
JOB DESCRIPTION

DATE : Sept 16
REF NO: 588

JOB DETAILS:

JOB TITLE: CHIS Data Quality & Failsafe Administrator

BAND: 3

HOURS: Full time 37.5 / Part time considered

DEPARTMENT: Child Health Information Services – S&SHIS

LOCATION: Lawton House, Bellringer Road, Trentham, Stoke on Trent, ST4 8HH

REPORTS TO: CHIS Data Quality & Failsafe Team Leader

ACCOUNTABLE TO: Service Lead: CHIS Manager

RESPONSIBLE FOR: Monitoring and taking necessary action to ensure the completeness of data fields in the Child Health Information System.

WORKING RELATIONSHIPS:

INTERNAL: CHIS team members, CHIS team leaders, and other HIS Managers and colleagues.

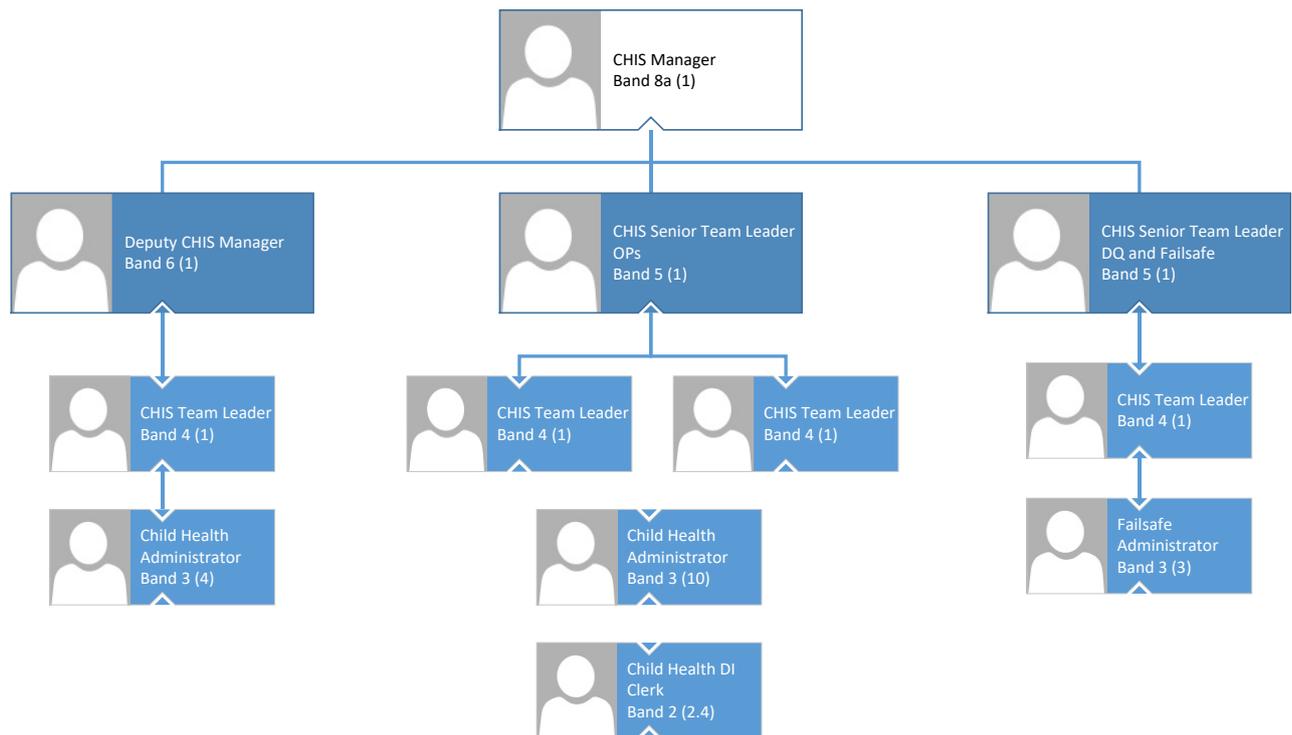
EXTERNAL: Safeguarding Teams, General Practitioners, Health Visitors, School Nurses, Family Nurse Partnership Nurses, Local Authority Public Health departments and other CHIS departments throughout the country.

JOB PURPOSE:

The post holder will work within the Child Health Department supporting the requirement to ensure that all data relating to the Healthy Child and Screening Programmes is of the highest possible quality.

The post holder will contribute to the optimisation of data collection, validation and processing, including proposal for the improvement and or streamlining of existing processes and information presentation and at all times maintaining a high level of security and confidentiality of data.

