

# JOB DESCRIPTION AND PERSON SPECIFICATION

**Job Title: Healthcare  
Librarian**

**Band: 5**

**Hours: 37.5**

**Base: Green Lane  
Hospital, Devizes**

**Reports to: Library and  
Knowledge Services  
Manager**

**Professionally  
Accountable to: Library  
and Knowledge Services  
Manager**

## Job Summary

Provide a library and knowledge service to staff and students at service points and community bases across the Avon and Wiltshire Mental Health Trust area with a particular focus on Wiltshire. This involves undertaking a wide variety of duties from supplying print books to supporting staff and students with their clinical and CPD information needs, to conducting high-level evidence searches to support evidence-based practice. You will work closely with the library team to ensure all staff and students have access to the best possible information and knowledge service.

Key areas of the role are:

- The continuing provision and development of outreach library services for staff based across the region.
- Contribution to the development of a digital first approach to our resource collections and helping to ensure equitable Trust wide access.
- Work as a team to innovate and develop the library service to help meet the changing needs and expectations of our users.

## Description of the duties

- To contribute to the day-to-day running of Trust libraries within the Wiltshire area including circulation of stock, overdue and requests.
- To maintain and develop collections of hardcopy and electronic resources to meet the needs of library users including acquisitions, cataloguing, classification, promotion, withdrawal and analysis.
- To support library team decisions in analysing the suitability of resources for purchase, and procurement of relevant stock.
- Deliver a high quality enquiry service, using professional knowledge of appropriate resources to help staff access the evidence required to provide high quality care.
- To create, develop and deliver education and training on information retrieval and critical appraisal skills to support the use of evidence based practice within the trust. Providing group training sessions and one to one sessions, using both digital and face-to-face methods. Create and prepare training support materials including handouts and worksheets.
- To work closely with the LKS team to develop an outreach approach to service delivery using both digital and face-to-face methods; including attending clinical team meetings, presentations to staff groups and community services.
- To conduct complex literature searches on behalf of staff and use analytical/critical appraisal skills to select high quality, evidence-based resources.
- To contribute to the production of current awareness bulletins, the library bulletin and subject guides in co-ordination with the library team.
- To contribute to the production and development of subject knowledge guides in co-ordination with the library team.
- To contribute to the content and development of the library intranet pages and other electronic resources.
- Provide induction sessions to new staff and students on placement, in groups and as one-to-ones using digital and face-to-face methods.
- To participate in LKS marketing activities, including attending conferences, organising events and preparing publicity materials.
- To contribute to the administration and management of social media accounts on behalf of the LKS by creating and sharing high quality, relevant content.

- Support the LKS Manager in the supervision and training of library assistants.
- To contribute to team meetings and assist library colleagues with work load when required.
- Participate and contribute to the development and implementation of service improvement and innovation.
- Contribute to national and regional NHS library communities and development of services.
- Actively pursue own subject knowledge in the field of mental health.
- Develop own knowledge of a wide range of information resources.
- Participate in regional and national training for own professional development.
- Develop and maintain expert knowledge of NHS databases and other electronic resources as may be provided locally, regionally and nationally.
- To adhere to Trust guidelines regarding risk assessments and risk management, and other related mandatory courses (Training will be given)
- To manage own workload on a day-to-day basis, prioritising tasks to meet library service standards.
- To follow library processes and procedures for tasks, suggesting changes where these would improve working practice and making sure documentation is up to date.
- To have an awareness of Trust policies and external guidelines and legislation (e.g. copyright, data protection) and apply these to day to day practice, consulting a librarian when in doubt or when a complex situation arises
- To maintain confidentiality of all information obtained
- Observe health and safety regulations
- Comply fully with all policies and procedures approved by the Trust
- Respect appropriate confidentiality of information and comply with the requirements of the Data Protection Act/ GDPR
- Comply fully with the Copyright legislation
- Demonstrate high standards of personal conduct and be a positive ambassador for the Trust
- The job description will be reviewed periodically to take into account changes and developments in service requirements. Any change will be discussed fully with the post holder.

## General information for all employees

Below is the section of the Job Description with general information for all employees and the requirements on all employees to behave in accordance with AWP values and to support and comply with Policy and Legislation. Some policies are highlighted and must be read by all employees – all AWP policies are available on the intranet to employees or you can ask your manager for the policy. Anyone who has any difficulty understanding these requirements please highlight this to your line manager.

## Values and behaviours

AWP has a set of values. Your behaviours should reflect AWP **PRIDE** values:

**Passion:** Doing my best all of the time

Everything I do is in the interests of everyone who uses our services

I am positive and enthusiastic in my work

I am receptive to new ideas and service improvements

I actively seek opportunities to learn and develop

**Respect:** Listening, understanding and valuing what you tell me

I show compassion and kindness at all times

I am a team player and support my colleagues

I listen carefully and communicate clearly

I respond positively to differences of opinion

**Integrity:** Being open, honest, straightforward and reliable

I encourage and value feedback from others to help me develop

I try to always do what I say I will do

I am open and honest about when things have not gone well

I raise concerns and report incidents that arise

**Diversity:** Relating to everyone as an individual

I try to listen without judging

I respect other people's culture, beliefs and abilities

I actively take account of the needs and views of others

I understand and support the benefits that diversity brings to my team

**Excellence:** Striving to provide the highest quality support

I set high standards for my work and personal conduct

I plan my workload and deliver on my commitments

I make best use of available resources

I put forward ideas to improve the quality of services

## AWP Recovery Statement

AWP places recovery and reablement at the heart of our service. Therefore we all demonstrate the recovery principles of:

- Hope.
- Partnership.
- Maximising opportunities every day, in all that we do.

