

## *JOB DESCRIPTION*

**JOB TITLE:** Health and Wellbeing Administrator

**BAND:** 3

**HOURS:** 1.0 WTE

**LOCATION:** Airedale General Hospital, maybe required to visit other Trust premises/Private premises

**MANAGERIALLY ACCOUNTABLE TO:** Head of Health and Wellbeing

**PROFESSIONALLY ACCOUNTABLE TO:** Wellbeing at Work Lead

**KEY RELATIONSHIPS:** All clinical and none-clinical staff within the Health and Wellbeing Team.

### **Service Description:**

The post holder will provide support to the Health and Wellbeing team, by carrying out the assigned duties and tasks associated with departmental need.

### **Job Purpose**

The post holder will provide reception, administration and support services for the Health and Wellbeing team.

### **MAIN DUTIES / KEY TASKS**

#### **Clinical Responsibility**

1. Follows standard procedures and guidelines, using judgement skills to undertake screening of completed pre-employment checks/questionnaires, seeking advice from clinicians when required.
2. Responsible for obtaining and recording the results of investigations through ICE and ensuring that requesting staff are informed of the results. Ensuring that abnormal results through ICE are actioned as per Health and Wellbeing protocol.
3. Transferring results obtained from ICE to the health and wellbeing database and ensuring correct follow up is implemented through creating tasks.

## **Administration duties**

1. To be the first point of contact for visitors to Airedale General Hospital Health and Wellbeing (HWB) department, either face to face, by telephone, virtually or through the generic Health and Wellbeing email inbox.
2. Responsibility for triaging, prioritising and signposting all initial contacts to the department as appropriate in a confidential, sensitive and timely manner.
3. Responsibility for the effective management of the generic HWB service email inbox to include responding to requests for information as appropriate, working to agreed response/turnaround times and forwarding on to appropriate team member/s or department to action
4. Answers general enquiries and provides relevant first line advice, support, and guidance including directing managers to relevant risk assessments and onward signposting if required.
5. Manages and prioritises the Health and Wellbeing clinical team diaries, bookings and appointment systems including referrals and referral follow-ups, maintaining waiting lists as appropriate.
6. Ensures the Health and Wellbeing clinics run efficiently and effectively. Responsible for managing electronic diaries for the physician & nurses and booking appointments for management referrals and bloods/vacs clinics
7. Dealing with cancellations and DNAs ensuring they are actioned and rebooked as required in priority order
8. Prioritise work ensuring adherence to appropriate deadlines and timescales
9. Complete pre-employment screening ensuring relevant bloods and immunisations for clinical staff, and where job role specific, referring to clinical team as required.
10. Creates fit to work slips and ensure EPP bloods are in place within department guidelines and timeframes
11. In the absence of clinical staff, give advice and guidance on needle stick injuries ensuring ICI forms are uploaded in a timely manner and appropriate persons notified
12. In the absence of clinical staff, sensitively seek sufficient information from staff member for onward physio referrals via agreed physio pathway
13. Provides first-line assistance to clients in the absence of qualified department staff
14. Inputs and retrieves information and data using departmental software as required
15. Inputs and allocates immunisation batch numbers on relevant departmental systems
16. Work in close partnership with the resourcing and temporary staffing teams to ensure a smooth and timely onboarding process for new starters
17. Maintain confidentiality as per department guidelines
18. Deals with incoming correspondence and prioritises tasks through knowledge base of HWB protocols, bringing the information to the attention of relevant members of the HWB team.
19. Generates letters associated with blood test results and ensures that recall is actioned where required and systems updated accordingly.
20. Maintains an effective filing system across all electronic systems with staff information and referral details.

21. Maintain database information including updating starters, leavers and changes to staff records, ensuring that all information is correctly stored in the departments electronic systems.
22. Ensures effective input in auditing the departments services, through collecting data and supplying it to the relevant sources.
23. Monitor and maintain departmental stock levels. Responsible for ordering stock and non-stock purchase orders through the Oracle procurement system and administering the payment of invoices.
24. Is a responsible systems administrator for the departmental database, ensuring new users have login details and assisting with unlocking accounts when required. This also covers offering advice/training to single database systems enquiries and escalating where required.
25. Direct support to the Occupational Health Physician and Occupational Health nurses for report printing/report consenting/scanning and distribution. Including written communication with GP' for specialist reports.
26. Following up employee queries and questions to a solution or escalating to the appropriate HWB member of the team.
27. Responsible for uploading documents and housekeeping of staff intranet as required
28. Assist with ensuring all department equipment is serviced, clean and fit for purpose
29. Any other duties commensurate with the grade, as required

