

Job Description



Job Title: Team Coordinator – 0-19 Children's Health	Service Area: CHILDREN'S HEALTH SERVICE 0-19 YEARS	
Directorate: Children and Young People Services	Post Number: 33194	Evaluation Number: 5039
Grade: Scale 6-SO1	Date last updated: August 2017	

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.

Overall Purpose of Job

1. The post holder is responsible for implementing and maintaining effective clinical systems and processes to ensure systematic and effective data flows within the teams ensuring data is correctly entered into all clinical management systems system for the Data Manager to run comprehensive reports to inform the internal and external key performance dash boards
2. The post holder will support with updating and maintaining the Childrens Health 0-19 service audit schedule. Creating audits, drafting reports and manipulating complex data.
3. The post holder will support with developing and maintaining systems for collection, collation, analysis and distribution of data for all Children's Health Services collated in Newham;
4. The post holder will lead on working with the service to ensure that data is of the highest quality, and is used in accordance with the Council's policy and national legislation and standards (including the Data Protection Act);

5. The post holder will work in partnership with the health visiting and school health assistants to ensure efficient and smooth running of the 0-19 years' children's health services within the London Borough of Newham community health service.
6. The post holder requires the ability to work on own initiative and to liaise effectively with a broad range of internal and external agencies and professionals to maintain client confidentiality
7. The post holder will coordinate the on-site support required by the health visiting/school health teams across the London Borough of Newham (LBN).
8. The Post holder will report to the Health Project Officer and will undertake delegated work as agreed within work plan.
9. Develop and Implement system and processes using LEAN methodology to maximise efficiency and productivity within the team to ensure the health visiting service deliver the 5 mandated contacts of the Healthy Child programme (HCP) and the relevant data is gathered for the National Child Measurement Programmes (NCMP), Best Start in Life Priorities within time frame to achieve their Key outcomes for children and young people living in Newham.
10. The post holder will work as part of a matrix leadership with the Health Project Officer, senior co-ordinator and collaboratively with the service Data Manager to ensure data requirements are met across the service.
11. The post holder will assist the Children's Health Project Officer and colleagues with project support when required, ranging across the 0-19 Health service, including preparation and attendance any relevant project/programme boards.

Job Context

The post holder reports to the Health Project Officer

1. The post holder will support the Data manager with the day to day efficient running of the team centrally and within the neighbourhood localities to ensure appropriate support is provided within child health clinics / home visits/schools as required by the Health Visitors and School Nurses.
2. The post holder will contribute towards ensuring all data collation systems used in the Children's Health 0-19 Service are compatible and work together where necessary. Including creating new data sources if and where required.
3. The post holder has no budget responsibility.
4. The post holder will be responsible for supporting the Senior Management team with the strategic and operational programmes to deliver the public health priorities for the 0-19 years.

5. The post holder will be required to undertake the coordination and delegation of key functions within CHIS/SH Team including liaison with local and national maternity, child health departments and schools to enable smooth exchange of patient identifiable clinical data and information on a daily basis
6. The post holder is responsible for ensuring effective communication and good customer care is provided between external stake, partners, service users and the health visiting and FNP services as the Single/ First point of contact through the Newham CHIS hub
7. The post holder may be called upon to carry out such other appropriate duties as may be required by the Line Manager / Head of Service within the grading level of the post and the competence of the post holder including assisting within GP practices, health child clinics and in schools.
8. The post holder have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.
9. The responsibility for the commissioning of Public Health Nursing services transferred to local authorities in 2013 under the Health and Social Care Act (2012). Whilst London Borough of Newham has continued to commission these services since 2013, it has now chosen to assume direct responsibility for providing services. The local authority has taken this decision in order to:
 - Fully integrate school-age health provision into CYPS integrated neighbourhood teams in order to provide a holistic approach to health, education and social care for school-aged children, to build resilience and reduce health inequalities in the long term
 - Improve the journeys and outcomes of children, young people and families through truly integrated working in multi disciplinary teams
 - Streamline service provision and maximise use of resources across services working with children, young people and families

Key Tasks and Accountabilities:

