#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Administrative Assistant Child Health  Responsible to (insert job title): Admin Support Manager  Department(s): Child Health  Directorate: Children & Young People’s Services  Operating Division: Primary Care & Prevention  Job Reference: JDACS04I  No of Job Holders: 3  Last Update (insert date): 01.06.22 |

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| 2. JOB PURPOSE |
| To provide administrative input into the provision and ongoing implementation of a comprehensive community screening programme to both school and pre-school residents of NHS Fife for immunisation and developmental reviews through the monitoring and implementation of four live National Systems i.e. Community Child Health Index [CHI]; Child Health Surveillance – Pre-School; Child Health Surveillance – School; Scottish Immunisation Recall System.  To support the introduction and implementation of all new screening programmes as per local and national directives.  Also responsible for producing reports through Business Objects for child health surveillance and immunisation queries. |

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| **3. DIMENSIONS** |
| The total population of Fife is approximately 363,500 and there are approximately 75,328 children (from birth to the age of 18 years) living in Fife, with 63 GP Practices. There are approximately 4000 new births per year.  The Child Health Surveillance Programmes serve the Fife wide area and the post holders, together with their administrative colleagues, are expected to liaise with clinical, medical and administrative staff within GP Practices and NHS bases throughout Fife including the Acute Division, to help ensure an efficient and effective service is provided to both patients and clinical staff.  The total establishment of the administrative staff allocated to the Child Health Department is 4 wte. Three Admin Assistants and one Senior Admin Assistant who all report directly to the Admin Support Manager – Children’s & Young People’s Community Services. |

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| 4. ORGANISATIONAL POSITION |
| Senior Manager Primary Care & Prevention  Senior Admin Assistant – Child Health  Admin Assistant –Child Health  Admin Support Manager – Children & Young People’s Community Services |

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| 5. ROLE OF DEPARTMENT |
| The Child Health Department is currently centrally based and provides a clinical; health surveillance and immunisation information service to the staff working in the community including GP’s and Community Paediatricians. The administrative and clerical staff within the department are responsible for ensuring that manual and computerised data is current and updated and maintained using the Scottish Immunisation Recall System (SIRs), Child Health Surveillance Programmes [Pre-school and school] (CHSP) and National Community Child Health Index Programmes (CHI) Link to Atos Origin Alliance, national system support provider to supply data to a national database to present information on Scotland’s Health Statistics [ISD] in relation to Child Health.  To establish, maintain and transfer school/pre-school medical records to other Health Board areas in the United Kingdom and other associated health professionals and agencies.  Also responsible for the appropriate READ coding of reviews as required so that accurate information of childhood problems are transferred onto future review or recall forms. |