### **Communication and Team Working**

1. Provides a pivotal point of contact for all users collating and delivering essential information and knowledge
2. Provides and receives routine and sensitive information to/from Occupational Health staff, clients and managers verbally, electronically, in written format and in person which may require agreement and co-operation
3. Arranges appointments and meetings for Occupational Health Nurses
4. Delivers first point of access to HWB, providing empathy and reassurance to all clients.
5. Ensures that relevant information is passed to the appropriate member of the clinical team in a timely manner.
6. Works effectively as a member of the HWB team, establishing and maintaining professional relationships with-in the team, attending team meetings and huddles as required
7. In conjunction with other team members, demonstrates application of effective time management and ability to prioritise in line with HWB protocols.

### **Other duties**

8. Provides cover for the Admin and Clerical Assistant and Systems Manager when tasks are required outside of their working hours. Such as raising purchase orders/invoices and providing database reports.

In pursuing these duties the post holder will ensure compliance with the NHS Constitution (details of which can be found at the following websites [www.nhsemployers.org](http://www.nhsemployers.org) or [www.dh.gov.uk/nhsconstitution](http://www.dh.gov.uk/nhsconstitution))

### **Professional Registration/Codes of Conduct**

Be aware of and comply with the relevant codes of conduct and practice set up by your professional regulatory body and maintain up to date professional registration appropriate to the post. Any breach of these codes may lead to action by the Trust independent of any taken by the regulatory or professional body.

### **Safeguarding Children & Adults**

Understand and work within policies and local procedures relating to Safeguarding Children and the Protection of Vulnerable Adults.

### **Health & Safety**

You are required to: co-operate with supervisors, managers and other employees to achieve a healthy and safe environment, to take reasonable care of your own health and safety and that of other persons who may be affected by your actions, to carry out your responsibilities in ways that help to ensure a safe and healthy place of work.

In the course of your work you are to bring to the attention of your supervisor or manager:

- Any situation which reasonably could be considered to represent a serious or immediate danger to the health and safety of any person.
- Any matter which reasonably could be considered to represent a shortcoming in the Trust's health and safety protection arrangements.

### **Manual Handling**

Manoeuvre **light** goods and equipment in accordance with manual handling regulations and good practice

### **Right Care Values**

Responsible for embodying, and encouraging in others, the Right Care Values, using the behaviours identified for each value as a basis for decision making and your behaviour.

### **Equal Opportunities**

Carry out your duties in line with Trust Equality policies and procedures, including relevant legislation, to deliver and promote equity of access to healthcare and equality of opportunity at work at all times.

### **Infection Prevention and Control**

Be familiar with and follow the Trust Infection Control Policies and designated hand hygiene procedures appropriate to your post. In addition you should take action to report to your manager or appropriate person any incidents or poor practice that may result in the spread of infection.

### **Mandatory Training**

Be aware of and undertake mandatory and other training requirements necessary for the successful and safe performance of your job, including relevant updates.

### **Information Governance**

Maintain and process all information concerning patients, staff, contractors or the business of the Trust to which the post holder has access, without divulging such information to any third party or make use of information gained in the course of employment, except where this is clearly within the remit of the post holder and the other party's responsibility.

The Trust recognises the importance of reliable information. The quality of this data is crucial in that it should give a complete, accurate and timely representation of events to support patient care, clinical governance, monitoring performance, management and service agreements for healthcare planning and accountability. All information entered onto any record whether manual or electronic or any other media (film, tape etc.) should be accurate, timely, complete, valid, defined, appropriately sought, appropriately recorded and should be stored securely and confidentially. Further information on the Trust's "Health Records Policy" can be obtained from the Trust's Intranet site.

**Any other duties necessary for the successful performance of the role.**

### **Restriction on Smoking**

The Trust is "Smokefree". You may not smoke in Trust owned buildings or grounds except in the designated smoking zones.

**The Trust is committed to supporting staff in balancing their work and home lives and encourages staff to discuss their individual needs with their department in order to arrive at mutually satisfactory working arrangements.**

**This job description is a reflection of the current position and may change in emphasis or detail in light of service developments. It will be reviewed annually as part of the appraisal/performance development review process.**