

Job Description

1. JOB DETAILS

Job title: CHIS Officer (Band 2)

Accountable to: CHIS Manager

Collabrative: Womens and Childrens

Location: Trust Wide – based in Barrow

2. JOB SUMMARY

(A brief description of the main purpose of the post)

All staff are expected to work to the Trust Values:



Kindness – Kindness and compassion cost nothing, yet accomplish a great deal.



Respect - We are respectful to everyone and are open, honest and fair – respect behaviours.



Ambition – We set goals to achieve the best for our patients, teams, organisations and our partners.



Collaboration – We are stronger and better working together with and for our patients.

- The role will report to the the Child Health Team Leader.
- The post will be based across Cumbria within the Child Health Hubs, staff will also be expected to work and travel across other sites when required.
- The opening hours for the Child Health Information System Service (CHISS) is: Monday to Friday 8.30 – 5pm.
- Undertake a full range of administrative support tasks.
- Be fully conversant with and adhere to all work related polices, procedure and guidelines, ensuring that all work outputs are completed as required and that all related targets and timescales are met.

Ensure that any/all work outputs are produced to a high standard of quality that meets all of the organisational Information Governanace standards

3. ROLE OF DEPARTMENT

(The function of the department in which the post holder works)

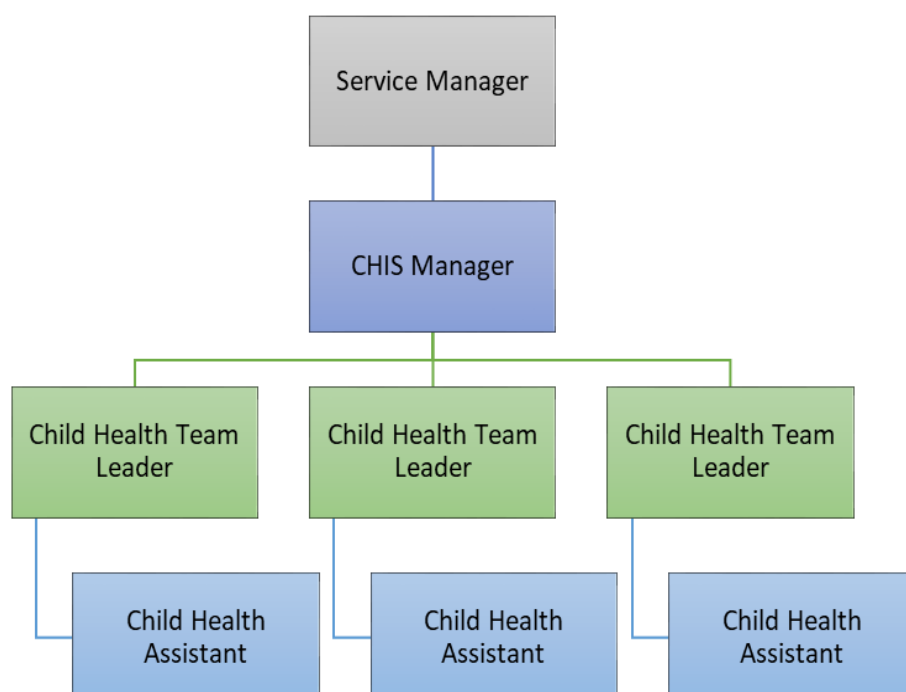
The Child Health Information System (CHIS) CHIS is a patient information system that provide's a clinical record for individual children on childhood health and screening related activities, including supporting universal and immunisations service, for population health and statutory functions.

North Cumbria Integrated Care NHS Foundation Trust (NCIC) Child Health Information Services (CHIS) work across care settings, agencies and regions to ensure that children and young people in Cumbria receive all the care and services that they are entitled to. This forms part of the Public Health England's Healthy Child Programme.

The Child Health Information Service (CHIS) is responsible for all children and young people aged 0-19 years (or 0-25 years old for children and young people with a disability). Ensuring that key information on a child's health is available to their parents, any professionals involved in their care and for public health purposes.

4. ORGANISATIONAL CHART

(Including in diagrammatic form to whom the post is responsible to and any posts which are responsible to the post holder)



5. KEY WORKING RELATIONSHIPS

(The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)

The post holder will be expected to develop and foster good working relationships and effective communication with:

- Public Health Directorate Commissioning for Health
- Associate Director of Operations
- Head of Operations Woman and Childrens Locality Leads
- Care Group managers and leadership teams
- Corporate services managers and leadership teams
- Information Management Technology Managers and Team
- Information Governance Team
- Programme and Systems Managers
- Quality and Safety Manager
- Risk Management Team
- Operational staff and managers
- Other External bodies and agencies as appropriate

6. DUTIES AND RESPONSIBILITIES OF THE POST

Duties and Responsibilities

Provides feedback about how office and administrative procedures work in practice to help with identifying improvements.

