##### Job Description; Family Nurse Partnership Programme (FNP) Data Manager/Administrator (National)

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| **1. JOB IDENTIFICATION** |
| Job Title: FNP Data Manager/ Administrator  Responsible to: FNP Supervisor  Department(s): Family Nurse Partnership  Directorate: Women, Children & Families Division  No of Jobholders: (0.5 WTE per 100 FNP funded clients)  Last Update: refresh April 2023  Unique ID SCO6 5127 |

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| **2. JOB PURPOSE** |
| * To provide comprehensive qualitative clerical and administrative support and assistance to the FNP Team * To ensure accurate and timely data collection and input into the FNP information system and summarise data in preparation for standardised reports. * To quality assure data and undertake analysis to support service improvement.   The Family Nurse Partnership programme is a licensed programme (FNP) intensive home visiting programme to first time mothers up to the age of 25, although most clients will be aged 19 and under. As part of the licensing requirements the FNP Team consists of Supervisor(s), Family Nurses and is supported by a Consultant Psychologist and Data Manager/Administrator. Family Nurses work with clients from early pregnancy until the child reaches 2 years when the programme is completed whilst also ensuring fidelity to the programme’s licensing requirements. |

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| **3. DIMENSIONS** |
| The postholder(s) will work within the FNP Team which consists of the FNP Supervisor(s) and FNP Nursing Staff.  FNP is a national programme across Scotland. The aim of the programme is to improve the health and wellbeing of families and to facilitate behaviour change to improve outcomes for children and support parents to be the best parents they can be. |

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| **4. ORGANISATIONAL POSITION** |
| Lead Nurse  Women, Children and Families    FNP Supervisors  **FNP Data Manager**  **(2 posts)**  Clerical Assistant x 1  Key:  ------------- represents professional accountability  \_\_\_\_\_\_\_ represents management accountability |

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| **5. ROLE OF DEPARTMENT** |
| **Family Nurse Partnership Programme**  The Family Nurse Partnership (FNP) is a national, evidence based early intervention home visiting programme delivered by specially trained Family Nurses/Supervisors to first time mothers up to age of 25, although most clients will be aged 19 and under. FNP begins during early pregnancy continuing until the first child is 2. The aim of the programme is to enable young mums to:   * Have a healthy pregnancy outcome * Ensure their child’s health and development * Increase their economic self sufficiency – to plan their future and achieve aspirations   There are three theories that underpin both the design and delivery of the programme:   * Human ecology theory * Attachment theory * Self efficacy theory   A fundamental element of FNP is the therapeutic relationship formed between a Family Nurse and a client to facilitate behaviour change to improve outcomes for children and support parents to be the best parents they can be.  The programme is licensed and must be delivered according to specific fidelity requirements and core model elements. The licence is held between the Scottish Government, NHS Boards and Professor David Olds (University of Denver, Colorado). As part of the licensing requirements Family Nurses and Family Nurse Supervisors are required to undertake mandatory specialist training, delivered at Masters level study. This is a pre requisite for understanding the Family Nurse Partnership and to ensure nurses are professionally and emotionally equipped to deliver the programme to families.  FNP Teams are supervised by a Family Nurse Supervisor, usually a ratio of 1 Supervisor to 8 Family Nurses with a maximum of 25 clients per WTE and supported by a Clinical Psychologist, and Data Manager / Administrator. The programme is manualised but requires nurses to ‘agenda match’ with clients’ needs to ensure that the programme is meaningful for families. There are 6 domains within the programme that are covered with each contact with a client. They include areas such as a focus on maternal and child health and development and environmental and community support for the family. FNP data is collected by the FNP Teams and is crucial to interpreting the impact of the programme and demonstrating effectiveness of the intervention locally and nationally.  As part of NHS Tayside, Dundee is one of 3 established local areas covered within the Women, Children & Families Division. The FNP Programme is based within Dundee (Hub) with a geographical reach into both Perth & Kinross (spoke) and Angus (spoke) areas.  NHS Tayside is responsible for planning, managing and providing a wide range of primary care, community-based and non-acute hospital health services for the Tayside population and for hosting services across the area and beyond.  All 3 Tayside areas are coterminous with their local councils i.e.:   * Dundee – Dundee City Council * Perth & Kinross – Perth & Kinross Council * Angus – Angus Council   The NHS Board area Tayside provide a wide range of services and are responsible forand has delegated authority to:   * Create the capacity to deliver innovative and effective services for local communities. * Shape services to meet local needs. * Work in partnership with the Local Authority and a range of key stakeholders to improve the health of local communities, tackle inequalities and promote policies that address poverty and deprivation. * Have responsibility for implementing ‘Getting it Right for Every Child’ in partnership with Local Authorities and key stakeholders. * Lead the implementation and monitoring of Child Health Screening Programmes. * Work in partnership to protect vulnerable children, young people and families from harm. * Promote involvement of and partnership with staff and their representatives. * Secure effective patient, public and carer involvement.   FNP teams are supervised by a Family Nurse Supervisor, usually a ratio of 1 Supervisor to 8 Family Nurses with a maximum of 25 clients per WTE and supported by a Clinical Psychologist, and Data Manager / Administrator.  The FNP service covers a geographical area Dundee, Angus and Perth and Kinross and there is an expectation that occasional independent travel to these may be required.  There is regular monitoring and review of the coverage of the FNP programme and site capacity so any expansion geographically or by other criteria can be considered and planned.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |

