
<td>Equipping yourself with the skills, knowledge and wellbeing required to deliver your best</td>
<td>Performing your duties to the best of your ability and always being punctual and prepared</td>
<td>Taking little interest in doing a good job</td>
</tr>
<tr>
<td><strong>Self-awareness</strong></td>
<td>Leading by example and taking responsibility for your actions</td>
<td>Treating people as you would like to be treated, remembering that the little things often make the biggest difference</td>
<td>Looking for excuses or undermining others</td>
</tr>
<tr>
<td><strong>Open-mindedness</strong></td>
<td>Being objective and providing, seeking and valuing regular constructive feedback</td>
<td>Continuously listening, learning and improving</td>
<td>Showing little interest in improvement or being dismissive of others’ ideas or feedback</td>
</tr>
<tr>
<td><strong>Courage</strong></td>
<td>Not being afraid to challenge poor behaviour and inspire courage in others</td>
<td>Believing in yourself and your contribution, and having the confidence to speak up and speak the truth</td>
<td>Not being willing to trust others, or avoiding difficult issues</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th><strong>Passion for Excellence</strong></th>
<th>Exemplary</th>
<th>Essential</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Positivity</strong></td>
<td>Sharing good news and positive stories, being and inspiring the best in others</td>
<td>Striving to be the best you can</td>
<td>Spreading negativity, or having a “can’t do” attitude</td>
</tr>
<tr>
<td><strong>Insight</strong></td>
<td>Staying, looking and listening – being mindful of your environment</td>
<td>Having an in-depth understanding of your day to day practices and the impact they have on others</td>
<td>Not being aware of impact on others</td>
</tr>
<tr>
<td><strong>Initiative</strong></td>
<td>Finding and seizing opportunities to go the extra mile without being asked</td>
<td>Taking a proactive approach, and prioritising</td>
<td>Being passive and demonstrating lack of attention to detail</td>
</tr>
<tr>
<td><strong>Innovation</strong></td>
<td>Being bold, ambitious and creative and challenging the norm</td>
<td>Seeking out new ideas and finding ways to put them into practice</td>
<td>Accepting average standards or refusing to move from the status quo</td>
</tr>
</tbody>
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<thead>
<tr>
<th><strong>Pride in our Team</strong></th>
<th>Exemplary</th>
<th>Essential</th>
<th>Unacceptable</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Constructiveness</strong></td>
<td>Supporting, inspiring, mentoring, coaching, celebrating, championing and motivating</td>
<td>Treating one another with dignity, intelligence and respect</td>
<td>Showing, taking an aggressive tone, or finger-pointing</td>
</tr>
<tr>
<td><strong>Selflessness</strong></td>
<td>Taking in tasks, beyond expectation, to achieve team or organisational goals</td>
<td>Failing to prioritise the needs of your patients, teams and organisation ahead of your own</td>
<td>Showing evident self-interest to the detriment of the team or organisation, or lack of flexibility</td>
</tr>
<tr>
<td><strong>Collaboration</strong></td>
<td>Helping others to see that they can achieve more together than can be achieved alone</td>
<td>Building positive relationships based on listening and sharing information, knowledge, skills, as well as workload, to further team and organisational goals</td>
<td>Refusing to work with others effectively – withholding information, or failing to listen to or acknowledge others’ views</td>
</tr>
<tr>
<td><strong>Integrity</strong></td>
<td>Always being open and honest, setting realistic expectations, and consistently demonstrating your values</td>
<td>Being honest and delivering what you promise or making others aware if you are unable to deliver</td>
<td>Being dishonest or biased or actions not matching words</td>
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B. Summary of Trust Policies

The information listed below is a summary reference guide for candidates and members of staff. It is the personal responsibility of all employees to be aware of their duties and responsibilities under the Trust policies, which outline expected standards of behaviour. Full details of all policies can be found on the Trust intranet site, Trustnet. All employees can access Trustnet, candidates and employees can contact the Workforce & Organisational Development Team for a copy of any Trust workforce policy.

1. Communication and Confidentiality (Information Governance)

Effective communication is essential through active listening and responding to what people are saying:

   a) check information from other people and check its accuracy
   b) establish any help people require and act on this appropriately
   c) ensure confidentiality at all times

Employees of the Trust must not without prior permission disclose any information regarding patients or staff obtained during the course of employment except to authorised bodies or individuals acting in an official capacity. The Data Protection Act may render an individual liable for prosecution in the event of unauthorised disclosure of information. The latest Confidentiality Policy, Information Governance Policy, Freedom of Information Policy can be found on Trustnet, along with the Trust’s Information and Technology Policies for employees who use computer systems at work. All staff should update their Information Governance training annually.

2. Diversity and Rights

All staff has a duty to promote people’s equality, diversity and rights, and treat others with dignity and respect. The Trust is unreservedly opposed to any form of discrimination being practiced against its employees whether on the grounds of gender, ethnicity, marital status, sexual orientation, disability, race, religion, or national origin or age.

