**Administrator Child Health Information Service (CHIS) - London**

**Location: London**

**Salary: £23,809.50 + HCA**

**Hours: 37.5 hours a week**

**Reports to: Team Leader**

**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, CHIS teams in other geographical areas, NHSE Commissioners, UK Health Security Agency (UKHSA), Integrated Care Boards (ICB), 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 post-holder will assist the team to maintain effective working relations with the following:

* GP Practices
* 0-19 Public Health Nursing Teams
* Maternity Units
* Health Visitor Services
* Children and Young Peoples Community Immunisation Services
* Newborn Screening Services
* Other Child Health Departments
* Local Authority Safeguarding Teams

The post-holder will need a flexible approach to working hours and the ability to work as part of a team. Duties and responsibilities will be allocated to team members in accordance with daily and weekly priorities in the department to ensure full cover of the workload and departmental objectives are met.

**What you are responsible for:**

Follow appropriate procedure immediately on receipt of:

* Antenatal Bookings
* Birth Notifications
* Pregnancy Closures
* Notification of Child Death
* Bloodspot results
* Immunisations
* NIPE and Hearing results
* Movers Reports
* Health Visitor Checks
* Demographic Updates
* School Updates

Ensure child health records associated with children moving in/out/around the defined CHIS area are transferred appropriately and accurately in accordance with agreed specification.

Ensure all records are well organised, maintained and held in accordance with the Health Intelligence Confidentiality policies, including those held for ‘Lost Contact’ patients.

Liaise with NHS Trusts, GP’s and community clinical and administrative staff when required.

Report any incidents, errors or breaches of standards to the Team Leader.

Provide clerical support to the relevant local immunisation team in response to mass outbreaks as deemed appropriate by NHS England and UKHSA.

Sort and distribute post and other correspondence.

To assist with the training of staff in all aspects of the Child Health System and data processing tasks if required

Maintain and support the scheduling of vaccinations sessions in the Child Health system in accordance with the local procedure.

Operate office equipment in a safe and orderly fashion reporting to the Team leader any faults.

To complete any training courses including mandatory training appropriate to the role

Any other duties relevant to the post that may be required by the Team Leader or Child Health Information Services Manager.

To provide cover for all colleagues as necessary to ensure deadlines and targets are met.

Participate and cooperate with audits within the service by assisting the Team Leader and Operational Heads in providing evidence.

Follow appropriate confidentiality and information governance in all communication

Deal professionally with queries within departmental guidelines

Send and receive documentation e.g. child records, immunisation schedules and appointments, in keeping with local procedure and information governance.

To provide general, non-clinical advice and information to clinicians, GP’s and on occasion parents, appropriate to the role, referring to the Team Leader when required

**What people see in you:**

* A team player who is supportive, reliable and trustworthy
* Someone who is approachable, dedicated and hardworking
* Someone who is self-organised and uses their initiative to get the job done
* Someone that has a positive ‘can-do’ approach and willingness to learn in all areas of the job
* Ability to work in a confidential and sensitive manner

**You will:**

* Be really good at data entry processing tasks and enjoy this type of work
* Effectively use technology in this role
* Be thorough in your work with excellent attention to detail
* Be confident, independent and a problem solver
* Be skilled at administrative support including Word, Excel and database experience
* Be honest and full to the brim with integrity
* Have really good communication skills – written, verbal and listening

**What you will need to succeed in this role:**

* Enjoy working flexibly within a busy team
* Be technology savvy and have good experience with data entry, databases and Microsoft Office applications (Excel, Word)
* Be able to process records promptly and accurately
* Be able to communicate with a wide range of professionals in child health
* Be capable of understanding and following agreed standard processes and guidelines
* Be able to embrace change