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| 6. KEY RESULT AREAS |
| Specialist with responsibility for all tasks relating to one specific geographical area adapting to demands placed on the service on a Local Authority basis. Work collaboratively with the, Admin Support Manager, Health Visitors, School Nurses, admin staff, Consultants, Associate Specialists, Staff Grade Paediatricians, Public Health Child Protection Staff, other Health Boards, schools, parents and other associated agencies to:   * Gather, maintain and carry out investigative follow-up with relevant personnel to assess accurate and relevant data on individual records before recording data on the databases. * Information has to be completed accurately and entered timeously to ensure that each patient has an accurate pre-school immunisation and medical record, and that GP Practices achieve accurate, validated and timely payment in line with National and Local guidance. * Respond to urgent and routine requests from the above group and relevant authorities as and when required ensuring strict confidentiality. Provide the first point of contact for above group both within and out with the NHS ensuring specialist advice is delivered and robust, efficient and effective links are provided with health professionals and patients at all times. * To register new birth records on three national computerised systems which includes the Community Health Index [CHI] which is used on all public health screening and surveillance. Ensure records are accurate through liaison with the Maternity Hospital. * Prepare birth packs and issue confidential personal Child Health Records to Health Visitors * Maintain accurate records of all demographic and clinical details for patients for all screening programmes in line with local and national guidance. * Inform Practitioner Services Division (PSD) of any anomalies to details on Child Health Index (CHI) register in order to ensure information kept on the system is as accurate as possible. * Record results for metabolic screening disorders, thus ensuring that every new baby within NHS Fife area has an accurate Blood Test recorded. Collaborate with Screening services in Queen Elizabeth University Hospitalto action overdue, incomplete and inaccurate results which notified health professionals of any abnormal results and if the Blood Test needs to be repeated. Responsible for reporting outstanding day 15 blood spot results to Public Health. * Establish, maintain, update and transfer pre-school and school immunisation and medical records, using computerised systems to provide a robust and accurate service to all health-care professionals with NHS Fife and in other Health Board areas in the UK, ensuring all individuals have their confidential physical and electronic medical records intact when transferring across Fife and different Health Boards. * Check and update all data fields and scheduling ‘indicators’ on computer systems to enable next appropriate recall to take place. * Quality check and issue all outputs generated from the systems and issue to all relevant health professionals to enable organisations to run accurate and appropriate clinics. * Identify, validate and enter appropriate read-code for all Clinical Diagnoses/Concerns for all CHS examinations using Clinical Terminology Browser system ensuring accurate diagnoses relevant to the child’s continuing health and development are recorded on each pre-printed assessment form. * Record accurate death information on the National Live systems ensuring all confidential child health records are kept in safe storage. Collaborate with health professionals to ensure no future appointments or insensitive communication is made with parents regarding the deceased child and provide the relevant departments with an accurate, up-to-date record. * Annual archiving of immunisation records, SIRS schedules and Child Health records * Process and pass accurate GP target payment figures to support general practitioners to achieve their Target Payments for childhood immunisations. * Post holders are responsible for dealing with Child Health Department mail timeously, responding where appropriate and directing/prioritising enquiries to assist in the efficiency of prompt service delivery. * Responsible for keeping appropriate levels of child health stationery. Dealing and preparing orders of all stationery items required by community clinic staff in order for them to maintain stock levels for pre-school and school children’s notes. * Deal with telephone enquiries from the above groups, with occasional face to face contact with clinical staff, providing information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of prompt service delivery, whilst working within NHS Fife’s confidentiality Policy. * When sufficient experience gained provide training, supervision and guidance, sharing knowledge and information, in relation to the both the clerical procedures and computerised databases within the Child Health Department, with new and less experienced members of the team. * Participate in both National User Groups and Sub-Group meetings when required. * Provide cover when other members of the administrative and clerical team within the Child Health Department prioritising are absent as required. * Interrogate, extract, collate and summarise data from Business Objects to enable preparation of specific verbal, written or statistical reports or returns. * Undertake User Acceptance Testing of new software/system upgrades. * When sufficient experience gained, the post-holder will be expected to diagnose and report computer software faults to Atos Origin Alliance. * Undertake any other duties commensurate with the post and grade |

