



ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

JOB DETAILS:

Job Title	Admin Support– Immunisation Team/School Nursing
Pay Band	Band 2
Hours of Work and Nature of Contract	26 hours/week Term Time Only
Division/Directorate	Family and Therapies
Department	School Nursing
Base	St Cadocs Hospital

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Public Health Nursing Team Manager
Reports to: Name Line Manager	Senior Nurse
Professionally Responsible to:	Head of Service

OUR VALUES:

Ein GWERTHOEDD yw...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr hyn a wnaem

BALCHDER

Our VALUES are...

People first

Personal responsibility

Passion for improvement

Pride in what we do

PRIDE

Am fwy o wybodaeth ffoniwch 01633 623801

GIG CYMRU NHS WALES
Bwrdd Iechyd Prifysgol Aneurin Bevan
University Health Board

For more information please contact the
Organisational Development Team on 01633 623801

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Job Summary/Job Purpose:

To provide clerical support to School Nursing Teams within ABHUB. This will include administrative support to the wider service as and when required. To contribute to delivering a preventative service for children and their families, by assisting the school nursing teams with clerical duties. Ensuring efficient processes are maintained and adhered to, allows the teams to achieve equity of health outcomes.

DUTIES/RESPONSIBILITIES:

- ☐ To act as main point of contact for the team. To use judgement to deal with enquiries and escalate as appropriate.
- ☐ To process incoming mail, ensuring that all urgent correspondence is dealt with promptly.
- ☐ To carry out clerical and administrative support to school nursing teams, ensuring the smooth running of the school nurses office's, clinics, and immunisation sessions.
- ☐ Receive telephone calls and deal with telephone enquiries, communicating and liaising with patients, relatives, members of the public and schools, as well as other departments and services in a sensitive and tactful manner.
- ☐ To liaise with other departments such as the customer management centre, to arrange works requests such as office moves, costings, IT requests, etc. as requested.
- ☐ To organise clinics and make appointments for clients as requested, over the telephone and by letter.
- ☐ To liaise with schools to book school sessions.
- ☐ To prepare, deliver and collect immunisation consent forms for immunisation sessions on direction from the qualified nurse.
- ☐ To attend immunisation sessions to support admin duties within the `pre-area`.
- ☐ To prepare and distribute school entry review packs to schools to support screening and surveillance on direction from the qualified nurse.
- ☐ To support the school nursing / immunisation teams with administration in preparation for and within immunisation sessions in both school and other community settings.
- ☐ To access Health Board computer systems such as, CYPRIS and WDS, to obtain patient information and ensure that patient records are accurate and up to date. Any discrepancies identified should be reported to the relevant person to action immediately.
- ☐ To undertake any other duties commensurate with grade, upon instruction of the manager.

- To maintain an effective filing system, including opening of new files and to file papers into health records as appropriate, in accordance with the health record keeping standards and complete any general filing as required.
- To process change of address forms, update relevant records and ensure appropriate personnel are informed.
- To undertake collation of statistical information as required for the school nurses or

Borough Team Managers.

- To provide cover and assist with workload for periods of absence or exceptionally busy times when needed to other boroughs across Gwent and support induction for new administration staff members.
- To be responsible for maintaining stationery stocks and oracle ordering.
- Report situations that may be detrimental to the health and well-being of the individual and report concerns to their manager.
- Report any adverse incidents in the most appropriate way
- Follows departmental and ABUHB policies and procedures
- To ensure effective use of Health Board resources.
- Works within standard administrative procedures, manager available for reference
- Work effectively within the team.
- To demonstrate own duties to new starters.
- To identify any education/training needs of self through the annual review process and ensure that all mandatory training is completed via ESR.
- To participate in programmes of in-service training.
- To complete staff audit as required.
- To co-operate in implementing the requirements of all Health & Safety, Child Protection, manual handling and environmental legislation relating to Codes of Practice and safety instructions.

EFFORT FACTORS

PHYSICAL EFFORT

- Inputting into computer for a substantial proportion of working time
- Handling of files and health records on a regular basis

MENTAL EFFORT

- Prolonged concentration is required when inputting into computer; need to ensure accuracy
- Concentration need when making appointments, filing and accurate message taking.

EMOTIONAL EFFORT

- Little exposure to emotional circumstances

WORKING CONDITIONS

- Office based - use of VDU for main part of working day
Ability to be independently mobile to meet the geographical requirements of the post.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Knowledge and training to Vocational Level 2 or equivalent demonstrable experience.</p> <p>IT Skills – standard keyboard skills</p> <p>Achieved good educational Standards.</p>		Application form and pre employment checks
Experience	<p>Previous Clerical experience.</p> <p>Previous word processing.</p>	<p>Experience of working in an NHS organisation.</p> <p>Experience of office work.</p>	Application form and interview
Aptitude and Abilities	<p>Excellent communication, interpersonal and organisational skills.</p> <p>Computer and keyboard Skills (All MS programmes).</p> <p>Ability to carry out instructions accurately and efficiently.</p> <p>Able to work as part of a team and cope with pressure during busy periods.</p> <p>Sensitive to the needs of children and families who may possibly be in distress.</p>	<p>Ability to speak Welsh.</p> <p>Working knowledge of databases and spreadsheets</p>	Interview
Values	<p>Alert and enthusiastic.</p> <p>Able to maintain confidentiality. Mature and flexible approach to meet the needs of the service.</p> <p>Methodical and well organised.</p>		Application Form Interview References
Other	<p>Willingness to undertake necessary training and learn and implement new skills.</p> <p>Ability to be independently mobile to meet the geographical requirements of the post.</p>		Application form and interview.

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's

working life and to embed the principles into the culture of the organisation.

➤ **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

➤ **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.

➤ **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.

➤ **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.

➤ **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

➤ **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.

➤ **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.

➤ **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.

➤ **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.

➤ **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation.

➤	The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
➤	Dignity at Work: The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
➤	DBS Disclosure Check: In this role you will have indirect contact with patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau Standard Check as part of the HB/Trust's pre-employment check procedure.
➤	Safeguarding Children and Adults at Risk: The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
➤	Infection Control: The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.
➤	No Smoking: To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

