

JOB TITLE Occupational Health Service Administrator
BAND 3

Job Summary

- This post is to provide support to the occupational health clinical staff as part of the administrative team.
- The post holder provides a lead for data collection together with administrative clerical support, responding to enquiries, telephone, electronic and verbal.
- Undertaking routine administrative tasks, including arranging appointments, liaising with managers and staff of the Health Board, supporting the clinical members of the team.
- The role will also be to provide focused support to the Health Intervention Coordinator, particularly during the immunisation campaigns, such as the influenza campaign each year.

Responsible to

Reporting: Office Manager

Accountable: Office Manager

Professionally: Office Manager

Responsibilities and Duties

The post holder will ensure that all duties are carried out in conjunction with the Health Board's policy for total quality management.

Ensure timely and accurate service data is recorded, collated and validated for the purpose of demonstrating effectiveness of service provision and campaign outcomes.

Work independently and manage workload effectively.

Provide supervision and support for the administrative team, particularly around data entry.

Responsible for the immediate oversight and control of particular blocks of work, the priority being determined by the management team.

The service aims to work in a paper free manner; this means much of the correspondence received and distributed is electronic, but some Health Board areas do continue to provide paper copies of referrals etc., which are scanned onto the occupational health systems.

Incoming referrals and mail can be via the Action point system which is a portal that allows service users to access and request information from the occupational health service and for them to receive an electronic response. The OHS uses a software system for the organisation of staff information, for clinics and for clinical records. Training will be provided in use of both systems.

A good understanding of electronic systems is essential, as a major component of the role will be the input and analysis of data, particularly related to the administration and uptake of the vaccine programmes by staff.

Ensure the timely collection, inputting of data and support.

Lead on the collation of data for OH IT systems.

Produce service activity reports / graphs for the clinical management team and quarterly data for the Head of Service.

Extract and analyse reports from OH IT systems.

Prepare reports for clinical meetings.

Photocopy, file and distribute highly sensitive / confidential / personal information.

Take telephone enquiries, open mail and allocate to clinical team.

Organise rooms for meetings / functions.

Take minutes, ensuring that they are accurately typed and distributed promptly.

The role will include the inputting of information and the ability to provide meaningful reports and interpretation of this.

Communications

The role will include liaison with service users, including staff and managers, other services such as Infection Prevention and Control, Health and Safety Managers, Workforce etc; so a professional and sympathetic personal and telephone manner is vital for the role.

There is also the requirement to provide administrative support for the health promotion programme in the Health Board; including updating the intranet with new information, distribution of information both paper and electronic.

Maintain effective communication with colleagues and relay information accurately and timely from all sources.

Work at all times as part of a multi-disciplinary healthcare team, promoting good working relationships.

Share knowledge / experience with support staff and demonstrate computer skills to staff of all disciplines.

Support office manager at meetings to update clerks on relevant issues.

Finance and Resources

Assists the senior management team in implementing systems to effectively monitor and control the use of appropriate resources.

Ordering of stationary / equipment through the ORACLE system, ensuring stock levels are maintained at a minimum cost to the unit.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

Level 3 qualification or equivalent demonstrable experience of administrative / office skills and knowledge.

Good standard of secondary education.

Ability to touch type.

Desirable

Knowledge of medical terminology.

NVQ Level 3.

Knowledge of the appropriate software systems.

Experience

Essential

IT skills

Secretarial / Administration experience

Experience in the use of software packages.

Desirable

NHS experience.

Oracle experience.

Skills and Attributes

Essential

The ability to analyse and scrutinize service data which is sought from both Action Point and Cohort.

Good communication skills.

Good interpersonal skills.

Good telephone manner.

Motivated.

Tactful and diplomatic.

Ability to work effectively with all levels of staff.

Desirable

Welsh Language Skills are desirable level 1 understanding, speaking, reading, and writing in Welsh.

Other

Essential

Remains calm under pressure.

Keen to increase knowledge and develop skills.

Desirable

Flexible approach