

Job Title:	Immunisation Administrator/Support Worker
Reports to (job title):	Business Support Manager
Line Manager to:	N/A

Job purpose

The post holder is an administrator/support worker in the Immunisation Team supporting the delivery of the immunisation service to the school aged population across B&NES, Wiltshire & Swindon. The work takes place in a variety of settings, including schools and community venues to deliver the National Childhood Immunisation Programme.

As a member of the Immunisation Team and part of the wider public health service, the post holder will work collaboratively with School Nurses, Educational staff, Primary Care colleagues, Public Health and other agencies to ensure a highly efficient, effective and safe service is provided.

The post holder will carry out immunisation administration duties and provide support to the team under supervision of the Senior Immunisation Nurse and Business Support Manager.

The role requires a high level of administrative duties carried out from the office base, the provision of telephone cover for our Single Point of Access, as well as attendance at vaccination sessions.

The post holder will have a base, but also be expected to occasionally travel across the Wiltshire, Swindon and B&NES as the service requires for meetings or to support the wider team

Key responsibilities

- Communicate effectively with a wide variety of professionals relevant to the role.
- Actively engage with promoting vaccine uptake and with general health promotion in line with the 'Making Every Contact Count' agenda
- Work with the wider support worker team to complete all administrative duties before and after vaccination sessions within the required timeframes
- Demonstrate an awareness of the complex issues surrounding confidentiality and consent for children and young people when providing care.
- To accurately process data post session into clinical systems within the commissioned contractual requirement.

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- Keep accurate and up to date records, working within organisational policies and procedures regarding information governance.
- Submit data and statistics as required by the service and organisation.
- Support with the ordering and supply of equipment and patient resources
- Travel to vaccination venues; driving self and others in own or team vehicle. Assist in transport of vaccines and equipment to venues and setting up venues for immunisation sessions.
- Maintain excellent communication with children, young people, and their families, respecting and valuing diversity of ethnicity, gender, age, social class, and sexual orientation
- Recognise, manage, and escalate any complaints or concerns
- Communicate effectively with people who may be distressed or angry.
- Work to maximise vaccination uptake to meet immunisation targets, by reducing any barriers and working proactively within the team when at an immunisation session.
- Provide administrative support at vaccination sessions, to include school liaison, post immunisation area support to young people, and collect accurate cohort data.
- Escalate effectively to senior staff any concerns or emergency situations as they arise e.g. anaphylactic reactions.
- Take appropriate action in relation to safeguarding concerns, working within HCRG Care Group and National Safeguarding policies, processes, and guidance to escalate any concerns identified to senior colleagues.
- To assist in the cold chain process and ensure procedures are followed.
- Ensure cleanliness and maintenance of any equipment, furniture and premises used.
- Actively seek feedback from service users and their families.
- Support the team in undertaking audit and implementing clinical governance recommendations
- Participate in team and professional meetings and positively contribute to the overall performance of the service in line with organisational objectives.
- Support with the induction and development of new colleagues
- Participate in training required for the role. Ensure 100% compliance with Quality and Safety training and engage with annual appraisals
- Manage own time effectively to meet service need
- Have an awareness of costs involve in service delivery and act to minimise where possible e.g. mileage
- Undertake other duties as may be required from time to time that are consistent with the responsibilities and grade of the post

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
<ul style="list-style-type: none"> Inspire Understand Communicate 	<ul style="list-style-type: none"> Challenge Improve Learn 	<ul style="list-style-type: none"> Accountability Involve Resilience

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 2018 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 CIRIS 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 within 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 intranet.

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

- Care certificate or equivalent, or willingness/ability to complete
- Excellent communication and interpersonal skills, written and verbal, including over the telephone
- Approachable friendly manner
- Enthusiasm for working with children/ young people
- Ability to deal sensitively with anxious / distressed children and adults
- Accuracy and attention to detail
- Ability to work both autonomously and under direction as an effective member of a multi-disciplinary team
- Experience of maintaining positive professional relationships across clinical and non-clinical organisations
- Proactive approach – self-motivated with ability to use own initiative
- Ability to work flexibly and respond to changing work force demand
- Exceptional organisational skills with ability to prioritise own workload
- Punctual
- Quality focused
- Awareness of safeguarding issues
- Data base and data entry experience
- Experience of Excel spreadsheets
- Flexibility and ability to travel
- Driving Licence (manual)
- Patience and a good sense of humour

Desirable

- Experience of working with children / young people and schools
- Practical Immunisation session experience
- Experience of reporting on child health processes e.g. immunisation cohort data reporting
- Experience of cold chain processes
- Experience of supplies ordering and stock management

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- European Computer Driving Licence
- An interest in public health

Other requirements:

Ability to meet the travel requirements for service delivery – using own car and holding a manual licence to drive team vehicle to transport self, colleagues, and equipment to various venues across B&NES, Swindon & Wiltshire when required.

- Able to work flexible hours to meet service requirements to include:

Variable working pattern

Regular early starts

Occasional late finishes and evening work

Occasional weekend working

Employee signature

Manager signature
