

<b>Job Title:</b>	Improving 0-5 Immunisations Uptake Officer
<b>Reports to (job title):</b>	Service Lead, Lancashire CHIS (Child Health Information Service)
<b>Line Manager to:</b>	N/A

## Job purpose

- As an Improving 0-5 Immunisations Uptake Officer, the post holder will work as part of a dynamic team within CHIS (Child Health Information Service) to create and implement a role to improve immunisation uptake and reduce health inequalities in areas of low immunisation uptake. The role will support provision of health protection for the wider population due to good vaccine coverage, resulting in good herd immunity. The role will drive the increase in uptake of 0-5 immunisations over the next two years in line with NHS England Vaccination Strategy, particularly in place/PCNs/areas of lower uptake/population groups vulnerable to non-participation.
- The Improving 0-5 Immunisations Uptake Officer will be a link between CHIS and other agencies e.g. LA (Local Authority), ICB (Integrated Care Board), 0-19 providers and third sector organisations. They will provide training and accurate information for community group leaders. The role will improve awareness of and engagement in, all 0-5 immunisations amongst parents, carers and community leaders and seek to understand why the local eligible population may choose not to accept the offer of 0-5 immunisations in order to inform and improve future commissioning and service provision.
- The role will work to reduce non attendance at appointments and reduce the incidence of vaccine preventable disease and disease outbreaks.

## Base

The role will have the flexibility to work remotely. An office base is available at the CHIS hub in Preston, Lancashire.

## This post is responsible for

The post holder will focus on improving the uptake of 0-5 immunisations across the programme geography. The role will:

- use data from the CHIS system to identify areas of lower uptake.

- work with system colleagues and community leaders where the population is vulnerable to non-participation.
- improve awareness of immunisations and access to immunisation programmes - offering information in accessible formats.
- provide important interface between healthcare professionals and community hubs/groups.
- use local reports e.g. Health Equity Audits/Insight work to understand barriers to immunisations for communities.
- coordinate system colleagues/community leaders and other agencies to develop local knowledge and facilitate local engagement.
- demonstrate an awareness of the 0-5 immunisation schedule and department protocols in supporting individuals.

## Key responsibilities

- To improve 0-5 immunisations uptake across the programmes.
- To be an integrated member of the CHIS Team.
- Initiates new and contributes to existing improving uptake projects ensuring that a quality service is provided.
- Actively engages with system partners to improve 0-5 immunisation uptake, providing key knowledge of immunisation programmes.
- Uses evidence and learning from best practice across the region and further afield (including other 0-5 immunisations programmes) to inform work.
- Continually maintains records to be able to produce timely quarterly 0-5 immunisation Uptake and end of year reports which contribute to the overall service annual report.
- Engage with community groups to encourage the provision of vaccination promotion/education and awareness sessions
- Analyse and report on data and utilise information to inform improving uptake initiatives.
- To participate in audits and research in aspects of improving uptake for 0-5 immunisations as directed by Commissioners.
- Organise and deliver Making Every Contact Count (MECC) training to community groups/leaders to promote 0-5 immunisation
- Carry out timely and accurate information analysis and reporting on agreed areas of portfolio and present findings in an agreed manner.

- Maintain administrative and information resources.
- To source and ensure that a wide range of national approved material including links to online resources/leaflets in different formats (e.g. Easy Read/ translated) and other resources are available.
- To attend improving uptake meetings/events and to feedback relevant information to the 0-5 commissioners.
- Review national 0-5 immunisation literature and update any local material relating to the project, to ensure the most up to date information is being communicated.
- Under guidance from the Service Manager, access site specific uptake data and demographic data to develop an understanding of the population groups not attending for 0-5 immunisations and work with system partners i.e. community groups/champions to understand the barriers that these population groups may face in accessing 0-5 immunisations.
- Implement a comprehensive improving uptake and communications plan raising awareness across services/community groups serviced by the programme.
- To manage own area and own time, working around group meetings and outside of core hours as required
- Working with public/health sector partners to plan and engage the voluntary, community and faith sector in promoting the uptake of the 0-5 immunisation programmes.
- Propose changes to own project, service and initiative work, informing policy and making recommendations for more effective delivery.
- Contribute to the review and development of existing project information management systems and contribute to the development of an integrated approach to project management.
- Under the guidance of the Service Lead contribute to the creation and review of standard operating procedures, recommending changes or improvements to support improved uptake rates and implementing changes when required.
- To liaise with the Service Lead, administration team, community hubs/groups, CHIS, LA's and primary care staff in organising a system of improving uptake visits and events.
- To work collaboratively with wider system partners to encourage and influence endorsement of the 0-5 immunisations programme and contribute to target non-attenders, non-consenters and improve uptake.
- Maintain constructive relationships with a broad range of stakeholders to promote and increase awareness of 0-5 immunisations programmes.
- Work with the Service Lead to ensure that data on specific uptake projects is available ready for submission in quarterly uptake report.

- Communicate information and issues, including briefings and reports.
- Be a key member and contribute to the North West 0-5 immunisations Improving Uptake Worker network - which will be set up by NHS England - North West - to share learning and best practice across programmes, discuss issues and identify workable solutions.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"><li>• Inspire</li><li>• Understand</li><li>• Communicate</li></ul>	<ul style="list-style-type: none"><li>• Challenge</li><li>• Improve</li><li>• Learn</li></ul>	<ul style="list-style-type: none"><li>• Accountability</li><li>• Involve</li><li>• Resilience</li></ul>

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management: NHS Code of Practice](#) , [NHS Constitution](#) and [HSCIC Code of Practice on Confidential Information](#) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on DATIX or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has 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 the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

### Essential

- Educated to Degree level in a relevant subject or equivalent level of qualification or significant equivalent previous proven experience
- Knowledge of administrative procedures, project management or information analysis.
- Basic knowledge of project principles
- Knowledge of Microsoft Office including Word, Excel and Outlook
- Skills for manipulating information.
- Skills for communication on complex information and administrative matters, requiring developed interpersonal and oral/ written communication skills.
- Has attention to detail, able to work accurately, identifying errors quickly and easily.
- Has a planned and organised approach with an ability to prioritise their own workload to meet deadlines
- Excellent time management skills with the ability to re-prioritise.
- Project management skills.
- Ability to work without supervision. Able to work on own initiative, organising and prioritising own and others workloads to changing and often tight deadlines.

### Desirable

- Experience of work to improve health outcomes
- Ability to pull together comprehensive draft reports, data and letters. Negotiating, networking and persuasive skills.

### Other requirements:

Ability to travel across the geographical location.





# Job Description

Employee signature

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Manager signature

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