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| **6. KEY RESULT AREAS** |
| 1. To facilitate quality assurance of data by providing analysis and subsequent recommendations to FNP Supervisor to support continual data quality, service improvement and adherence to programme measures. 2. To develop and maintain consistent data management systems and processes, ensuring input and management of data is completed in a timely and accurate manner. 3. To comply with FNP requirements for the collation and compilation of statistical information for reports for local and national purposes using agreed national FNP system. 4. To participate in user groups as required to ensure a level of understanding of national FNP system to contribute to the continuous improvement of FNP information systems, data quality, reporting and process standardisation. 5. To deal with information in a tactful, sensitive and confidential manner, showing empathy and judgment, in liaison with appropriate professionals as required. 6. To provide accurate monitoring of information in a timely manner as required by Family Nurse Supervisor and FNP Lead. 7. To be proactive, solutions focussed and to be responsible for prioritising own workload, ensuring strict deadlines are met. 8. To monitor and manage generic mailboxes, action as appropriate and deal with correspondence and messages for all team members in a timely manner. 9. To ensure a friendly and welcoming point of contact to all service users and multi-agency professionals, giving prompt attention to their requests, directing enquiries and signposting as appropriate. 10. To sort, distribute and where appropriate deal with correspondence and messages and provide admin support as required e.g photocopying, filing, ordering and replenishment of FNP resources and other stationery and equipment. 11. To type correspondence, produce reports, presentations and other documents, utilising local and national information sources and using Microsoft and other relevant software packages. 12. To support the organisation and scheduling of meetings for the FNP team, preparing agendas, transcribing and typing notes of meetings, circulating and distributing papers. 13. To be responsible for efficient processing, secure storage of paper and electronic information systems for all service users with adherence to data protection and other relevant legislation. 14. The post holder may be responsible for supervising administrative staff (not always in same location as post-holder) within the FNP team. 15. To support and assist in the induction and training of new and existing staff. 16. To maintain confidentiality and adhere to NHS Board and HSCP policies. 17. Support [insert NHS Board]’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes. |

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| **7a. EQUIPMENT AND MACHINERY** |
| * PC, laptops and printers * Conference equipment including projector * Photocopier, scanner and shredder * Telephone and mobile devices * General office equipment including binder, laminator and guillotine |
| **7b. SYSTEMS** |
| * National and Local FNP IT Systems e.g. Turas FNP * Local clinical IT systems e.g. EMIS, TRAK, BadgerNet, Morse * Microsoft office including MS Teams, Word, Excel, PowerPoint, Project and Publishing * E-mail/Internet/Intranet   **Responsibility for Records Management**  All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |

