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| JOB IDENTIFICATION |
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| Job Title: | Health Information Coordinator (Band 5) |
| Responsible to (insert job title): | Clinical Governance and Risk Management Coordinator/Clinical Governance and Risk Management Facilitator |
| Department(s): | Clinical Governance and Risk Management  |
| Directorate: | Patient Safety, Clinical Governance and Risk Management |
| Operating Division: | Corporate Nursing |
| Job Reference: | **SC06-2546(rev25)** |
| No of Job Holders: | 1 |
| Last Update (insert date): | January 2025 |

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| 2. JOB PURPOSE |
| This job exists to co-ordinate the administration of Health Information developed by staff within NHS Tayside, and ensures all staff follow the NHS Tayside Good Practice Guidelines on Writing & Reviewing Health Information Leaflets. The purpose of the job is also:To manage the Patient and Staff Information Leaflet Intranet/Internet site.To facilitate the translation of leaflets through Interpretation and Translation Services.To support patient safety, clinical governance and risk management activities within NHS Tayside. |
| **3. DIMENSIONS** |
| This post is part of the Patient Safety, Clinical Governance and Risk Management Team that operates within NHS Tayside.The dimensions of the post are:To facilitate the development, review and update of patient information leaflets. To date approximately 1300 patient information leaflets are maintained on the database.The post requires liaison with staff and services both internally and externally across Tayside.Whilst maintaining a ‘specialist area’ of work this post exists within Patient Safety, Clinical Governance and Risk Management and has a responsibility to support key activities ot the team. The key areas of activities include:* Effectiveness
* Pateint safety
* Person centredness
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| 4. ORGANISATIONAL POSITION  |
| Clinical Governance and Risk Management Assistant Facilitator x 1Health Information Coordinator x 1(THIS POST)Clinical Governance and Risk Management Facilitators x 3Clinical Governance and Risk Management Coordinators x 3Clinical Governance ManagerHead of Patient Safety, Clinical Governance and Risk Management |

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| 5. ROLE OF DEPARTMENT |
| The team works alongside all staff to enable them to deliver their own Patient Safety, Clinical Governance and Risk Management activities. This ensures we are facilitating safe, effective and person centred care. We provide training, education, tools, resources and advice focused upon delivering in key areas. We also support staff to facilitate continuous improvement based on data, learning from errors, adverse events and mortality. This aims to reduce risk, error and harms and improve successful implementation of safe systems and processes of care. |
| 6. KEY RESULT AREAS |
| 1. To advise, support and co-ordinate the production of health information developed principally by NHS Tayside staff, that is of a high quality and of benefit to the recipient.
2. To work in partnership with patients, carers, clinical & non-clinical staff, Health & Social Care Partnerships and other stakeholders ensure the best use of resources, knowledge and experience.
3. Responsible Lead for NHS Tayside in the following:
	1. Manage and update the Patient and Staff Information Leaflets Intranet site – Publishing rights
	2. Manage and update Patient Information Database
	3. Manage computer filing systems of all patient information leaflets in Word and in Portable Document Format (PDF)
	4. Manage, update and produce scanning of graphics used within patient information leaflets.
4. Prepare and distribute quarterly reports of leaflets due for review or renewal from the Patient Information Leaflet Database and encourage a timely response with changes or updates by the clinical and non-clinical groups, so that the Patient and Staff Information Intranet Site which is for the use of NHS Tayside staff is accurate and up to date at all times.
5. Ensure that agreed standards are achieved in the production of patient information leaflets in accordance with NHS Tayside Good Practice Guidelines for Writing and Reviewing Patient Information.
6. To ensure that public and patient participation has occurred in the development and planning of all patient information leaflets.
7. Take a central and active role in establishing Patient Information Leaflet Groups across NHS Tayside, providing advice and discussion regarding appropriate content, language and standards of leaflets in accordance with NHS Tayside Good Practice Guidelines for Writing and Reviewing Patient Information.
8. To undertake checks on clinical and non-clinical group areas to ensure the information leaflets that they have within their environment are correct and up to date.
9. Advise and assist staff on how to order, and maintain stock of leaflets from Tayside Health Print.
10. Advise and assist staff regarding information packs as and when required.
11. Provide when requested by ward / department extra large text version of leaflets for patients with visual difficulties.
12. The post holder will have knowledge of and adhere to all NHS Tayside policies, including health & safety, data protection and IT security and be aware of their impact on others.
13. The post holder will have knowledge of and adhere to Infection Prevention & Control policies while undertaking duties and advise when Infection Prevention & Control guidance should be sought regarding publication of patient information leaflets.
14. Take delegated responsibility for representing Patient Safety, Clinical Governance & Risk Management in the area of health information expertise at internal and external working groups.
15. Communicate information to small groups (approximately 10) via talks or presentations on health information and NHS Tayside guidelines.
16. Attend appropriate conferences, to maintain and update knowledge to assist with patient information for people who have learning difficulties, have a disability and/or are non-English speaking.
17. Liaise with Digital Directorate and Communications & Engagement Team so that links are made from main Patient Information Leaflet Library site on the Intranet site to other sites within Tayside.
18. Solely responsible with publishing rights for Patient Information Leaflet Intranet and Internet site for patients, carers and staff.
19. Liaise with Interpretation and Translation Service regarding the monitoring and use of interpretation services ensuring Patient Information Leaflets are appropriately translated into the language needs of the local population.
20. Manage spreadsheet for Interpretation and Translation Service requests for patient information leaflets, for reporting purposes.
21. Process visual requests for patients with sight disabilities, with a view to ensuring patient information leaflets are appropriately accessible.

**Additional duties / responsibilities:**1. To be an active member of the Patient Safety, Clinical Governance and Risk Management Team and provide support to the Coordinators and Facilitators in assuring the delivery of safe, effective, person-centred care.
2. To lead on defined pieces of work with guidance and support from the Coordinators and Facilitators, and negotiated through objectives.
3. Within core work and defined projects engage and liaise with staff to ensure robust methodology takes place including use of small tests of changes using ‘Plan Do Study Act’ (PDSA) cycles, clear measures of improvement and Statistical Process Control (SPC) Charts.
4. To be involved with other ‘person dependent’ systems and processes (volunteering, patient information, walk-rounds etc) in order to support and provide cover as required.
5. To support, but also to delegate work to the administration team.
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| 7a. EQUIPMENT AND MACHINERY |
| The post holder will have a general duty of care to ensure that the systems and equipment they use is used correctly and within current guidelines and do not create a hazard to others.Responsible for the security, care and maintenance of equipment – reporting faults to IT and any problems with packages within the PC.* Desktop Computer
* Laptop
* Photocopier
* Telephone
* Scanner – for producing graphics for insertion into leaflets when necessary
* Printers
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| **7b. SYSTEMS** |
| Knowledge of software systems such as Microsoft Office and Windows.Daily use of IT systems, for example E-mail, Electronic Document Store (EDS), electronic database.Learnpro for all mandatory training as requested by line manager.NHS Tayside Intranet/Internet.To gather activity data accurately and regularly, ensuring the provision of such information promptly within NHS Tayside guidelines for all audit and reporting purposes, for example in relation to patient information leaflets and translation services.Creation of spreadsheets for audit purposes.Occasional use of 3rd party software; e.g. Canva, Padlet, Mentimeter.Responsibility for Records ManagementAll 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 self generated to meet the needs of staff in wards/departments.The post-holder will have to prioritise their own workload and identify how tasks should be undertaken in line with the organisational priorities. They will be expected to use own initiative and judgment in a wide range of situations to ensure deadlines are met timeously.Recognise when to seek advice and support from line manager.  |
| **9. DECISIONS AND JUDGEMENTS** |
| Responsible lead in an advisory capacity to multi-disciplinary teams who wish to write or review patient information leaflets. Co-ordinating and facilitating meetings with staff to develop patient information leaflets.Required to make decisions and judgements to coincide with NHS Tayside Good Practice Guidelines for Writing and Reviewing Patient Information Leaflets. Sole responsibility to discuss and advise staff the importance of these guidelines.Required to exercise a high level of autonomy.High level of initiative, understanding and knowledge is required to ensure information is communicated in an appropriate and effective manner |
| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Ensuring that all NHS Tayside staff developing patient information leaflets follow the Good Practice Guidelines for Writing and Reviewing Patient Information Leaflets and to work in partnership with colleagues to ensure the best use of resources, knowledge and experience. To make sure that information given to patients, carers and staff is accurate, of good quality and meets their requirements. To raise and maintain the profile and high professional standards of NHS Tayside Health Information.To plan and improve effective ways of working and implementing changes to leaflets to benefit patients, carers and staff in NHS Tayside |
| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| The Patient Safety, Clinical Governance & Risk Management Team as a whole requires to maintain effective communication channels with staff across all the clinical and non-clinical stakeholders within NHS Tayside.To highlight the importance of patients receiving accurate and clear information.To motivate the staff to work in partnership with patients, carers, clinical and non-clinical staff, Health & Social Care Partnerships and other stakeholders to ensure the best use of resources, knowledge and experience is used for the benefit of all within Tayside.To ensure that information is relevant to what the patients, carers and staff require and understand about any treatment or health issues they may have.To review leaflets.To encourage staff to involve patients and carers in talks about what information they would like us to provide.To give staff feedback from patients and other staff on how successful the leaflets have been.Liaise and involve internal and external stakeholders across NHS Tayside. This can involve one to one talks or presentations covering all aspects of writing and reviewing patient leaflets.**Internal:**Tayside Health PrintDigital DirectorateCommunication & Engagement TeamWorking together and being involved with updating and introducing new and efficient ways for the Patient Information Leaflet Intranet site and implementing change for the benefit of the patientClinical and non-clinical staffPatient Information GroupsInterpretation & Translation ServiceTayside Patient Information Network**External:**Speech & Language for Learning DisabilitiesHealth & Social Care PartnershipsPrinting companiesSchool Health NursesOther NHS Scotland BoardsCommunication for this role is about encouraging and facilitating all relevant levels of staff to produce Patient Information leaflets effectively and according to guidelines. This requires well developed interpersonal and communication skills to maintain a collaborative approach. |
| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical skills**Advanced keyboard skills for creating spreadsheets, uploading data and producing patient information leaflets.**Physical Demands**The post holder may be required to travel to other locations within and outwith Tayside to attend meetings.Daily requirement for sitting/inputting/working at workstation for substantial periods of time (most of the workday), with appropriate breaks.May require to carry laptop for presentations**Mental Effort**Daily requirement to use a Personal Computer (keyboard and DSE). Daily telephone and Microsoft Teams calls for help and information.Daily contact with all members of staff within NHS Tayside and external stakeholdersDealing with urgent requests from Tayside Health Print to enable timely printing of up-to-date leaflets and co-ordinate the urgent review of leaflets.To be flexible to the demands of the environment including unpredictable work patterns, deadlines and frequent interruptions. Frequent communication with staff requesting information or help with a problem in connection with patient information.**Emotional Effort**Dealing with sensitive information in patient information leaflets that can be graphical and informative.**Environmental/Working Conditions**The post holder may be required to travel to other locations within and outwith Tayside to attend meetings.  |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Educated to HND/Degree level or equivalent. Previous experience undertaking administrative duties within the NHS/the requirement to undertake a period of job training (3-6 months).High level of IT literacy skills, including:WordProcessingExcelPowerPoint PresentationsAuditData AnalysisScannerAdobePDF (Portable Document Format) files programme. Good organisational and time management skills with the ability to use initiative and work to deadlines.Good interpersonal skills and ability to engage with staff of all levels.Good facilitation skills.Ability to prioritise own workload.Ability to work independently or within a team environment when required.Ability to travel to sites within and outwith NHS Tayside.Presentation skills.The post holder is required to comply with any mandatory training as requested by the line manager. |
| **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: |