

Information and Data Quality Senior Officer

Department: Health and Community Services (HCS)

Division: Prevention, Primary & Intermediate Care Group

Reports to: Immunisation Nurse Specialist

JE Ref: HCS1071

Grade: CS06

JE Date: 15/12/2021

Job purpose

To lead the team who are responsible for ensuring that all children on the island are invited to have their vaccinations and health checks at the correct age. The Child Health Information System (IT system) schedules invite letters and records data for children's health programmes.

The childhood Immunisation programme for the Island critically relies on the quality of the vaccination information that is recorded. You must have an eye for detail, as accuracy is essential.

The administration team provides an important first point of contact with the public and other health professionals.

For an informal discussion please contact Marion Lee on 01534 445790

Job specific outcomes

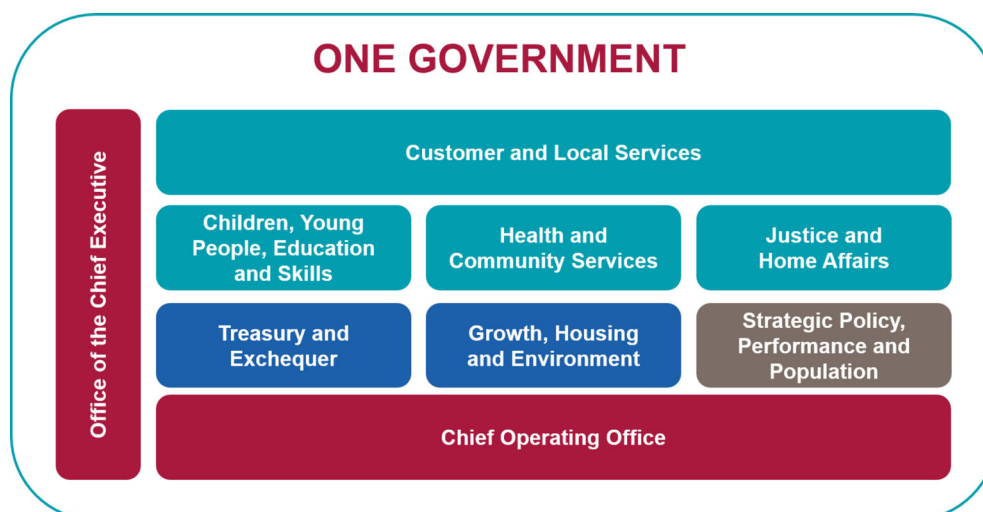
1. To lead a small team responsible for the daily administration of the Child Health Information System (IT system). This will require a high level of accuracy and attention to detail, with the ability to spot discrepancies or mistakes and follow established Standard Operational Procedures (SOP).
2. Provide a broad range of high level administrative support services to the child health team, using initiative and drawing on experience to anticipate the teams needs and respond accordingly.
3. To validate and input forms, to enter the data onto the system and manage the process of archiving the forms in accordance with the agreed storage and destruction policy. To undertake general filing duties if required. This may mean working in the archive area.
4. To report inconsistencies and data quality errors impacting on service delivery to the Immunisation Nurse.

5. To lead the team and meet regularly with other team members supervise the prioritisation of workloads, to meet often conflicting deadlines and have a flexible approach to tasks.
6. Proactively review relevant systems and processes within own area of work and make recommendations to continuously improve efficiency and performance, contributing as part of the wider Business Support Team.
7. Communicate and share relevant information with stakeholders as directed by more senior colleagues, to promote collaborative working and to keep stakeholders up-to-date with events, meetings and activities.
8. Develop and maintain an awareness of other teams and services activities, building positive relationships with them to ensure a collaborative service is provided to the business.
9. Have good interpersonal and communication skills to lead the response to queries relating to records held on the child health system. These can be from the individuals themselves, parents or health care professionals such as GP's, health visitors, school nurses, hospital staff or the immunisation nurse specialist.
10. Maintain an up-to-date knowledge of programme issues and procedures in order to respond to patient/public queries and complaints and know when to escalate to a higher level, as appropriate.
11. Ensure patient confidentiality is maintained at all times and patients' rights are maintained

Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time. A good standard of education, IT literate and a willingness to learn. Experience of hospital systems Care Plus and Trak Care is beneficial but not essential as training will be available.

Organisational structure



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to A level standard or NVQ level 3 in administration or equivalent experience	
Knowledge	<p>Knowledge of operating across a number of systems and adjusting to specialist systems;</p> <p>Knowledge of supporting in an administrative capacity.</p>	Knowledge of medical terminology
Technical / Work-based Skills	<p>Have used computer systems to enter data and retrieve data;</p> <p>Proficient in using computer applications e.g. Microsoft Office;</p> <p>Attention to detail and ability to record information accurately with minimum supervision;</p> <p>Strong communication skills required, primarily for the purpose of giving and receiving information, but frequent contact with others is also required.</p>	.
General Skills/Attributes	<p>Able to accurately record information and data;</p> <p>Ability to manage own workload within agreed timelines and escalate where issues arise;</p> <p>Organised and self-motivated;</p> <p>Communicate effectively with colleagues to request or transmit information, ask questions, get clarification, exercise tact etc;</p> <p>Be able to deal with routine challenges autonomously, some with a moderate level of complexity;</p> <p>Be able to operate within a number of specialised IT and software systems;</p> <p>Be able to carry out skills, complicated established activities.</p>	
Experience	<p>Practical relevant work experience in the provision of broad administrative support within a complex business model;</p> <p>Ability to manage a varied workload;</p> <p>In depth understanding of administrative methods that have been learned through direct job experience.</p>	
Criteria relating to Safeguarding		