



## JOB DESCRIPTION

### 1. JOB IDENTIFICATION

**Job Title:** Child Health Information School Administrator

**Responsible to:** Child Health Team Manager

**Department & Base:** Child Health Department, Borders General Hospital

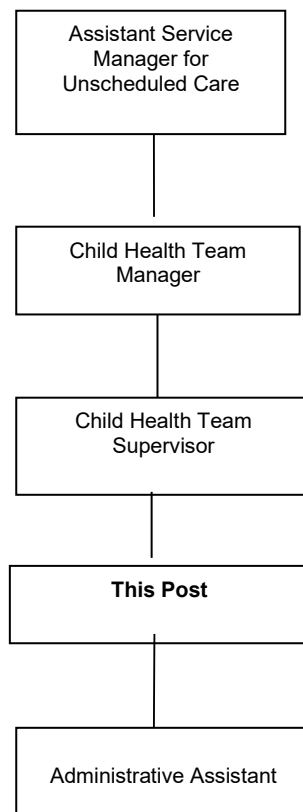
**Date this JD written/updated:** June 2010 / July 2018 / June 2019 / June 2022

### 2. JOB PURPOSE

To provide a comprehensive specialist administrative support service to the NHS Borders Child Health Department, working directly with Public Health Nurses (Health Visitors and School Nurses), the Borders Vaccination & Immunisation Team and Healthcare Assistants to support the delivery of the NHS Borders Vaccination & Immunisation Programme and both the Pre-school and School Child Health Surveillance Programmes, following guidelines set out by both the Scottish Executive and Local Practice.

To support Child Health Management Team.

### 3. ORGANISATIONAL POSITION



#### **4. SCOPE AND RANGE**

- The post holder assists in the delivery of:-
  - NHS Borders Immunisation Programme
  - Newborn Screening
  - Health Visiting & School Nursing
  - Child Health Surveillance
  - Child Protection Admin
- May be required to work across two locations within Central Borders
- Will attend Immunisation sessions at Borders schools as required, to assist with administrative duties
- The post holder will liaise with and exchange confidential and sensitive information with other departments, health boards, GP's as well as parents, consultants, associate specialist, registrars, acute and community nursing and immunisation teams and AHP's.
- The post holder will maintain three national child health computer systems.
- Requires formal training on all three Child Health Computer Systems
- Post holder manages immunisation queue lists and immunisation schedules.
- Post holder schedules appointments for childhood immunisation appointments and contributes to the data entry of primary and secondary immunisations for Borders children.
- Flexible - the post holder will have a primary post but may be required to cover and assist with the workloads within other specialities. Post holder will ensure service continuity in times of staff absence / annual leave.
- May be required to take minutes of meetings.

#### **5. MAIN DUTIES/RESPONSIBILITIES**

- To provide a comprehensive administrative service to the Community and Acute Clinicians, Public Health Nurses and NHS Borders Immunisation Team, planning workload, arranging Health promotion sessions and processing resulting documentation, typing of appointment letters, adhoc/urgent letters and monitoring of waiting lists.
- Ensure School children are scheduled for Child Health Surveillance Reviews and both pre-school and school Immunisations are scheduled as determined by the Scottish Executive and local practice which ensures that all borders children are receiving the best health care enabling them to achieve their full potential.
- Recording on Scottish Immunisation and Recall System childhood immunisations to ensure that NHS Borders reach the required uptake targets. The Borders Childhood Immunisation Uptake is recorded and published by Information Services Division (ISD).
- Ensure that clinical and non clinical data following each review/routine appointment is recorded on Child Health Surveillance systems.
- Clinically code findings from health surveillance appointments and Section 31 Child Protection Invites and Minutes.
- Write and generate Boxi reports to extract, collate and analysis information/data to ensure delivery and quality control, including delivery of HEAT targets.
- Stock control - ensure that Community Children's nurses have clinical stock available at all times for individual patients with special needs.
- Stock control of stationery for department.
- Arrange clinic appointments in conjunction with Team Supervisor / Medical Secretary for medical assessment/review by Consultant Paediatricians thus ensuring that these children receive adequate input from other medical and educational agencies.

- Meet with Child Health Management and Immunisation team on a regular basis.
- Request Child Health records from previous Health Authorities to ensure that medical staff has relevant information to determine whether child requires a transfer in medical or review at clinic.
- Transfer Child Health records of children moving out of Borders area to new Health Authority. And request records for children moving into Borders.
- To contribute to the collection and recording of patient statistical information to ensure statistics are available for the Scottish Executive Health Department (ISD), audits etc.
- Arrange and attend School Immunisations Sessions, providing administrative support in a community setting - driving to localities.
- To continually review, improve and document administrative procedures and changes to computer systems thus maintaining knowledge of procedures.
- Receiving phone calls from parents, colleagues including medical colleagues and agencies - initiating response, from self or Supervisor/Manager thus ensuring ease of flow of information between professionals.
- To ensure patient confidentiality is maintained in accordance with hospital policies and statutory legislation.
- Demonstrate duties to new starters within the office administration team.

**Other relevant duties as delegated.**

- Undertake objectives as part of annual PDP and Appraisal.
- To complete required statutory & mandatory yearly training.
- Adhere to NHS Borders Health & Safety guidelines and contribute to Fire Walks and Hazard Spotting requirements.

