

Job Description

Job Title:	Band 3 CHIS Administrator
Reports to (job title):	People/Data Quality Team Supervisor
Line Manager to:	

Job purpose

The Child Health Information Clerk will be responsible for maintaining complex and sensitive, confidential information within the Child Health System, for pre-school and school children including the input of patient registrations and associated activity for child health.

This post is responsible for:

- The validation and monitoring of data received.
- Liaising with individual professional staff in the event of missing or erroneous data.
- Dealing appropriately with telephone enquiries from GP practices, providers, parents, and other external organisations.
- Performing administrative duties taking in account departmental procedures.
- Production of standard reports as required and the confidential processing and transfer of child records for movements in and out of the area.
- Scheduling of appointments for child health vaccination and immunisations and surveillance.
- Understanding clinical systems within CHIS.

Key Responsibilities

- Provide support as a member of the Child Health team in the delivery of Child Health information services, processing and accurately inputting child record details, births, deaths, blood screening results and demographic details to the child health system.
- Understand the functionality of the child health system and, accurately match and audit demographic data through the PDS link. Perform data quality checks and validation of records received from clinical and other staff groups utilising external resources such as Hybrid Mail, NCRS (Spine).

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- Carry out accurate processing, data input and auditing of immunisation results for pre-school children to ensure appointments are produced to meet the Department of Health guidelines. Liaise with GP practices and other health professionals daily to ensure immunisation records are accurate and up to date.
- Carry out accurate input of developmental assessments, recalls and significant medical conditions. Ensure deadlines are met for the input of data to meet the submission of national and local immunisation and other statistics.
- Assist in the process of the generation, scheduling and processing of vaccination and immunisations clinic lists, invitations, and pre-school assessments on a weekly basis. Ensure invitations are distributed once they have been checked.
- Electronically receive, accurately record and distribute confidential Bloodspot screening results and repeat sample requests. Ensure data is recorded on the day of receipt and the screening reports and repeat sample letters are faxed to maternity leads. Liaise with the screening laboratory regarding any missing data and validate individual bloodspot screening slips in preparation for distribution to the relevant healthcare professional. Produce daily outstanding Blood Screening Results Report for Providers in accordance with National Requirements.
- Produce standard database reports as required. These include historic medical information for children moving out of the area and the production of birth notification and health visitor labels on a daily basis.
- Be responsible for the accurate processing of Child Health records for pre-school and school age children, including safeguarding and LAC in relation to movements in and out of the area, to the responsible authorities, as and when required. Where necessary use system electronic transfers to other CSC child health users confirming actions by email to the receiving child health departments. Administer all child records within the department in accordance with security and confidentiality and records management policies.
- Be responsible for processing CIS email for birth data uploads into the Child Health system supporting the receipt, processing and database input of electronic birth notifications and NHS number issued from the Summary care Record service, requesting when necessary, any missing NHS numbers from the website. Notify all births occurring within the Locality's hospitals to the relevant Registrar of Births and Deaths within the legal requirements and written procedures. Liaise with health professionals and clinic staff to obtain any missing information and ensure that the documentation is directed to the correct clinic site, meeting health visitor deadlines. Redirect birth notifications accurately to surrounding child health departments, confirming receipt by telephone.
- Contribute to the review, update and documentation of Child Health Records and child health processes and procedures annually and in the event of service re-design.
- Perform routine validation of Child Health records monitoring data quality and report issues to the Child Health Team leader as appropriate.
- Assist the Child Health Team Leader in the validation and management of duplicate records, records with missing or erroneous demographic details and the identification of

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missing or non-valid NHS numbers using the NHS Summary care Record service or equivalent.

- Undertake routine checks on standard data sets recorded by users of the NHS Child Health system to support the quality assurance and management of electronic records, liaising with the responsible system user as necessary to notify them of identified data quality issues and to effect changes / amendments at source.
- Responsible for opening, distribution, and prioritising of the Child Health Information Department mail on a daily basis.

Standard Responsibilities

- To ensure the confidentiality and security of all information that is dealt with in the course of performing your duties in accordance with the requirements of the Data Protection Act 1998.
- To comply with and keep up to date with the requirements of legislation such as Freedom of Information Act 2000, Computer Misuse Act 1990.
- To comply with all organisational policies e.g. Personnel, Health and Safety and Fire Policies and attend mandatory training.
- Attend Team Staff meetings and training/updating programmes as required.
- To participate in the Development Review Process and maintain a personal development plan.
- To be aware of personal responsibilities under Health and Safety Regulations.
- To co-operate and participate with risk assessments and ensure risks are identified and reported as they arise.
- To be aware of policies and procedures which are applicable to the role.
- To be a flexible member of the team, providing cover for other relevant staff during absences.
- To undertake any other duties that may be required appropriate to the post holder's grade, experience and competence.
- To ensure maintenance and management of records and their retention in accordance with organisational policy and standards of good practice.

Working Conditions

- Must be able to work from home primarily and on occasion from the CHIS office, Preston.
- This post requires almost constant use of a VDU.

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

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

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- 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 CIRIS 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.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

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.

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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.

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Personal Specification

Essential

- Must be computer literate to ECDL level or equivalent.
- Must have experience using Microsoft office packages.
- Must be able to work as part of a team.
- Must be able to work using own initiative.
- Must be able and willing to learn about Child Health services.
- Must be able to demonstrate an understanding of the need for confidentiality in all aspects of the work of the department.
- Must be able to demonstrate an understanding of equal opportunities.
- Must be willing to undertake DBS (Disclosure & Barring Service) clearance.
- Must be legally entitled to work in the UK.

Desirable

- Previous experience working in or with the NHS.

Employee signature

Manager signature