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

To undertake all responsibilities listed below:

1. To develop and implement efficient team management and clinical systems which includes processing all reports, correspondence and documentation, and related filing, faxing, collating clinical data/ electronic health records.
2. To ensure and efficiently well organised central CHIS/SH support system is in place to provide the right resources at the right time e.g. clinic contacts / home

visits/ school visits to maximise clinical contact time by the health visiting/school health teams to deliver an effective high quality service to local children and families in Newham

3. To consistently coordinate the management of data entry into clinical recording systems accurately over a sustained period of time within the team including the transfer in/ out of clinical records and input into the National Child Measurement Programme, maintaining safe and effective communication with other child health departments within and external to LBN.
5. To coordinate data from multiple spreadsheets and data points to ensure and maintain a high level of data validation across the service.
6. To ensure that all incoming work are reviewed, prioritised and actioned including date-stamped all post and distribute to the appropriate persons, and that out-going mail / record transfers are sorted according to internal, external departments and relevant agencies
7. To aim for a paper light system and process however, where paper records/ documentation is in place maintain a standard filing system ensuring that the filing of patient notes, correspondence, questionnaires etc. are kept up to date, in a locked cupboard in line with the London Borough of Newham Child Health Service record keeping policies.
8. To coordinate the collection of and update of patient information on files and on database systems (RIO/ CHIS) ensuring data quality is monitored and any concerns are escalated to the appropriate health professional/ senior manager.
9. To receive incoming calls to the Service and deal appropriately in a courteous and helpful manner.
10. To deal with a range of queries from the public and other agencies in a polite and helpful manner, whilst working as the first point of contact/ reception for the service by telephone and face to face encounters, seeking advice and guidance from nursing staff and or senior management.
11. To demonstrate a wide range of problem solving skills involving allocation and prioritising of work load associated with adequate service provision
12. To ensure continuing familiarisation with the current Organisation policies and Procedures
13. To adhere to annual leave/reporting absences procedures and policies in relation to the trust and department and ensure the relevant staff are updated.
14. 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 inline with GDPR guidelines.

16. To receive regular one to one and team supervision from the Data Manager
17. To ensure regular maintenance of non-clinical equipment within the team, ensuring that equipment is maintained in good working order and are reported for repair as necessary.
18. To assist in the collation of statistical information for the purpose of contract, quality monitoring and auditing of the service to ensure ongoing improvement of health outcomes for children and young people living Newham.
19. To assist in the coordination and inputting of activity data including the National Child Measurement Programme (NCMP), and other service key performance indicators in on to the appropriate Information Systems to ensure the national target is met within the set time frames.
20. To report to the any issues that is of concern relating to health and safety of the working environment to estates manager and enter into the incident / risk reporting system- RADAR.
21. To coordinate and support the induction of new staff to appropriate administration systems
22. To assist the Children's Health Project Officer on current projects being worked on across the service, including supporting with tasks and attending the relevant project/programme boards to provide regular feedback.

Effective Communications and Working Relationships

1. To coordinate duty Rota for the central point of contact for the team (telephone and generic mail access) and distribute to the appropriate Health Visiting/ School Nursing teams.
2. 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.
3. To take and relay clear messages, including handling queries from other professionals and obtaining information to enable these to be dealt with as effectively and speedily as possible.
4. To deal sensitively with service users or their carers/relatives who may be distressed.
5. 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
6. To work in close collaboration with multi agency teams including the GPs, school health support staff to ensure safe transfer of records at key transitional points (reception/year 6 etc.)

7. To be responsible for sourcing, ordering and managing a range of clinical support and office support resources that support delivery of the high quality programme to clients.
8. To deal with information in a tactful, sensitive and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.
9. To participate in regular conversation with line manager as part of individual performance reviews and to support ongoing personal development
10. To work effectively with all staff at different management levels ensuring effective communication is kept at all times.

Infection Control:

Staff is responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the London borough of Newham Children's Health service.

Data Protection:

All employees must abide by the principles outlined in the Data Protection Act 1998 and the Freedom of Information Act 2000, as per the London Borough of Newham Information Security Policy.

