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## JOB DESCRIPTION

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<b>DATE :</b>	Sep 16
<b>REF NO:</b>	594

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### **JOB DETAILS:**

<b>JOB TITLE:</b>	CHIS Team Leader – Data Quality & Failsafe
<b>BAND:</b>	4
<b>HOURS:</b>	Full time 37.5 / Part time considered
<b>DEPARTMENT:</b>	Child Health Information Services – S&SHIS
<b>LOCATION:</b>	Lawton House, Bellringer Road, Trentham, Stoke on Trent, ST4 8HH
<b>REPORTS TO:</b>	CHIS Senior Team Leader – Data Quality & Failsafe
<b>ACCOUNTABLE TO:</b>	Service Lead: CHIS Manager
<b>RESPONSIBLE FOR:</b>	Monitoring key business targets and highlighting areas of non-compliance. As the service transitions the post holder will be required to be involved in the planning and implementation of new business change processes including supporting CHIS Senior Team Leader - DQ & Failsafe in the training and development of staff to meet the challenges of new ways of working.

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### **WORKING RELATIONSHIPS:**

<b>INTERNAL:</b>	CHIS team members, CHIS team leaders, and other HIS Managers and colleagues.
<b>EXTERNAL:</b>	Safeguarding Teams, General Practitioners, Health Visitors, School Nurses, Family Nurse Partnership Nurses, Local Authority Public Health departments and other CHIS departments throughout the country.

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### **JOB PURPOSE:**

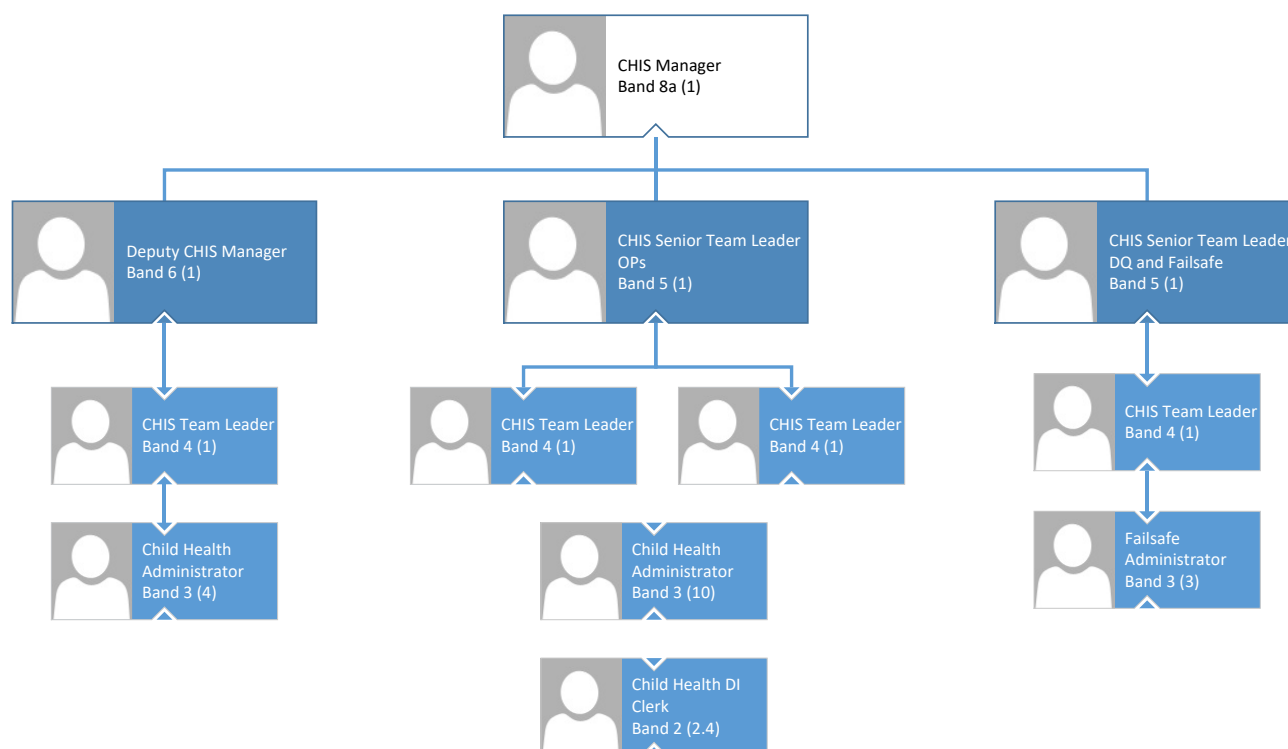
The post holder will be required to work on their own initiative on a daily basis and ensure relevant workload processed. The post holder will develop excellent working relationships with key business partners and stakeholders such as the Clinical Team Leaders, Practice Managers, Maternity Units and neighbouring Child Health Departments.