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| 7a. EQUIPMENT AND MACHINERY |
| The Admin Assistant is expected to be experienced in the use of all office equipment i.e.  Personal Computer  Photocopier/Scanner  Telephone Answering Machine  Hands Free Telephone  Microsoft Officer computer software is used daily. |
| **7b. SYSTEMS** |
| Post-holder is responsible for maintaining and updating the following databases:-   * Scottish Immunisation Recall System – recording all births and immunisation details for all pre-school children. It also generates payment information for GP practices. It is used to record blood spot results, including generation of overdue result reports. It facilitates the production of Public Health Scotland statistics. Facilitates call and recall process including the generation and processing of immunisation schedules and invitations. * National Child Health Surveillance Programmes [Pre-school & School] – allows recording of all examination details including outcomes and referrals. It facilitates the production of Public Health Scotland statistics. Allows recording of information for patients who attend for screening to assist in populating the national call and recall system. * National Community Health Index Programmes – stores patients demographic information for Scotland. CHI is patient identifier and is set up to maintain security access for all national systems.   .   * Clinical Terminology Browser [READ Code] – allows identification of appropriate clinical ‘read code’ for all diagnoses/concerns indicated by health professionals whilst carrying out routine surveillance examination in pre-school and school children.   ● Office Filing System – maintain system for the timely production of archived material.   * Microsoft packages – including outlook, word, excel Teams, etc required to send and receive emails and produce relevant correspondence including spreadsheets. * Intranet and Internet – to access information and policies relating to NHS Fife and also to find information relating to other Health Board areas. * Business Objects – to interrogate data required for statistical purposes. * PECOS – for stock ordering * Trakcare * Morse * SWAN and EGGRESS – to ensure secure data transfer of Child Health records |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is generated from the Clinical Staff working in the Community i.e., Health Visitors, School Nurses, Immunisation Team, Community Paediatricians, Public Health and General Practitioners. Work is also generated from the Admin Support Manager – Children & Young Peoples Community Services.  Work is planned and prioritised by the post-holder and is carried out within the parameters agreed with the NHS Fife.  The post-holder is expected to be able to anticipate problems in communications with health professionals, patients and services and to initiate a resolution as much as possible, requesting intervention from the appropriate health professional or the Admin Support Manager  The post holder is required to audit all call/recall data for discrepancies.  The post holder is required to use his/her initiative to deal with queries from stakeholders in the screening programmes. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder is responsible for performing and prioritising duties within time constraints, taking  into account urgent demands generated by the service. Clinical information is requested on a day to  day basis from health professionals. Due to the nature of the information to be provided the post holder is responsible for ensuring that accurate information and medical forms are given only to appropriate professionals who require it for the purposes for patient care.  The post holder is also responsible for ensuring that strict confidentiality is maintained during all enquiries where clinical information is being provided.  The post-holder is expected to resolve issues in own area and use own judgement and initiative/experience if the issue is required to be referred to the Admin Support Manager.  The post holder is expected to provide an efficient and effective service which meets the demands of pubic accountability. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| The post holder is expected to balance competing demands working to very tight timescales whilst maintaining a high degree of accuracy.  The post holder is required to understand and retain knowledge of the complex systems used for the call/recall programmes which are constantly being amended and enhanced within strict time scales.  All data is submitted in hand written format an can be difficult to interpret correctly when records are illegible or incomplete, therefore the responsibility is on the post holder to verify this data with the appropriate health professional before recording in the patients record.  The post holder will be required to show a high level of concentration to ensure data quality.  Coping with the pressure of often very tight deadlines and increasing customer demand in the high profile area of immunisation information – while at the same time carefully following (where necessary/available) established procedures to ensure data accuracy and attention to detail.  Much of the work involves running queries against a very large immunisation and screening database and using other appropriate IT packages (e.g. Excel, and Business Objects) to present information appropriately. It is important, therefore, that relevant IT and numeracy skills are kept up to date as such software evolves.  Minimal cover during annual leave/sick leave.  Information is of a confidential nature |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The post-holder will be expected to establish working relationships and be involved in communicating regularly with individuals both within and out with the Child Health Department and NHS Fife  Examples include:-  **Internal**  Daily contact with Child Health Department team members, health visitors, school nurses, immunisation team, public health allied health professionals/child protection staff/Laboratory Staff/Acute Division staff/community A&C staff and colleagues in other areas of NHS Fife.  **External**  Regular contact with Atos Origin Alliance/Police Liaison Officer/Social Work/Children’s Reporter/Public Health Scotland/ Practitioner Services/Education/Patients/Parents/Carers/Laboratory Staff, A&C staff and managers from other Health Boards. |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical Skills**   * Accurate keyboard skills - constantly * Communication skills - constantly * Negotiating and listening skills - constantly * Moving and handling skills – frequently | Physical Demands  * Advanced keyboard use - constantly * Sitting for long periods in the same position - constantly * Kneeling and bending when filing or retrieving information stored in files – frequently |

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| Mental Demands  * Concentration being broken by telephone calls/personal visitor – constantly * Maintaining a professional demeanour with callers when frequently interrupted - frequently * High degree of intense concentration required – frequently * Meeting deadlines e.g. SIRs, clinic appointment etc – weekly * Retention and communication of knowledge and information - constantly | Emotional Demands  * Problems with cover at times of high sickness levels – frequently * Ensuring deadlines are met – constantly * Dealing with sensitive information - frequently |
| **Working Conditions**   * Using PC/VDU - constantly * Office conditions – constantly * Exposure to verbal aggression - occasionally | |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| The post holder should be educated to Higher Grade or equivalent.  The post holder must have proven innumeracy, excellent keyboard and verbal skills as well as a good knowledge of Microsoft packages and able to use email and intranet/internet.  A good telephone manner is required along with the ability to pay attention to detail and adhere to strict confidentiality guidelines.  Good communication skills, both verbal and written are essential in order to deal effectively with varied customer requirements  Ability to present data logically both written and verbally.  The post holder must be self-motivating, be able to work on own initiative as well as a team player.  Previous experience within the NHS with at least one year’s experience of computer data input including the use of CHI, Business Object and Clinical Term Browser would be advantageous.  Knowledge of geography of Fife would be advantageous.  Willing to undertake training relating to specialist IT systems which will take 6 months to 1 year. Additionally, ongoing training is required as the systems evolve in accordance to the needs of the service.  Mandatory Induction Standards and Code of Conduct for Healthcare Support Workers – NHS Circular CEL(2010)23  Your performance must comply with the “Mandatory Inductions Standards for Health Care Support Workers in Scotland” 2009; and with the Code of Conduct for Health Care Support Workers, both as amended from time to time, which will be issued with your contract (further copies can be obtained from Human Resources). Failure to adhere to the Standards or to comply with the code may result in poor performance measures or disciplinary action and could lead to dismissal; or if you are self-employed, such failure will be deemed to be a breach of an essential term of your contract, allowing us to terminate with or without notice. |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each jobholder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |