**CHIS Team Leader**

**(Child Health Information Service)**

**Location: London**

**Salary: £24,000**

**Hours: 37.5 hours a week**

**Reports to:** Deputy Operational Head - CHIS

**Working with:**

(Internal) - Operational Head of Service, Deputy Operational Head of Service, Child Health Information Service Administrators, Data Quality Managers and Data Quality Officers, Failsafe Manager and Officers, Team Leaders, IT, Customer Operations Support, HR.

(External) – General Practice, Health Visitor Services, School Nursing and School Age Immunisation Providers, Children and Young People Community Immunisation Service, Maternity Units, Screening Coordinators, Child Death Overview Panel Contacts (CDOP), CHIS teams in other geographical areas, NHSE Commissioners, UKHSA, Integrated Care Boards, Partner organisations i.e., Education Services, Social Services, Safeguarding Teams, Local Authorities.

**Background:** As part of the InHealth Group, which sees more than 3 million patients each year, **InHealth Intelligence** is a leading software provider of information management solutions for health organisations across the UK.

We provide the **Child Health Information Service (CHIS)** in two large areas; South East London and North West London.

InHealth Intelligence also provides Diabetic Eye Screening services and population-based data analysis to improve the prevention and diagnosis of long-term conditions.

With headquarters based in Cheshire and 18 regional offices around the country, our dedicated and experienced team combines in-depth knowledge of healthcare with innovative technical skills to provide healthcare professionals with effective online information management and clinical tools to improve patient care.

**Introduction:**

The CHIS (Child Health Information Service) provides a high standard of administrative support to the delivery of the Healthy Child Programme, maintaining accurate health data for all children 0-19 on a specialised database to ensure children are offered vital immunisations and health screening. This information follows a child wherever they live in the UK as they move into or out of the commissioned service area. Our CHIS programme manages records for children aged 0-19 years, living, registered with a GP, or attending school in the area.

**What you will do:**

The main purpose of the CHIS Team Leader is to manage a team of CHIS administrators to deliver the service in the CHIS Specification and ensure administrators deliver an accurate and up to date set of child health records for every child in the relevant area.

The post holder will have day to day responsibility for the provision of administrative support of the CHIS, which supports the Healthy Child Programme and will be able to communicate effectively with your team, colleagues, and a range of healthcare professionals.

The post holder will be required to work on their own initiative and manage their team efficiently, ensuring key targets are met and workloads effectively managed.

The post holder will support team leader colleagues with backlogs and help the Data Quality Manager in the investigation of data quality issues where necessary.

The post holder may be required to represent the Health Intelligence CHIS at relevant meetings, including Programme Boards for Antenatal and Newborn (ANNB) Screening and will also participate in internal Multi-Disciplinary Team (MDT) Meetings.

**What you are responsible for:**

* Monitor workload on an ongoing basis and make decisions around prioritisation of work within available resources to meet service standards
* Ensure the line management arrangements are clear and to effect change in the team to respond to the changing requirements for Child Health
* Train staff to a competent level in all aspects of the Child Health System to enable them to accurately process records and deal with queries from key stakeholders
* Monitor team performance and support the early identification of issues within a team e.g. additional training requirement
* Manage CHIS administrators in line with InHealth HR polices, ensuring that there are standards set for acceptable working practices and a customer focused service
* Apply the correct application of HR policies and procedures for staff including recruitment, induction, disciplinary and sickness absence monitoring
* Complete staff annual PDRs with specific objectives and effective personal development plans. Identify issues of performance and capability ensuring support mechanisms are put in place to provide assurance on the performance of staff
* Effectively communicate and support the Operational Deputy Head of Service, highlighting any potential staffing issues, incidents or performance problems as soon as these become apparent
* Support and facilitate the engagement of staff by encouraging their involvement in shaping and influencing the delivery of the service including contributing to the design of new processes and systems. Ensure the contributions of staff are heard, valued and influence management decision making
* Apply effective systems for communication throughout the service so that all staff understand the direction and values of Health Intelligence, the InHealth group and the part they must play in its success
* Continually review and assess operational performance and instigate measures to improve efficiency and effectiveness to identify areas for improvement which will provide a better quality of service, developing plans for implementation and reporting progress to the Operational Head of Service and Operational Deputy Head of Service
* Lead the CHIS administrators in the effective delivery of all administrative activities which support the Healthy Child Programme.
* Collaborate with other team leaders to ensure the smooth running of the service and distribution of activities to optimise the efficiency of the whole service
* Demonstrate expertise and a wide range of knowledge of the CHIS IT system to train and support team members
* Support GP practices, maternity units and other health care professionals to resolve any issues team members are unable to resolve
* Assist the Operational Deputy Head of Service and the team in taking appropriate action to support the UKHSA (UK Health Security Agency) and NHS England with reports in the event of a mass outbreak or pandemic.
* Lead on the implementation of new CHIS IT system releases, carrying out a gap analysis, testing in a training environment and then ensuring all team members are aware of changes and trained accordingly
* Collate and prepare reports for contract meetings, stakeholder meetings and MDT meetings as required
* Attend contract meetings, stakeholder meetings and MDT meetings as required
* Lead on the completion of all audits as required by the management team.
* Document all complaints and compliments received including outcomes and actions taken
* Carry out other duties commensurate with the post that may be required by the Operational Head of Service or Corporate Head of Service.

**What people see in you:**

* Someone with good people management skills
* Self-organised, uses own initiative and makes good decisions
* A team player who is supportive, reliable and trustworthy
* Someone who is approachable, dedicated and hard-working
* A highly motivated and enthusiastic colleague with good organisational skills
* Someone who thrives on and remains calm and focused in challenging situations
* The ability to communicate effectively with all disciplines of staff both written and verbally
* Someone who can manage and mentor junior members of staff
* A high level of attention to detail and an inquisitive mind
* A keen learner with excellent written communication skills

**You will:**

* Be able to work in a confidential and sensitive manner
* Be uncompromising on high quality standards
* Be honest and act with integrity
* Have good communication skills – written, verbal and listening
* Enjoy working collaboratively
* Be able to manage your own workload to meet deadlines

**You have experience of:**

* 2 years’ experience in a managerial or supervisory role
* Experience in health care information services
* Working with Microsoft applications and be a competent user of Excel