The post holder will support the CHIS Senior Team Leader - DQ & Failsafe and will cover for this post as required to ensure appropriate departmental priorities are sustained.

The post holder may be expected to represent the Child Health Service as and when required and appropriate to the role.

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## **ORGANISATIONAL STRUCTURE:**



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## **KEY DUTIES AND RESPONSIBILITIES:**

### ***Service Delivery and Development***

- Ensures data quality in the department meets the requirements of the local service specification.
- Ensures the electronic uploads and downloads run successfully and in a timely manner.
- Ensure standard operating processes support the production of quarterly and annual returns
- Where there is no automatic upload in place, ensure there is a system in place to monitor returns from practices, ensuring that practices are actively encouraged to return immunisation outcomes for recording.
- Produced reports within the department to ensure they are accurate and of robust quality.
- Ensure any notifications are processed and the relevant Clinical Teams are notified accurately and in a timely manner e.g. births and deaths.
- Undertake regular audits in the service to provide assurance around key performance indicators and local standards.
- Promote a paper light approach to processes in the service by ensuring staff have the necessary skills set to embrace new ways of working.

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- Ensures systems are in place to notify Practices/Services of outstanding data.
  - Monitor results for relevant Screening programmes to identify outstanding results and ensure an outcome is recorded for all eligible children.
  - Produce data Quality Feedback reports on behalf of the Child Health Information Services to enable timely, effective feedback to service users.
  - To ensure all relevant datasets are received, processed and validated highlighting to the Child Health Information Services Manager discrepancies or variances.
  - Ensure all datasets are produced, validated and despatched to meet Key Performance Indicators (KPIs) and contractual timescales.
  - Ensures clinical sessions are accurately maintained and all amendments notified by Practices/services are actioned in accordance with agreed specifications.
  - Support the annual transfer of child health records from 0-5 Universal Service to School Health.
  - Ensure a diligent and timely response to requests for information from the Safeguarding Team, the Look-After Children Team and other clinicians and legitimate agencies.
  - Required to continue developing knowledge of and expertise in current and new reporting software as well as use analytical and trouble shooting skills to support Information analysis as the need arises.
  - Maintain System Reference and other central files relating to the Child Health Information System.
  - Represent the department at relevant meetings ensuring appropriate preparation , participation and feedback.

### ***Audit & Quality***

- Co-ordinating regular audits.
- Ensure that due diligence of data quality is embedded within the department ensuring that accuracy of information is embraced as a key requirement for all roles.
- Participate and cooperate with audits within the service to provide evidence in support of KPI's and standards and outcomes associated with inspecting bodies such as Care Quality Commission (CQC) and Customer Service Excellence (CSE).
- Support the CHIS Senior Team Leader - DQ & Failsafe to implement a programme of audit to ensure timeliness, accuracy and completeness of data agreeing action plans to resolve any issues identified.
- Produce Data Quality reports to illustrate complex or sensitive activity and performance to assist with investigating areas of concern around either source data or definitions.
- Work closely with Clinical Team Leaders, Operational Managers and Practice Managers to ensure that Child Health records accurately reflect interventions undertaken. Ensure accurate recording of information through undertaking regular audits which will be reported via the Annual Audit plan and to Commissioners as required in the service specification.
- To be fully conversant with the requirements of the service specification and key performance indicators ensuring that the standards are embedded in the service and staff understand the

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implications of non compliance.

- Support the CHIS Senior Team Leader - DQ & Failsafe in the production of data to support performance and service transformation.
- Play an active role in projects relating to the development and transformation of the service ensure that Standard Operating Processes are updated and implemented in line with service developments and redesign.
- In conjunction with the CHIS Senior Team Leader - DQ & Failsafe deal with any enquiries including complaints from Parents, GP's and other stakeholders in relation to appointments, providing information and taking action as required.
- Ensuring close and proactive working relationships with all agencies, organisations and individuals using the service including co-ordinating cross boundary services.

