

Job Description



Job Title: Clinical Support Worker – administration	Service Area: Children's Health 0-19 Service	
Directorate: CYPS	Post Number: TBC	Evaluation Number: 5425
Grade: Scale 5	Date last updated: June 2024	

Aim of Role

This is an administrative role within Children's Health 0-19 Service will contribute to the London Borough of Newham (LBN) key priorities set out in the corporate plan for children, young people and families and in accordance United Nations (UN) Convention on the Rights of the Child¹.

The post holder will be a member of the wider Children's Health 0-19 Service, within CYPS.

The post holder will work in conjunction with the Registered Nursing workforce and other skills mix members across the service. He/she will contribute to the assessment of health needs and delivery of appropriate services to meet needs of both the individual and the wider Community within a defined area of the London Borough of Newham.

The post holder will undertake duties as delegated by the Registered Nurse and nursery nurses in the community teams, The Clinical Support worker will work within the Borough across various localities and work both within Children's Centre, Health Centres and from home.

The post holder will be required to undertake the key functions within Children's Health Information Service (CHIS) Team including liaison with local and national maternity and child health departments to enable smooth exchange of patient identifiable clinical data and information daily to facilitate clinical service delivery to local children and families living in Newham

The post holder will be involved in data collection and inputting which contributes to identifying local health needs across the 0-19 years health services across the London Borough of Newham

The post holder will be required to liaise with local and national maternity and child health departments to enable smooth exchange of patient identifiable clinical data and information daily to facilitate clinical service delivery to local children and families living in Newham. This includes the management of NCMP data flows, vision and hearing screening data, Safeguarding information and data, new school entrants, transfer in and out of clients clinical records/ data and clinical test results in a secure and confidential manner

The post holder has no budget responsibility.

The post holder will be required to adhere to this dress code of smart but casual.

¹ United Nations Convention on the Rights of the Child (1990)

Job Summary

- The role is a hybrid role where you will be able to work from home and within various clinics / venues as required by service needs / requirements.
- When working from home, you will be required to participate in the coordination and delivery of the Single Point of Access (SPoA) system, answering calls and assisting callers who contact us through the SPoA
- To accompany members of the Health Visiting and School Health team as required to facilitate and support the delivery of services within the various health centres, GP practices, schools and community settings.
- To ensure that calls from anxious and distressed patients and carers are dealt with appropriately and referred to the correct clinical staff internally.
- To request and transfer out records, archive and file patient information as appropriate in line with recording keeping policies
- To update patient information on Rio and on Children's Health 0-19 Service IT database systems, ensuring data quality is monitored and any concerns raised.
- To undertake data entry and retrieve clinical data from appropriate clinical recording systems accurately over a sustained period of time within the team including Antenatal, new birth, new born screening, immunisation data, NCMP, Vision and hearing test results, the transfer in/ out of clinical records and maintain safe and effective communication with North East London CHIS Hub (NEL CHIS HUB) and other child health departments within and external to LBN.
- To provide cover and support to other Clinical Support Workers across the Early Help Neighbourhood catchment areas where necessary.
- To create new birth, screening packs and other resources for dissemination to children and parents/carers.
- To book child health clinics, child development reviews and health screening sessions in health centres, children's centres and school in accordance with the assessment and screening programme timetable.
- To be responsible for the care and maintenance of the screening equipment including safe storage, cleaning and ensuring its availability for calibration.
- To have an understanding of the Infection Control Policy and what the expected standards are for a school screening session and comply with the annual mandatory infection control training.
- To bring any concerns detected regarding a child's emotional health and wellbeing during a health assessment or screening session to the attention of the named Health visitor, School Nurse.
- To be able to accurately document on clients' electronic records such as RiO, all client contact and screening outcomes.
- To follow up any children who 'Was not brought' (did not attend) to their appointments at specialist services to support attendance at subsequent appointments offered and escalate where appointment are routinely not attended to the named school nurse.
- To have an understanding of the General Data Protection Regulations (GDPR) and Data Protection Act (DPA) and the impact this has on the screening programmes and information sharing.
- To maintain the confidentiality of our clients unless otherwise indicated first taking advice from the named school nurse or senior member of the Children's Health 0-19 Service

Specific training available

- How to have difficult conversations
- Excel
- RiO
- Annual Growth training
- Complete the LBN screener specific competencies
- Complete the LBN specific support workers competency frame work
- Training on other Public Health initiatives such as healthy eating and sleep where appropriate.