## Service User Experience Statement

In all service user and carer contact, your attitude, actions and ambitions should reflect wholeheartedly AWP's motto of 'You matter, we care'. Your goal must be to provide for each individual the quality of care, support and involvement that you would personally expect from a leading mental health trust. 'You matter, we care' should shape your approach to all those who have contact with AWP.

## Other Information

### CONFIDENTIALITY

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with relevant legislation, the Caldicott principles and the common law duty of confidentiality. The post holder must follow record-keeping guidelines to ensure compliance with the Freedom of Information Act.

### VALUING DIVERSITY & HUMAN RIGHTS

No person should receive less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and must not be placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. AWP has an **Equality Policy** and it is for each employee to contribute to its success.

### INFECTION CONTROL AND HEALTH AND SAFETY

The prevention and control of infection is the responsibility of all employees. Employees must be aware of **Infection Control Policies**, procedures and the importance of protecting themselves and their clients in maintaining a clean and health environment. All staff must comply with all **Health & Safety Policies and Procedures**. Staff must be aware of the responsibilities placed on them under Health and Safety legislation and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

### NO SMOKING

There is a **Smoke Free Policy** in operation. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

### DATA PROTECTION

If you have contact with computerised data systems you are required to obtain, process, and/or use information held on a computer or word processor in a fair and lawful way, to hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed. All staff who contribute to patients' care records are expected to be familiar with, and adhere to the **Information Governance Policy**. Staff should be aware that patients' care records will be subject to regular audit.

## **RISK MANAGEMENT**

All AWP employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the **Risk Management Policy** and emergency procedures and attendance at training as required.

## **SAFEGUARDING & DUTY OF CANDOUR**

AWP is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff are expected to implement the **Safeguarding Policy** and Procedures, act promptly on concern, communicate effectively and share information appropriately. All staff must be familiar with and adhere to AWP's safeguarding procedures and guidelines. All staff have a Duty of Candour to inform their line manager/supervisor as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient.

## **STANDARDS OF BUSINESS CONDUCT AND 'BOUNDARIES'**

You are required to adhere to all corporate policies, including AWP **Standing Orders and Standing Financial Instructions**. This includes not accepting gifts or hospitality in the course of your duties, not acting fraudulently and maintaining appropriate behavioural 'boundaries' regarding your interactions with service users, staff and stakeholders.

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis. You may be required to work at other locations within AWP as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager, which are commensurate with the role, including project work, internal job rotation and absence cover. This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.

# PERSON SPECIFICATION

## JOB TITLE

Requirements	Essential	Desirable
<b>Education and Qualification</b>	<ul style="list-style-type: none"><li>• Degree or postgraduate qualification in librarianship / information studies</li><li>• Or be working towards qualification</li></ul>	General IT qualification (e.g. ECDL)
<b>Experience and Knowledge</b>	<ul style="list-style-type: none"><li>• Excellent IT literacy using IT application systems, database and the internet</li><li>• Experience of searching specialists databases</li><li>• Excellent information retrieval skills, both traditional and online.</li><li>• Competent using Microsoft Office applications WORD, EXCEL, POWERPOINT</li></ul>	<ul style="list-style-type: none"><li>• Comprehensive post qualification experience in healthcare or a related library environment</li><li>• Experience of delivering information skills training to end users, including producing training materials</li><li>• Experience of cataloguing and classification</li><li>• Knowledge of relevant legislation, e.g. Copyright Act and Data Protection</li></ul>

<b>Skills and Abilities</b>	<ul style="list-style-type: none"> <li>• Ability to prioritise and organise workload</li> <li>• Ability to work on own initiative and collaboratively as part of a team</li> <li>• Excellent interpersonal and communication skills</li> <li>• Willingness to learn and develop new skills</li> <li>• Excellent customer care skills</li> <li>• Excellent team working skills</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of continuous professional development</li> <li>• Knowledge and use of social media</li> <li>• Experience of creating or updating webpages</li> <li>• Good working knowledge of critical appraisal skills and resources</li> <li>• Experience of delivering a current awareness service</li> <li>• Knowledge of evidence-based healthcare or the impact of research to assist in patient care</li> <li>• Understanding of mental health issues</li> <li>• Understanding of NHS organisation and services</li> <li>• Knowledge of current NHS issues affecting the delivery of Library Services</li> </ul>
<b>Other Requirements</b>	<p>Empathy for individuals who have experienced mental health problems and ability to cope with behaviour which may be challenging at times.</p>	



**Date Job Description and Person Specification agreed: 10/01/2023**