ORGANISATIONAL STRUCTURE:



KEY DUTIES AND RESPONSIBILITIES:

Service Delivery

- Produce and disseminate data quality reports from Child Health Information System to agreed departmental standards.
- Liaise with Universal Nursing Teams, GP Practices and individuals to chase and correct data deficiencies highlighted in data quality reports on a daily basis.
- Validate weekly reports concerning missing NHS numbers, duplicates, incomplete demographic details and other discrepancies.
- Access the population registers of relevant NHS organisations and NHS strategic tracing services to check current patient demographic details.
- Provide analysis support to Failsafe Team Leader by utilising appropriate query tools (e.g. Microsoft Excel, Access and other data sources for monitoring, forecasting and audit purposes).
- Liaise closely with and respond to the requirements of General Practices and Universal Nursing Teams regarding the number, frequency and mix of their clinic sessions which will regularly change to meet demand referring appropriate queries to the Failsafe Assurance Team Leader.
- Produce, distribute and follow up of waiting lists, Did Not Attend (DNA) and outstanding clinical session sheets to GP Practices and other services.
- Undertake regular audits of computerised and manual records as directed by the Failsafe Team Leader and in accordance with the Data Quality Framework.
- Implement Data Quality plans as directed by the Failsafe Team Leader to correct erroneous data or address information / data gaps.
- Monitor results for relevant Healthy Child Screening programmes identifying outstanding results and ensure follow up action.
- Ensure an outcome is recorded for all eligible children.
- Produce Data Quality feedback reports on behalf of the Failsafe Team Leader to enable

timely, effective feedback to other service users.

- To ensure that all relevant datasets are received, processed and validated on time every month and that data quality issues are highlighted to teams and Failsafe Team Leader in order to ensure consistency for analysis and reporting purposes.
- Produce monitoring and data quality reports to illustrate activity and performance and to help with investigating areas of concern around information sources and definitions.
- Production of datasets to provide information reporting on departmental Key Performance Indicators (KPI's).
- Implement Trust policies and develop work practice for own work environment and implements procedures set by others.
- Make recommendations for service developments / improvements within working environment and comments on proposed changes.
- Operate on own initiative and be responsible for the management of own workload. Takes advice from manager.
- Maintain data collection systems and processes data including statistics and reports whilst using data packages, Patient Administration System and Excel.
- Work to department deadlines, updating systems, and producing reports for dissemination to various managers.
- To provide cover for all colleagues as necessary to ensure departments deadlines and targets are met.
- To participate in the training of new staff in working processes as and when required

The above represents an outline of the main duties associated with the post and may be amended following changes to the service and discussions with the post holder.

Quality & Audit

- To participate and cooperate with audits within the service by assisting the Child Health Information Services Manager in providing evidence e.g. pulling child records, in support of Key Performance Indicators (KPI's) and standards and outcomes associated with inspecting bodies such as Care Quality Commission (CQC) and Customer Services Excellence (CSE).

Systems and Equipment

- The post holder will frequently be required to use a range of applications and be proficient in the use of Microsoft Office and well as a range of bespoke IT solutions specific to a CHIS environment. This will involve advanced keyboard skills.

Decisions and Judgements

- Ability to prioritise workload in order to meet deadlines.
- Ability to use own initiative when liaising with a range of clinical staff.
- Ability to identify issues and escalate according to CHIS procedures.
- Ensure all CHIS systems accessed are done so in line with all Confidentiality and Governance policies.

Communication and Relationships

- To provide a comprehensive child health informatics service to a range of health care professionals and patients/relatives including GP's, Health Visitors, Safeguarding and external agencies, requiring excellent communication skills both written and verbal.
- Provide an efficient and friendly first point of telephone contact for the team, identify urgent calls and processing accordingly, ensuring all Information Governance requirements are met.
- Support induction of new team members which will include demonstrating office systems.

Organisational

- Participate in annual appraisal and PDC processes to identify development needs and initiate meeting own development needs.
- Agree/receive feedback about work objectives and performance and responds appropriately.
- Maintain own health, safety and security and maintain a clean, secure and safe area in which to work with others.
- Ensure all mandatory training is carried out within MPFT's agreed schedule.
- Complete surveys and participate in audits relevant to their work area e.g. staff surveys.
- Follows policies that are relevant to own area of work.

Physical Demands of the Job

- There is a frequent requirement for the postholder to sit or stand in a restricted position for a substantial proportion of the working time.
- There is a frequent requirement for the postholder to undertake periods of concentration when entering/validating patient data.
- There is a requirement to lift and move heavy/bulky items including large stationery deliveries.
- Comprehensive advanced keyboard skills required with a high demand for accuracy, which is carried out on a daily basis.