A copy of the Trust’s Single Integrated Equality Scheme is available on the Trust’s Intranet site.

3. Monitoring and Maintaining Good Health and Safety

The safety of patients, staff and visitors is paramount. All staff has a duty to recognise safety as a fundamental element of their role and to comply with Trust policies, procedures, protocols and guidelines related to safety and well-being, and to keep up to date with Health & Safety training. Under the Health and Safety at Work Act 1974, all employees have a duty:

   a) to take reasonable care of ourselves and others at work
   b) to co-operate in meeting the requirements of the law
   c) not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare

Familiarise yourself with the Trust’s Health and Safety Policies on Trustnet. There will be local, department policies that cover your department/workplace and you should make sure your line manager explains these to you during your local induction.
4. **Mandatory Training**

All staff have a responsibility to ensure that they are up to date on the latest knowledge and skills related to their job and workplace. Staff must ensure that they attend Mandatory Training sessions, and a Mandatory Training Matrix is available on Trustnet.

5. **NHS Constitution**

The NHS commits:

- To provide all staff with clear roles and responsibilities and rewarding jobs for teams and individuals that make a difference to patients, their families and carers and communities.
- To provide all staff with personal development, access to appropriate training for their jobs and line management support to succeed.
- To provide support and opportunities for staff to maintain their health, well-being and safety.
- To engage staff in decisions that affect them and the services they provide, individually, through representative organisations and through local partnership working arrangements.

All staff will be empowered to put forward ways to deliver better and safer services for patients and their families.

Staff responsibilities:

- **You have a duty** to accept professional accountability and maintain the standards of professional practice as set by the appropriate regulatory body applicable to your profession or role.
- **You have a duty** to take reasonable care of health and safety at work for you, your team and others, and to co-operate with employers to ensure compliance with health and safety requirements.
- **You have a duty** to act in accordance with the express and implied terms of your contract of employment.
- **You have a duty** not to discriminate against patients or staff and to adhere to equal opportunities and equality and human rights legislation.
- **You have a duty** to protect the confidentiality of personal information that you hold unless to do so would put anyone at risk of significant harm.
- **You have a duty** to be honest and truthful in applying for a job and in carrying out that job.

Details at:
http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx

6. **Whistle-blowing**

The Trust is committed to achieving the highest possible ethical standards by encouraging openness and honesty in the workplace. The term “Whistleblowing” is the disclosure of information by an employee or worker which relates to some danger, fraud or other illegal or unethical conduct in the workplace. The Whistleblowing Policy provides advice and guidance and sets out the procedure by which employees and others that work at the Trust can report concerns about workplace malpractices relating to any of the protected matters specified in the Policy.

The Trust welcomes your genuine concerns and is committed to dealing responsibly, openly and professionally with them. It is only with the help of our staff that the Trust can deliver a safe service and protect the interests of patients and staff. If you are worried, we would rather you raised the matter when it is just a concern, rather than wait for proof.
The Public Interest Disclosure Act 1998 governs the making of disclosures concerning workplace activities and is intended to protect employees who blow the whistle on bad practice from being subjected to any detriment or unfairly dismissed as a result. In providing this protection, the Act also reinforces the obligations of all persons employed by the Trust not to disclose to external sources any trade secrets or confidential information acquired during the course of their employment, unless they fall within the qualifying criteria for protection disclosures. Details of when and how concerns may properly be raised within or outside the Trust are available in the Trust’s Whistle-blowing Policy on Trustnet.

We hope that you will be able to raise concerns with your manager or Head of Service. However, we recognise that this may be difficult and therefore the policy enables you to raise a matter directly with Senior Management. The Director of Workforce Transformation is the designated Director for Whistle-blowing, but you can approach any member of the Trust Board.

7. Requirement for Flexibility in an Emergency Situation

In the event that the Trust is affected by an emergency situation (including but not limited to a flu pandemic or a pandemic of any other disease or illness), whether relating to its staff and/or patients, you agree that the Trust may require you to:

(a) Carry out additional and/or alternative duties to those contained in your job description; and/or

(b) Without prejudice to the other terms of your employment, perform duties (including any additional and/or alternative duties as mentioned above) at any other location where NHS services are provided.

8. Safeguarding

All Trust employees have a responsibility to take appropriate action if they believe that a child or vulnerable adult is in need of services or in need of protection and they must be committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. Everyone is responsible for accessing the relevant level of training and following the Trusts local and SSCB’s Child Protection and Safeguarding procedures.

Information on Child Protection or on the Abuse or Suspected Abuse of Vulnerable Adults is on Trustnet

The Trust complies with the requirements of the Disclosure and Barring Service (DBS) and the requirement to report safeguarding issues to the Disclosure and Barring Service. All staff required to have a DBS disclosure for their post will undergo a recheck every three years. Employees must cooperate with the renewal process and complete their DBS applications promptly when requested.