*The above mentioned duties are neither exclusive nor exhaustive and can be amended from time to time after consultation with the post holder.

*The post holder may be called upon to carry out such other appropriate duties as may be required by the Line Manager / Head of Service within the grading level of the post and the competence of the post holder

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	METHOD OF ASSESSMENT
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.	
KNOWLEDGE: A clear understanding of Health Visiting and School Nursing years Healthy Child Programme. (HCP) 0-5 and 5-19 years A demonstrable understanding of Previous NHS or Children's Services	Application Form/Interview/Test Application Form/Interview/Test

processes and delivery	
<p>EXPERIENCE:</p> <p>Experience of working in an office environment</p> <p>Experience of working and delivering within a clinical health setting</p> <p>Experience of working with and maintaining complex data sources</p> <p>Experience of Microsoft office and competent in Word, Excel PowerPoint, Publisher and databases systems</p> <p>Ability to navigate the internet and use e-mail systems</p> <p>Experience of clinical data collection, transferring and inputting across the NHS health economy</p> <p>Demonstrable evidence of creating tables/graphs to illustrate data-</p> <p>An appreciation of the resource constraints on the service and the ability to develop innovative ways to utilise resources available to the best advantage</p>	<p>Application Form/Interview/Test`</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>
<p>SKILLS AND ABILITIES:</p> <p>Good and accurate keyboard skills and pays attention to detail</p> <p>Excellent written and verbal communication skills with the ability to demonstrate diplomacy, fluency, clarity and effectiveness working with senior and frontline staff, service users and their families.</p> <p>Ability to problem solve</p> <p>Excellent team working skills</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>Ability to prioritise and meet deadlines and manage a challenging workload with minimum supervision and work systematically towards deadlines</p> <p>Excellent organisational skills</p> <p>Ability to problem solve and work on own initiative</p> <p>Ability to prioritise and meet deadlines and manage a challenging workload with minimum supervision</p> <p>Good time management skills and able to prioritise effectively to meet timescales.</p> <p>Ability to deal with highly confidential client/staff information inline with GDPR guidelines</p> <p>Ability to maintain confidentiality and sensitivity to issues involved within the 0-19 years health services.</p> <p>Ability to work across a range of services and build a good general knowledge base of different services areas and how they work.</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview</p>
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <p>Ability to be non-judgmental</p> <p>Ability to negotiate effectively with key stake holders and partner agencies</p> <p>Willing to learn and develop in a changing environment</p> <p>Maintain confidentiality and adhere to the London Borough of Newham policies and procedures.</p> <p>Ensure a friendly and welcoming point of contact to all service users, giving prompt attention to their requests,</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p>

<p>directing enquiries and signposting as appropriate</p> <p>Deal with information in a tactful, sensitive and strictly confidential manner, showing empathy and judgement, in liaison with appropriate professionals as required.</p> <p>Ability to deal with difficult people and to maintain confidential and sensitive information in a professional manner</p>	<p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test :</p>
<p>OTHER SPECIAL REQUIREMENTS:</p> <p>NVQ Level 2/3 or equivalent</p> <p>Maths and English GCSE or equivalent</p> <p>Evidence of continuous professional development</p> <p>ECDL and/or advanced keyboard skills</p> <p>A recognised secretarial qualification or minimum 3 years equivalent admin/clerical experience</p> <p>Willingness and ability to work occasional evenings and weekends to maintain service delivery.</p> <p>Clear understanding of the key components of the health child programme</p> <p>Adhere to the London Borough of Newham policy and procedures on infection prevention and control in order to minimise patient risk and ensure high quality patient care.</p> <p>Some of the duties undertaken by this post may require the post holder to have a full current driving licence, and be willing to drive a Council vehicle after completing a Council driving test.</p>	<p>Application Form/Interview</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/Interview/Test</p> <p>Application Form/ Interview/Test</p> <p>Application Form/ Interview/Test</p> <p>Satisfactory clearance at conditional offer stage</p>

This post is subject to an enhanced DBS check.

This post is exempt from The Rehabilitation of Offenders Act (1974).