**NHS TAYSIDE – AGENDA FOR CHANGE**

**JOB DESCRIPTION**

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| 1. **JOB IDENTIFICATION** | **Job Title** | **Information & Data Administrator** |
|  | **Department(s) Location** | **Tayside Child Health Department, Whitehills HCCC, Forfar** |
|  | **Number of Job Holders** | **3** |
| 1. **JOB PURPOSE**   As part of the Central Mailbox Team, provide a comprehensive data information service to Women and Children’s Services and partner agencies across Tayside. Act as the main conduit for sharing data and patient information safely and securely to and from the mailboxes to appropriate groups across children’s services and partner agencies in line with GDPR Guidelines. Provide Data Quality reports to Senior Management regularly as and when requested.  The team manages and disseminates information securely and safely in relation to children across Tayside including Midwifery, Social Work and Child Protection information, Looked After Children notifications, Police Concerns, School Nurse and CEYP (Care Experienced Young People) Referrals and all concerns raised relating to children from OOH or NHS24  Compile and provide accurate data and reporting information for the Service Leads across Tayside and the Child Protection Executive Group (CPEG) to assist in ensuring child protection actions are followed up and completed within the agreed timescales**.** | | |
| 1. **ORGANISATIONAL POSITION**   Service Lead/Development Manager  Tayside Child Health Department  Admin Support Co-ordinator (B5)  Admin Team Supervisor  Information & Data Administrator (this post) | | |
| 1. **SCOPE AND RANGE**   To support the Children and Families Service in relation to dissemination of health information and data gathering relating to Child Protection and Wellbeing, ensuring compliance with local and national definitions, standards, codes and guidelines. Make available with appropriate confidentiality safeguards, information relating to sensitive and contentious issues, to those who are authorised to access the data. Ensure Care Experienced Young People, Police Concerns, Social Work notifications and School Nurse Referrals received into the service are distributed appropriately within agreed timeframes.  Gather, collate and provide accurate data information in agreed reporting format for presentation and submission to Team Leaders, Service Leads and Service Manager.  Ability to collate data and present reports regularly in a detailed reporting format to senior management with awareness and understanding of timescales and adhering to these appropriately  Ensure compliance with local and national definitions, standards, codes and guidelines. Make available, with appropriate confidentiality and safeguards, information relating to sensitive and contentious issues, to those who are authorised to access the data.  Awareness and understanding of enhancements to local IT and information sharing protocols and systems in line with agreed Standard Operating Procedures and Information Sharing Guidelines, adapting to changing data collection and recording methods as required. | | |
| 1. **MAIN DUTIES/RESPONSIBILITIES** 2. To manage the central email boxes as a single point of contact for NHS Tayside receiving and disseminating timely and accurate information across Midwifery, Health Visiting, School Nursing/CEYP and identified NHS and Partnership services within the agreed timescales. 3. Provide a high quality and dynamic data collection, recording and information service in line with national and local definitions and standards. Using own initiative, update data collection systems as and when required to capture appropriate information for reporting. 4. Responsible for gathering information and providing regular monthly and quarterly reports for line manager, Senior Nurses, Lead Nurses, Team Leaders and partner agencies, identifying breaches within the reporting pathways. 5. Providing data information as requested by the Service Leads to support service improvement. 6. Investigate issues which arise using persuasive and negotiation skills and resolve these in a timeous way to ensure accurate sharing and reporting information is in place, in line with NHS Tayside Policies and Guidelines 7. Attend fortnightly meetings with partner agencies and prepare minutes within identified deadlines for onward dissemination to Team Leaders and Partnership colleagues 8. Responsible for recording of information accurately to facilitate data collection, ensuring an efficient and effective monitoring systems are in place for Children’s Services across Tayside. 9. Manage and distribute emails received internally and externally in line with developed Standing Operating Procedures and upload appropriate information to patient’s records in EMIS, alerting clinicians to this information 10. To ensure distribution lists and information folders are managed appropriately and in line with the Email Information Transfer Protocol. 11. Ensure there is an accurate electronic filing system to facilitate easy access, retrieval and retention of information and correspondence in accordance with National and Local Guidelines. 12. Responsible for dealing with routine and non routine enquiries from all staff groups and external agencies, providing information, direction and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery. 13. Ensure all work is undertaken is to the quality standards defined in line with the NHS Tayside Corporate Policies. 14. Comply with all relevant NHS Tayside and Departmental Policies and Procedures, including Data Protection and IT Security. 15. Participate in an annual appraisal and develop skills in conjunction with a personal development plan with your line manager. 16. Attend all mandatory training in line with departmental and NHS Guidelines. 17. Your performance must comply with the national Mandatory Induction Standards for Health care Support Workers in Scotland 2009 and with the Code of Contact for Healthcare Support Workers. | | |

