**JOB DESCRIPTION**

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| **1. JOB IDENTIFICATION** |
| Job Title: Data Administrator for Cervical Cytology Call/Recall  Responsible to (insert Job title): Project Manager, Sexual Health  Department(s): Sexual Health  Directorate: Women’s, Children and sexual health  Operating Division:  Job Reference:  No of Job Holders: 2  Last Updated: 7 March 2017 |

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| **2. JOB PURPOSE** |
| To support the provision and ongoing implementation of a comprehensive population screening programme to the residents of Ayrshire and Arran Health Board for Cervical Cytology, through the monitoring and operation of a Live National System. |

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| **3. DIMENSIONS** |
| The post holder is responsible for ensuring all eligible women (25-65) within the 55 Ayrshire and Arran GP practices are invited for cervical screening at their appropriate recall date |

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| **4. ORGANISATIONAL POSITION** |
| Assistant General Manager  Project Manager CRO & Sexual Health  Administrative Assistants  (2) |

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| **5. ROLE OF DEPARTMENT** |
| To monitor an effective Cervical Cytology Screening programme to the eligible female population of Ayrshire and Arran through the facilitation of a co-ordinated approach and contribute towards the national objective of a reduction in morbidity rates.  To ensure all eligible women’s records are accurate and up to date by recording and verifying information and producing reports.  To produce adhoc reports as and when required.  Respond to enquiries from keyholders e.g. all smear takers concerning Scottish Cervical Call/Recall system (SCCRS). |

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| **6. KEY RESULT AREAS** |
| 1. Liaise with General Medical Practices, Laboratory Staff, Members of the Public, Sexual Health, Atos Origin Computer Group and Other Health Board/Authority Cervical Cytology Departments to collate information and maintain and update the National Cytology Screening module in which confidential information, including names, results etc, are complete, accurate and entered timeously to ensure that screening is targeted at all eligible individuals.  2. Post holder is responsible for notifying supervisor of any changes/faults which might have an impact on the National Cytology System, ensuring that risk management issues are covered and that corrective action is taken.  3. Requirement to audit and/or take corrective action, regarding data entry, on a daily basis ensuring that patient’s smear record is correct and that patient has an appropriate recall date.  4. Analyse historical clinical data received in order to identify women with non-routine/abnormal smear history. In line with national/ local protocols determine the appropriate course of action enabling fail safe follow-up action to be initiated.  5. To identify all eligible women transferring to Ayrshire and Arran with a non-routine/abnormal history. In line with national/ local protocols determine the appropriate course of action enabling fail safe follow-up action to be initiated.  6. To identify all eligible women transferring to another Health Authority/Board with a non-routine/abnormal history. In line with national/local protocols determine the appropriate course of action enabling fail safe follow-up action to be initiated  7. To identify eligible women/eligible dependants transferring to Military Service. Ensuring that the screening history is sent to Central receiving Health Authority in line with national/local protocols.  8. Provide advice to women seeking information relating to the cervical screening programme. Ensuring that a positive and caring image of NHS Ayrshire and Arran is projected at all times.  10. Deal with information in a professional manner ensuring NHS confidentiality and Caldicott Policy is adhered to at all times.  11. Provide advice regarding own activities or workplace routines to new or less experienced employees in work area.  12. To undertake User Acceptance testing for new developments within the Scottish Cervical Call/Recall System(SCCRS. |
| **7a. EQUIPMENT AND MACHINERY** |
| Printer  Telephone  Personal Computer allows access to all NHS Scotland’s Community and Preventative Care Systems via a web browser. This allows connection to all Screening Programmes via a main frame server housed within Atos Origin (Scotland’s software supplier) in Livingston.  Photocopier |

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| **7b. SYSTEMS** |
| National cervical cytology system allows recording of all events relating to cervical screening. Scottish Cervical Call/Recall System (SCCRS) is used to facilitate the call/recall process including the generation of Recall lists, invite/reminder letters and result mailers. Also facilitates the production of the reports for GP practices and ISD Statistics.  Nash – National sexual Health Programme  Community health index (CHI), stores patient demographic information for the whole of Scotland. CHI is used to populate the other systems (known as satellite systems) described in this section. .and as a means to pay GP’s for cervical cytology.  Business Objects (BOXI) to run daily/adhoc reports in line with agreed national protocol  Central Management of Documents (CMOD) produces daily, weekly, monthly, quarterly and yearly reports for analyses of Cervical Screening information.  Use Internet to access information relating to cervical cytology.  Use Intranet to access information relating to NHS Ayrshire and Arran. |