### ***Management and Leadership***

- Supervise the work and daily performance of staff managed ensuring that standard operating processes are followed to ensure acceptable working practices and a customer focused service.
- Monitor workload on an ongoing basis using the prevailing workload measurement tool, flexing duties of staff in order to respond to demands within the service and to fulfil KPI responsibilities to ensure no negative financial penalties.
- Ensure that staff are trained to a competent level in all aspects of the systems required to fulfil their duties, for example, the Child Health Information System.
- Support all staff to undertake mandatory training.
- Support a culture that ensures that the standards of Improving Working Lives and Investors in People are achieved and maintained for all staff and that staff's perception about their working lives are measured and improvements made.
- Deputise for CHIS Senior Team Leader - DQ & Failsafe in times of absence to include first line manager duties e.g. return to work interviews.

### ***Other***

- Ensure that the team have the necessary skills to deal with queries from a range of stakeholders, escalating issues as required to ensure a responsive and professional service.
- Be familiar with the standards and outcomes for Customer Services Excellence (CSE) and Care Quality Commission (CQC) and ensure compliance within the department and support the Child Health Information Services Manager collate evidence to support the compliance framework.
- Support the CHIS Senior Team Leader - DQ & Failsafe in managing the department in an integrated, cost effective and responsive manner ensuring services provided are reflective of and support the developing and different requirements of the division and Trust.
- Ensures collation, storage and release of information conforms to the Data Protection Act and Caldicott Guidance.

To undertake other duties commensurate with this grade of post in agreement with the relevant line manager.

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### ***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.

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**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

<b>JOB TITLE:</b> CHIS Team Leader – DQ & Failsafe	
<b>DEPARTMENT:</b> Child Health Information Service (S&SHIS)	<b>BAND:</b> 4

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

ESSENTIAL CRITERIA	*	DESIRABLE CRITERIA	*
<b>QUALIFICATIONS &amp; TRAINING</b>			
<ul style="list-style-type: none"> <li>Good educational background to GCSE Level including maths and English</li> <li>Level 4 Diploma/NVQ in Business Administration or similar or demonstrable equivalent experience</li> </ul>	<p style="text-align: center;">A</p> <p style="text-align: center;">A</p>	<ul style="list-style-type: none"> <li>ECDL or equivalent</li> </ul>	<p style="text-align: center;">A</p>
<b>EXPERIENCE</b>			
<ul style="list-style-type: none"> <li>Demonstrate relevant data inputting/processing experience in a similar role</li> <li>Previous Clinical Systems experience</li> <li>Experience of working effectively and collaboratively in an office setting</li> <li>Experience of working under pressure to deadlines</li> <li>Experience of working with SystemC CarePlus or similar child health system</li> <li>Experience of working with Microsoft Office suite               <ul style="list-style-type: none"> <li>Including extensive knowledge and use of Excel</li> </ul> </li> </ul>	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>		
<b>SKILLS, KNOWLEDGE &amp; ABILITIES</b>			
<ul style="list-style-type: none"> <li>Ability to work with a high level of accuracy and attention to detail</li> <li>Ability to plan and prioritise own workload whilst maintaining consistency and quality within tight</li> </ul>	<p style="text-align: center;">A/I</p> <p style="text-align: center;">A/I</p>	<ul style="list-style-type: none"> <li>Previous NHS experience</li> </ul>	<p style="text-align: center;">A/I</p>

<ul style="list-style-type: none"> <li>deadlines</li> <li>• Demonstrate an understanding of the importance of effective team working</li> <li>• Demonstrate an understanding of confidentiality issues regarding patients and staff</li> <li>• Ability to communicate appropriately with others at work.</li> <li>• Ability to listen to, understand and follow lengthy or multi-step instructions and narratives.</li> <li>• Ability to understand and record data using appropriate methods, tools and technology</li> <li>• Excellent written and verbal skills</li> <li>• Ability to use a range of software to support the electronic transfer of patient identifiable data</li> </ul>	A/I  A/I  A A  A/I  A/I A/I		
<b>PERSONAL ATTRIBUTES</b>			
<ul style="list-style-type: none"> <li>• Treat colleagues, other agencies and parents with dignity, respect and courtesy at all times</li> <li>• Always provide safe and effective services</li> <li>• Flexible approach to duties</li> <li>• Team player</li> </ul>	A/I  A/I A/I A/I		
Ability to demonstrate to the positive application of our behaviours.	A/I	<ul style="list-style-type: none"> <li>• Respectful</li> <li>• Honest and Trustworthy</li> <li>• Caring and Compassionate</li> <li>• Taking the time to talk and listen</li> <li>• Working together and leading by example</li> </ul>	A/I