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| 1. **COMMUNICATION AND RELATIONSHIPS**   Excellent communication skills are required. Communication is undertaken face-to face, by telephone or by email as the situation dictates, and the post holder to be aware of the highly confidential and sensitive nature of the topics discussed and use tact and diplomacy when dealing with enquiries.  **Internal**  The post holder is expected to communicate and liaise with staff at all grades and disciplines to monitor and completeness of data submitted, forwarded and recorded.  Establish and maintain good working relationships with all grades of staff, to promote co-operation, discussion, negotiation and agreement relating to the collation, input, reporting and development of data relating to Children across Tayside.  **External**  The post holder is expected to develop and maintain working relationships and communicate with a wide range of disciplines across the NHS and partner agencies including Local Authorities, Police and Social Work Colleagues.  An understanding, acceptance and adherence to the need for strict confidentiality is essential due to the highly sensitive information received |
| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**  * The post holder should be educated to SVQ Level III or equivalent in Business Administration with extensive administration/secretarial experience preferably in an NHS setting. * Experience of working with database analysis and computer systems is essential. * Advanced keyboard and computer sills, including experience with Microsoft Word, Excel and NHS Email. * Knowledge and experience of local NHS IT systems including EMIS would be an advantage. * Good communication and organisational skills and the ability to work without direct supervision and determine own workload priorities is essential. * Ability to work under pressure to meet required timescales. * Attention to detail and accuracy in updating and managing databases. * Pleasant helpful telephone manner and excellent time management skills. * The ability to develop and manage databases and present accurate data in agreed electronic format. * The postholder will have knowledge of and adhere to all NHS Tayside policies and mandatory training including Fire Safety, Appraisal, Induction, Load Handling, Health & Safety, Visual Display Unit, Security & IT Security, and Data Protection * Awareness of legislation such as Freedom to Information Act, Data Protection Act, Health & Safety Acts * Maintain a high level of self-development, specifically relating to national and local policies and procedures and methods employed for data collection and recording. |

**ESSENTIAL ADDITIONAL INFORMATION**

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| 1. **SYSTEMS AND EQUIPMENT**   **Systems**  NHS Systems including NHS Mail and EMIS  Software packages including Excel, Word and Business Objects  Analyse statistical data using a variety of software packages  Electronic Data storage using various media  Submit Reports  Maintain Records  Internal applications  **Equipment**  Personal Computer  Laptop  Photocopier  Printer  Office Equipment  **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. |
| 1. **PHYSICAL DEMANDS OF THE JOB**   **Physical Demands**  Work involves being computer based therefore sitting in a restricted position for the vast majority of duties. Sustained daily exposure to a computer display screen.  **Physical Skills**  Advanced keyboard skills to input and work accurately with data in computer databases  **Mental Demands**  Concentration is required to distribute, collate, input, monitor and report on data with detail and accuracy, with potential interruptions.  Working under own initiative supported by advice and guidance from manager as required.  **Emotional Demands**  Exposure to awareness of and understanding of sensitive, contentious and confidential issues at all times.  **Working Conditions**  Normal office conditions though the majority of time spent sitting in a restricted position operating computer equipment. |
| 1. **DECISIONS AND JUDGEMENTS**   The post holder is expected to work generally with a low level of supervision to prioritise own workload within the parameters set by the Service Lead, Tayside Child Health Department.  Autonomous in the delegated task.  Typical decisions which the post holder makes in the course of the day are:-   * Assessing and prioritising workload as generated by the email box receipt systems * Assessing and prioritising communications to and from services/agencies |
| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**   Managing time efficiently, prioritising workload to meet competing demands.  Ensuring information and data is disseminated promptly and efficiently daily  Dealing with highly confidential and sensitive child protection information of a distressing nature.  Accurate sourcing of information to ensure dissemination of information is correct and adhere to the Data Protection Act 1998. |
| 1. **JOB DESCRIPTION AGREEMENT**   The job description will need to be signed off using the attached sheet by each post-holder to whom the job description applies. |

**JOB DESCRIPTION AND ESSENTIAL ADDITIONAL INFORMATION FORM – SIGNATURE OF AGREEMENT**

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| Post Title | Information & Data Administrator |
| Reference Number |  |

The attached job description and essential additional information will be used as part of the Agenda for Change assimilation exercise and therefore the job matching panel may wish to see further clarification on any issues contained within the documents.

**Should this be necessary please identify an appropriate Manager and Staff representative who can be contacted to clarify such issues.**

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| **Responsible Manager** |  |
| **Contact No.** |  |
| **Staff Representative** |  |
| **Contact No.** |  |