Most Challenging/Difficult Parts of the Job

- The postholder may occasionally experience exposure to distressing or emotional circumstances e.g. complaints from staff members, GP's or involvement in Safeguarding/ Child Death Reviews.
- Extensive period of concentration whilst using a computer screen.

JOB STATEMENT:**Infection Control**

Maintain an up to date awareness of the infection control precautions relevant to your area of work and implement these in practice. As a minimum, this must include hand hygiene, the use of personal protective equipment, the use and disposal of sharps and communicating the importance to patients, prison staff and other health care staff you are working with. Details of the precautions and sources of advice and support to assess and manage infection control risks are provided through mandatory training which all staff must attend at intervals defined in the Trust policy on mandatory training and can be found in the Trust's infection control policies and national guidance, such as that published by NICE.

Learning and Development

As an employee of the Trust, you have a responsibility to participate, promote and support others in undertaking learning and development activities. This includes a proactive approach to ensuring you meet the statutory/mandatory training requirements of your role, and engaging in PDC appraisal processes in line with Trust policy and guidance.

Health and Safety

As an employee of the trust you have a responsibility to abide by the safety practices and codes authorised by the trust. You have an equal responsibility with management, for maintaining safe working practices for the health and safety of yourself and others.

Trainee Status

As an employee of the Trust you have a responsibility to abide by the principles outlined within this job description, you are afforded Trainee status in recognition of the need to work towards attainment of the competences assigned to the role.

Constitution, Competence and Capability

As an employee of the Trust you have a responsibility to promote and abide by the rights and responsibilities outlined in the NHS Constitution. You are additionally expected to adhere to Organisational/National/Regulatory Codes of Practice relevant to the role you are employed to undertake. At all times it is expected that you will limit the scope of your practice to your acquired level of competence and capability.

Dignity at Work Statement

Midlands Partnership University NHS Foundation Trust are committed to treating all of our staff with dignity and respect. You are responsible for behaving in a way that is consistent with the aims of our Equality and Diversity Policy. This includes not discriminating unfairly in any area of your work and not harassing or otherwise intimidating other members of staff.

Safeguarding Children and Vulnerable Adults

All Trust employees are required to act in such a way that at all times safeguards (and promotes) the health and well being of children and vulnerable adults. Familiarisation with and adherence to Trust Safeguarding policies is an essential requirement of all employees as is participation in related mandatory/statutory training.

PERSON SPECIFICATION

JOB TITLE:	CHIS Failsafe Administrator		
DEPARTMENT:	Child Health Information Service (S&SHIS)	BAND:	3

*Assessed by: A = Application I = Interview R = References T = Testing

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
QUALIFICATIONS & TRAINING			
<ul style="list-style-type: none"> • Good educational background to GCSE Level including maths and English • Level 3 Diploma/NVQ in Business Administration or similar or demonstrable equivalent experience 	A A	<ul style="list-style-type: none"> • ECDL or equivalent 	A
EXPERIENCE			
<ul style="list-style-type: none"> • Demonstrate relevant data inputting/processing experience in a similar role • Previous Clinical Systems experience • Experience of working effectively and collaboratively in an office setting • Experience of working under pressure to deadlines • Experience of working with SystemC CarePlus or similar child health system • Experience of working with Microsoft Office suite <ul style="list-style-type: none"> ○ Including extensive knowledge of Excel 	A/I A A/I A/I A A/I		
SKILLS, KNOWLEDGE & ABILITIES			
<ul style="list-style-type: none"> • Ability to work with a high level of accuracy and attention to detail • Ability to plan and prioritise own workload whilst maintaining consistency and quality within tight deadlines 	A/I A/I	<ul style="list-style-type: none"> • Previous NHS experience 	A/I

<ul style="list-style-type: none"> • Demonstrate an understanding of the importance of effective team working • Demonstrate an understanding of confidentiality issues regarding patients and staff • Ability to communicate appropriately with others at work. • Ability to listen to, understand and follow lengthy or multi-step instructions and narratives. • Ability to understand and record data using appropriate methods, tools and technology • Excellent written and verbal skills • Ability to use a range of software to support the electronic transfer of patient identifiable data 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		
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PERSONAL ATTRIBUTES

<ul style="list-style-type: none"> • Treat colleagues, other agencies and parents with dignity, respect and courtesy at all times • Always provide safe and effective services • Flexible approach to duties • Team player 	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>		
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<p>Ability to demonstrate to the positive application of our behaviours.</p>	<p>A/I</p>	<ul style="list-style-type: none"> • Respectful • Honest and Trustworthy • Caring and Compassionate • Taking the time to talk and listen • Working together and leading by example 	<p>A/I</p>
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