Other Duties

- To participate in specific public health and other initiatives as requested.
- To ensure that all equipment used within service delivery is available for calibration annually when required.
- To take and promptly pass on accurate notes and information, exercising independent judgement and discretion when handling, monitoring and filtering calls within data protection, customer care and confidentiality guidelines
- To manage the diary and appointments system and inform clinicians of their appointment arrivals.
- To maintain a standard / electronic filing system, ensuring that the filing of patient's correspondence, questionnaires etc. are kept up to date in line with record keeping policies.
- To book interpreters and translators for clients appointments and monitor confirmation of bookings and action as appropriate.
- To undertake general office duties including: scanning, uploading, photocopying, collating and binding of documents, filing, laminating faxing etc. as required.
- To keep accurate records on the electronic child health system and maintain accurate RiO diary and use the Early Help template as required.
- To have knowledge and adhere to all current policies and procedures, by the correct use of reports, memoranda and other communication paying particular attention to child protection policies and procedures.
- To submit mileage, special duty and petty cash claims punctually as appropriate.

Effective Communications and Working Relationships

- 1 To have excellent verbal, written and communication skills
2. To report to the line manager any issues that are of concern relating to health and safety of the building.
3. To have the ability to remain calm and sensitive in difficult and stressful situations
4. To provide administration support to community schools as required across the Early Help Neighbourhood
5. To manage telephone and personal contact from clients, relatives and other staff members as well as external persons with intelligence, foresight, and sensitivity whilst understanding the importance of confidentiality.

6. To take and relay clear message, including handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible.
7. To deal sensitively with service users or their carers/relatives who may be distressed.
8. To exercise judgment when dealing with inquiries and resolve patient problems by providing information and advice regarding appointments or the service as appropriate, or by passing on to the appropriate team member
9. To work in close collaboration with multi agency teams including the GPs, teachers, school support staff, Health Visitors to ensure safe transfer of records at key transitional points (reception)
10. To undertake professional and personal development as agreed with line manager and participate in regular supervision and appraisal.
11. To attend appropriate IT and administrative training courses.

Much of the work required will be across the various sites in Newham and you will be tested at interview for ICT skills.

EQUALITY AND DIVERSITY

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

PROTECTING OUR STAFF AND SERVICES

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Personal Specification



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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

Criteria	Desirable / Essential	Method of Assessment
KNOWLEDGE:		
To have an understanding of how your role as admin links into the wider CYPS Children's Health 0-19 Service activities	Desirable	Application and Interview
To understand the importance of admin when supporting clinical staff and activities.	Essential	Application and Interview
Knowledge of the work that Children's Health 0-19 Service undertakes across Newham	Desirable	Application and Interview
Knowledge of admin working within a clinical setting	Desirable	Application and Interview

EDUCATION/QUALIFICATIONS		
Minimum NVQ Level 2/3 or equivalent	Desirable	Application and Interview
Maths and English GCSE C or equivalent	Essential	Application and Interview
ECDL and/or advanced keyboard skills	Essential	Application and Interview
This post is subject to a [enhanced] DBS check.	Essential	Application and Interview
This post is exempt from The Rehabilitation of Offenders Act (1974).	Essential	Application and Interview
SKILLS AND ABILITIES:		
Excellent communication skills, written and verbal	Essential	Application and Interview
Ability to communicate with members of the public and health and social care providers	Essential	Application and interview
Ability to work on own initiative and organise own workload while at the same time adhering to the quality and work standards required by the service	Essential	Application and Interview
Ability to work effectively as a team player under appropriate supervision, and as part of a multidisciplinary team	Desirable	Application and Interview
Ability to move between sites working across health and social care as required by the needs of the service and development programme	Essential	Application and Interview
Ability to use IT and common software packages e.g. Word, Outlook, Excel and PowerPoint	Essential	Application and Interview
Willingness to update in the use ICT packages and other software packages e.g. Word, Outlook, Excel and PowerPoint	Essential	Application and Interview
EXPERIENCE:		
Experience of admin work – ideally within a clinical setting	Desirable	Application and interview
Experience of MS Office and dealing with calls	Desirable	Application and interview
Experience of minute taking	Essential	Application and interview
Experience of dealing face to face, and on the phone, with various clients, clinical staff and others.	Desirable	Application and interview