- a) To input and update information accurately via data entry onto RiO Access and word processing relating to children's birth details, vaccination and immunisation data, pre-school data and school health data to ensure effective service delivery.
- b) To deal competently with queries from users and other agencies relating to key tasks in a professional and efficient manner.
- c) To prioritise workload on a day to day basis, liaising with other team members to ensure continuity of service at all times.
- d) To demonstrate flexibility and initiative in response to the needs of the team's directives ensuring that the efficiency of the team is maximised.
- e) To undertake other duties at the request of the Team Leader / Manager which are commensurate with the role including covering absence.
- f) Responds to queries and requests for information as directed by office procedures, guidelines and protocols. Refers complex or unusual requests to the Team Leader or a member of the management team.
- g) Regularly checks on the tidiness and cleanliness of the office environment

and takes action to ensure any problems are resolved.

- h) Reports any building or equipment maintenance problems to the Trust's Estates Helpline and the Team Administrator.
- i) Attends team meetings within the service and takes notes. Writes up meeting notes and sends out to all attendees.
- j) Formats letters, reports and presentations to a high standard of accuracy and visual attractiveness.
- k) Ensures incoming and outgoing post is processed promptly.

Communication & Relationships:

- Provide and receive routine information, to inform work colleagues, patients, clients
- Provide and receive routine information requiring tact or persuasive skills and overcome barriers to understanding
- Deal with telephone queries, checking patient information with colleagues and patients
- Communicate routine information verbally and in writing to patients and staff
- Understand that barriers to understanding may include anxious patients, cultural differences, language or communication difficulties
- Participate in team meetings
- Work collaboratively with colleagues and multi-agency partners.

Knowledge, Training and Experience:

- Perform a range of routine work procedures which may require job training
- Have knowledge of administrative systems, patient information systems, departmental systems, office procedures and data input procedures acquired through on-the-job training
- Demonstrate own activities to new or less experienced employees
- Undertake all mandatory training as required.

Analytical and Judgemental skills:

- Make judgements involving facts or situations, some requiring analysis
- Resolve problems, e.g. locating notes, appointment issues, accuracy
- Acquire departmental knowledge when responding to queries
- Escalate issues when necessary.

Planning and Organisation:

- Organise own day-to-day work tasks, or activities
- Plan and organise straightforward activities, some ongoing and regular, such as data inputting, sending out letters and setting up clinics
- Organise own workload as instructed by line manager
- Organise other specific areas e.g. patient transport, appointments,

interpreter services.

Physical Skills

Obtained through practice/development

- Standard keyboard skills
- Data entry using general office programs
- Use of software packages including word processing, spreadsheets, e-mail and internet.

Patient Care

- Assist patients / clients during contacts
- Provide non-clinical advice and information to patients, clients and relatives.

Policy/Service Development

- Follow Trust policies in own role
- May be required to comment on / implement policies and propose changes to practices, procedures for own area
- Follows departmental procedures and policies
- Use initiative within standard operating procedures, with advice available from line manager.

Responsibility for financial & physical resources

- Personal duty of care in relation to equipment, resources, cash handling, valuables
- Maintain stock control
- Careful use of office equipment.

Information Processing

- Accurate Data entry
- Text processing
- Storage of data
- Transcribe data
- Maintenance of patient records.

Research and Development

- Undertake surveys or audits, as directed
- Complete staff surveys as requested.

This job description and person specification are only an outline of the tasks, responsibilities and outcomes required of the role. The job holder may carry out any other duties as may reasonably be required by their line manager.

7. WORK SETTING AND REVIEW

(Who is responsible for setting and reviewing the work, the extent to which the post holder works unsupervised, and the extent to which they are free to act without direct reference to a more senior person)

- Undertake duties as directed by senior staff in the team
- In agreement with other team members, adjust work programmes in line with agreed practice in the event of absences
- Advise line manager when difficulties occur in maintaining work programmes
- In absence of line manager liaise with other registered staff when advice on work programmes is required.

It is anticipated that this post will require frequent travel within Cumbria and occasionally outside the county.

