

Job Title:	Young Engagement Facilitator – School Aged Immunisation Service, B&NES, Swindon, and Wiltshire (BSW)
Reports to (job title):	Equality and Engagement Lead - School Aged Immunisation Service, B&NES, Swindon, and Wiltshire (BSW)
Line Manager to:	N/A

Job purpose

To provide support to the Equality and Engagement Leads working in the School Aged Immunisation service in building relationships with children, young people, families, and communities receiving School Aged Immunisations to help ensure that their views are included within the development, design, and delivery of the service.

To support the Equality and Engagement Leads in building community networks that help increase access to services and to identify barriers to the uptake of Immunisations.

Supporting the Equality and Engagement Leads and clinical teams by attending Immunisation sessions for children and Young People and community groups and partner agencies to get feedback from service users and key partners.

To support the Equality and Engagement Leads in the development of information and resources about the School Aged immunisation programme to encourage the uptake of immunisations.

Base

Locality Hubs alongside School Aged Immunisation Teams – details to be agreed.

We currently have hubs at

- High Post, Salisbury
- Greenways, Chippenham
- Derby Court, Trowbridge.

Key responsibilities

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role:

- To understand the national School Aged Immunisation Programme and the offer across B&NES, Swindon, and Wiltshire (BSW)
- To support the Equality and Engagement Leads in identifying key groups in local communities who are underserved and when there are barriers to receiving Immunisations
- To support the delivery of coproduction events and sharing learning with service teams, community groups and partners

- To collect feedback from service users about their experience of using services using different tools including surveys, video, and verbal feedback with individuals and with groups
- To support the Equality and Engagement Leads to collate service user feedback and to develop response plans
- To support the Equality Engagement Leads in increasing the participation of children and young people in how the service is designed and delivered
- To support the development of new culturally sensitive, accessible resources and information to help reduce barriers to accessing the School Aged immunisation service working with the support and direction of the clinical team
- To attend sessions and to actively engage parents in the completion of the consent process to accept or decline vaccination
- To follow guidelines/protocols and to work with clinical colleagues to ensure service users are supported to access the School Aged immunisation service in a timely way
- To provide a signposting service to the public with information on HCRG Services and alternative services provided by other statutory and voluntary agencies supporting introductions to those services when needed
- To attend training, participate in supervision sessions with manager and engage with team meetings and development
- To be aware of all standard operating procedures for the business unit and follow appropriate pathways

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day, but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care Think Do

- Inspire • Challenge •
- Understand • Improve •
- Communicate • Learn •

Accountability
Involve
Resilience

care·think·do

WE CHANGE LIVES BY TRANSFORMING HEALTH AND CARE

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images, or voice) is covered by the 1998 Data Protection Act and should be managed in accordance with this legislation.

This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice, NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on the incident management reporting system or to the appropriate person e.g., line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients, and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance with the company's medicines policies to ensure the safe, legal, and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company Knowledge base.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy, and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification Essential

Qualifications:

- Core English and Maths skills or equivalent
- ICT skills

General Skills:

- Flexible approach to work
- Reliable
- Shows honesty, integrity, discretion

Specific Skills:

- Keyboard skills
- Basic organisational skills

Communication:

- Ability to work as part of a team
- Ability to use personal communication skills, both verbal and written

Desirable

Experience:

- Paid or voluntary work with members of public/Children and families

Employee signature

Manager signature