## **6. SYSTEMS AND EQUIPMENT**

- All relevant departmental Clinical Systems and Databases.
- CHI (Community Health Index Computer System).
- Child Health National Computer Systems - Scottish Immunisation Recall. System, Child Health Surveillance Pre-school and Child Health Surveillance School
- EMIS
- Email.
- Hospital Computer Systems e.g. SSTS, Learnpro, Datix, Turas
- Internet/NHS Borders Intranet.
- Medical Records.
- Microsoft Packages.
- NHS Clinical Computer Systems e.g. Trakcare, Badgernet
- PC.
- Telephone, FAX machine, printer, scanner, photocopier, shredder, trolley, laminator and laser printers.
- Video Conferencing facilities.
- Web based medical terminology browser.

## **7. DECISIONS AND JUDGEMENTS**

- Post holder works to national and local guidelines and procedures as well as local Standard Operational Procedures (SOPS).
- The post holder is required to work independently and manage own workload.
- Post holder requires theoretical knowledge of child health computerised systems.
- Post holder requires theoretical knowledge of childhood immunisation scheduling.
- Post holder analyses patient clinical findings to enable them to carry out clinical coding.
- Prioritise Clinicians' workload and diary.
- To make independent judgment as and when necessary in order to facilitate a smooth running of Service.
- Mentor/Buddy and initiate work for clerical officers.
- Someone available at all times to advise on issues when required.
- The post holder uses own initiative, exercises own judgement when prioritising a demanding daily workload and exercises judgement when dealing with Associate Specialist, Public Health Nurse, other medical and clinical staff, patient enquiries and finding solutions to problems.
- The post holder is expected to demonstrate a high degree of discretion with regard to handling of patient and Associate Specialist/Public Health Nurse information, ensuring patient confidentiality is maintained at all times.

## **8. COMMUNICATIONS AND RELATIONSHIPS**

- Receive and provide complex information including sensitive issues related to children's health including child protection issues requiring tact.
- Maintain good communication and relationships between agencies both internally and externally, contact is made by telephone, email and written correspondence and face to face on a frequent/daily basis.
- Direct contact with Associate Specialist, Health Visitors, School Nurses and Immunisation Team is vital in ensuring effective liaison between Agencies and therefore ensuring that the service provided is being delivered efficiently.
- Work closely with and plan work in close consultation with relevant Public Health Nurse and Immunisation Team.
- Communicate and build relationships with Associate Specialists, Immunisation Team, Public Health Nurses and other colleagues both within and out with the organisation.
- The post holder will be required to prioritise workload and enquiries independently, resolving problems timorously and determining when to escalate to a senior member of the team.
- Communicate and build relationships on a daily basis within NHS Borders with all external and internal doctors, public health nurses, parents, radiology, nurses, ward co-ordinators, medical record, school administrators, health centre reception staff, hospital reception staff either in person, by phone, FAX or email.
- Communication of highly confidential and sensitive issues, as well as dealing with distressed patients/relatives.

## **9. PHYSICAL DEMANDS OF THE JOB**

- Concentration required when dealing with telephone calls, immunisation queue list management, scheduling, inputting data, minute taking, clinical coding, writing Boxi reports.
- Receive and provide complex information including sensitive issues related to children's health including child protection issues requiring tact.
- Volume and diversity of workload.
- Input of vast quantities of clinical data.
- High concentration level.
- Speedy and accurate Keyboard skills.
- Manual handling skills including handling of large numbers of patients' case notes, at times necessitating the use of step-ladders to access awkward locations and always using trolleys to Transport volume of notes.

## **10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**

- Reacting to constant changes in demands of service.
- Receive and provide complex information including sensitive issues related to children's health including child protection issues requiring tact.
- Dealing with the varied demands of workload.
- Concentration required when dealing with telephone calls, immunisation queue list management, scheduling, inputting data, minute taking, clinical coding, writing Boxi reports.
- Dealing appropriately with constant interruptions related and unrelated to job, both in person and on the telephone.
- Dealing diplomatically and sensitively with anxious/distressed/angry parents (often first point of contact with hospital).
- Clinical coding.
- Creating Business Objects reports as this requires theoretical knowledge of systems.

## **11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**

### **Essential**

- Advanced keyboard skills.
- Knowledge of a range of administrative procedure, knowledge of software Programmes.
- HNC/SVQIII in Secretarial Studies/Business Administration or equivalent experience.
- Computer literacy and a working knowledge of office systems
- Demonstrate excellent organisational skills.
- Highly developed tact and diplomacy.
- Excellent communication skills with an emphasis on interpersonal skills, including an excellent telephone manner.
- Ability to maintain discretion and confidentiality at all times.
- Ability to work as part of a team essential.
- Numeracy and literacy skills.
- Demonstrate a high level of discretion and confidentiality.
- Demonstrate a high level of flexibility with regard to work schedules.
- Demonstrate the ability to operate effectively, under pressure and to strict guidelines.
- Driving License.

**Desirable**

- Previous experience within the Child Health Administrative Team.
- Knowledge of medical terminology.
- Knowledge of departments waiting list procedures.
- Knowledge of analysing data.
- Multi tasking skills.
- Experience of dealing with the public.
- Knowledge of NHS Systems e.g. TRAK.
- A working knowledge of the Data Protection Act.