8. INDIVIDUAL RESPONSIBILITIES

The post holder is expected to

- adhere to Trust policies and procedures and relevant legislation including the requirements of the any professional bodies
- attend mandatory training as identified by the Trust
- adhere to Trust infection prevention policies, procedures, audits in line with the Health Act 2006, to actively reduce Health Care Associated Infections

9. CONFIDENTIALITY

The post holder must maintain the confidentiality of information about patients' staff and Trust business in accordance with the General Data Protection Regulations (GDPR), Data Protection Act 2018 and Caldicott principles.

10. HEALTH AND SAFETY

Employees must be aware of the responsibilities placed upon them under the Health & Safety at work Act (1974), to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

11. RISK MANAGEMENT

All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly and when requested to co-operate with any investigations undertaken.

12. EQUALITY AND DIVERSITY

All employees of the Trust have responsibility to:

- Act in ways that support equality and value diversity.
- Treat everyone with whom they come into contact with dignity and respect.
- Act in ways that are in accordance with Trust's Single Equality Scheme, Equality and Diversity policy, and Dignity in the Workplace policy.

13. SAFEGUARDING

All employees have a duty for safeguarding and promoting the welfare of children and adults at risk. Staff must be familiar with the trusts Safeguarding Policy and the process for raising concerns about the welfare of anyone with whom they have contact. Staff must also ensure they receive the appropriate level of safeguarding children and adult training depending on their role in the Trust.

Staff are expected to access supervision and support from their line managers and/or the locality based safeguarding team when managing complex cases where applicable to their role.

14. INFORMATION GOVERNANCE

The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively.

It is important that the post holder processes personal identifiable information only in accordance with the Trust Data Protection Act notification to the Information Commissioner. The post holder must check with the Data Protection Officer before creating new systems to process person identifiable information to ensure that this is carried out within the scope of the Data Protection Act 2018 notification.

The post holder must manage the records they create or hold during the course of their employment with the Trust in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. Data Protection Act 2018, Freedom of Information Act 2000, General Data Protection Regulations, Caldicott Guidelines NHS Confidentiality Code of Conduct 2003, and professional codes of conduct on confidentiality.

The post holder must maintain the confidentiality of information about service user staff and organisational business in accordance with the new Data Protection Act 2018 and Caldicott principles.

It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into records, must ensure that

these are legible and attributable and that the record keeping is contemporaneous. It is essential that information recorded within records either on paper, in an electronic format or both paper and electronic is accurate, complete and relevant.

15. GREEN STATEMENT

Across the North East and North Cumbria we are working together to deliver our ambition to be the greenest region in England by 2030. There is an expectation for all staff to support this by familiarising yourself with the Trust's sustainability initiatives such as waste and recycling, going paperless, videoconferencing, sustainable transport and others.

We encourage you to think about what you can do as an individual and within your team to contribute in to embedding carbon reduction into the everyday running of our organisation.

PERSON SPECIFICATION

POST TITLE: CHIS Officer (Band 2)

Factor	Essential	Desirable
Qualifications	GCSE (grade A-C) or equivalent in English and Maths NVQ Level 2 qualification or equivalent	NVQ Level 3 qualification or equivalent
Skills and Aptitudes	Higher level Word, Excel, PowerPoint, Outlook Microsoft Office systems and the internet Understanding of confidentiality issues/Data Protection Must possess excellent communication and interpersonal skills – able to provide and receive information which may be complicated. Knowledge of Health Child Programme. Knowledge of CHIS, screening and immunisation processes Knowledge of Public Health Experience of working in a team experience of working in an office environment Good organisational skills Good verbal and written communication skills Ability to produce good quality data Ability to prioritise workload	Ability to interpret and understand health related terms of reference
Personal Circumstances	Self-motivated and able to work both independently and as part of a team	

	<p>Ability to stay calm when under pressure</p> <p>Responsible and caring attitude with a calm and patient manner</p> <p>Ability to be adaptable and flexible</p> <p>Reliable</p> <p>Good time keeping</p> <p>Willingness to provide cover for other admin staff when the occasion arises</p> <p>Ability to travel to other Trust sites independently</p> <p>Drive, enthusiasm, commitment and resourcefulness</p> <p>Team player with a focus on achievement of corporate goals</p>	
Other requirements	<p>Equality and Diversity (<i>from KSF core dimension 6- one to be selected</i>)</p> <p>Act in ways that support equality and value diversity (Level 1)</p>	