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| **8. ASSIGNMENT AND REVIEW OR WORK** |
| All work is assigned to the post holder on a daily basis. Inbound work is generated from GP Practices, Sexual Health Clinics, Colposcopy Clinics, Laboratory, Other Health Authorities, Practitioner Services and Patients. Outbound work is distributed to the aforementioned.  The post holder will be expected to time manage their daily work load.  The post holder is required to verify and check call/recall data for discrepancies.  The post holder is required to use his/her own initiative to deal with any routine queries from key stakeholders in the cervical screening programme. Difficult decisions being passed on to supervisor.  Work produced by the post holder will be subject to formal review through a forward job planning, target setting and quarterly appraisal. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is required to use his/her own initiative to deal with any ad-hoc queries from key stakeholders in the cervical screening programme. Difficult decisions being passed on to supervisor.  The post holder is required to prioritise their workload on a daily basis. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Assist the supervisor in the implementation of changes to the National Cytology System in the Ayrshire and Arran Health Board Area and to provide a screening service which meets the demands of public accountability.  Difficulty with accuracy of data requires the constant scrutiny, checking and verifying of information recorded and follow-up on non-negative results to ensure complete accuracy relating to women’s screening status. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicate with GP practice staff regarding confidential patient information on regularly through telephone and written correspondence to ensure accurate data collection.  Communicate with other Health Authorities/Boards regarding confidential patient information on a regular basis via telephone and written correspondence to access historical data.  Communicate with Laboratory regularly regarding confidential patient information through verbal and written correspondence to ensure appropriate follow-up guidance.  Communicate with Sexual Health, Colposcopy/Gynaecology Departments on a regular basis regarding confidential patient information via face to face, telephone and written correspondence to verify patient related cytology data.  The post holder converses with members of the public regularly via the telephone dealing with confidential and sensitive information.  Communicate with Practitioner Services rgularly regarding confidential patient information via e-mail, telephone and written correspondence to verify and update patients Community Health Index/Unique Patient Identifier.  The post holder will be required to deal with members of the public, via the telephone who are in a highly emotional/irate state. Occasionally the post holder is required to deal with patients who have learning disabilities, or patients who are of ethnic origin. There is a requirement for the post holder to use tact and persuasive skills.  The post holder is required to give help, assistance and advice to deliver a positive message to patients, clients, relatives or carers regarding the screening programme where appropriate. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIROMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS:**  Advanced keyboard skills, constant use of numeric keypad.  Experience and use of Word processing to produce documents and letters.  Experience and use of Excel to update spreadsheets.  Substantial proportion of the working day is spent in a restricted position at a PC.  **MENTAL EFFORT/SKILLS**  Periods of high concentration is required input information. This requires a high degree of accuracy and verification, whilst dealing with multiple telephone interruptions. Prolonged concentration is required when analysing data.  **EMOTIONAL EFFORT/SKILLS:**  Dealing with sensitive and confidential information on a daily basis.  Initially required to deal with emotional/irate/argumentative patients, who are concerned about correspondence they have received, using tact and persuasive skills. Difficult enquiries to be passed to supervisor.  Required to remain calm and professional at all times especially when dealing with emotional/argumentative patients.  Working to agreed time schedules and deadlines.  **WORKING CONDITIONS:**  Required to use PC more or less continuously. |

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| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Good working knowledge and understanding of the Community Health Index with particular emphasis on the cervical screening programme. This would involve a minimum of 6 months training before post holder would be left unsupervised.  Excellent keyboard skills, with the emphasis of accurate recording of sensitive data within a limited timescale is a priority for this post.  Ability to communicate at all levels with the emphasis on sensitivity when dealing with members of the public.  Good organisational skills with the ability to prioritise and operate effectively under pressure.  Mimimum required to undertake the role.  Working knowledge of Microsoft packages.  Educated to Higher level.  At least two years Administrative experience either in NHS or similar environment.  Ability to use own initiative.  Problem solving skills  Self-motivating  High knowledge and experience of confidentiality issues. |