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| **8. ASSIGNMENT AND REVIEW OF WORK** |
| Work is mainly generated from the FNP Supervisor/Line Manager and on occasion from the FNP Lead; however the post holder will be required to support Family Nurses and other members of the FNP Team.  The post holder will also be expected to self direct and prioritise own workload with minimum supervision.  Review of work will be undertaken regularly from the FNP Supervisor/Line Manager  Objectives and PDPs will be set with the FNP Supervisor/Line Manager |

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| **9. DECISIONS AND JUDGEMENTS** |
| * The Data Manager/Administrator will be expected to make judgments when responding to and dealing with enquiries/requests in the absence of the FNP Supervisor/Line manager, determining what can be dealt with within own remit and when the matter should be escalated to the FNP Supervisor/Line manager. * Prioritisation of workload within the FNP Team office. * Decisions on IT systems for entry and retrieval of data to fulfill internal service requests and external requests from partner agencies. * To decide on the layout, design and presentation of various local reports and documents including presentation of data analysis and quality assurance outputs. |

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| **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| * To quality assure data and undertake analysis to support service improvement. * To consistently input data accurately over a sustained period of time. * To provide an efficient and effective administrative support service to the FNP team. * To manage the different priorities - data entry, data accuracy, reporting deadlines, administrative support and being part of a team. * Being exposed to sensitive information about vulnerable children and families. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| Communicates highly sensitive and confidential information with a wide range of multi agency professionals and interagency personnel.  Contact face to face, e-mail, MS Teams, telephone and by letter:  ***Internal***   * FNP Supervisors and FNP Nurses * Clinical staff e.g. Midwives, Health Visitors, GPs and Community Paediatrician * Specialist Children’s Services * Clinical Psychologist   ***External***   * Other FNP Sites and NHS Boards within and outwith Scotland * Expectant parents, family, grandparents and children * Local Authorities e.g. Housing Services * Voluntary Organisations * Integrated children’s services including social care and child protection teams * Adult Services * Early Years Services * Adult Learning Service * FNP Education Unit within NHS Education Scotland (NES) * Scottish Government (SG) / FNP Leadership Team |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical**   * Advance keyboard and IT skills. * Movement of some of the office equipment, stationery, training materials and FNP resources.   **Mental**   * Frequent requirement for long periods of concentration e.g. interpreting/analysing data, entering into systems and spreadsheets, checking data quality and preparing reports in a variety of formats. * The workload is highly deadline driven and needs to balance conflicting demands with output requirements alongside ensuring quality of data and data analysis. * The post holder is expected to undertake duties in a busy office environment and may occasionally be interrupted by unexpected requests.   **Emotional**   * Occasionally working with individuals at stressful times often due to limited timescales. * Liaison with clients and families who have complex needs. * Working with difficult subject matter. Indirect exposure to distressing information, on a daily basis.   **Environmental**   * Prolonged periods using computer and VDU equipment on a daily basis. |
| **13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Minimum required to undertake the role:   * HNC Business/SVQ Level 4 Administration (SCQF8) or equivalent experience. * Excellent Communication Skills. * Strong Interpersonal Skills. * Awareness of the need for confidentiality. * The ability to work across all disciplines and levels of staff throughout NHS Board and FNP Team. * Strong organisational and planning skills. * Advanced Microsoft Office skills, Word, Excel, Teams, Access, PowerPoint and Email including the use of internet. * Ability to work as part of a team while using own initiative. * Flexible approach including ability to deal with a range of non-routine tasks. * Ability to work under pressure to meet deadlines and manage conflicting demands. * Effective problem solving skills. * Attention to detail. |

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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: |