

## **JOB PROFILE**

<b>POST TITLE:</b>	<b>Occupational Health Administrator</b>
<b>GRADE:</b>	<b>C</b>
<b>DIRECTORATE:</b>	Enabling Services
<b>RESPONSIBLE TO:</b>	HR Business Partner
<b>LOCATION:</b>	Leek Wootton
<b>JOB PURPOSE:</b>	To deliver a full range of administrative services to the Occupational Health function, ensuring at all times that confidentiality is maintained in line with legal requirements.

<b>MAIN RESPONSIBILITIES:</b>
<ol style="list-style-type: none"> <li>1. Maintain all departmental systems and records, ensuring that an administrative and confidential records system is fully maintained in order to comply with the Access to Medical Records Act, Code of Ethics for Welfare Records and Data Protection Act.</li> <li>2. Provide a first point of contact to people calling the Occupational Health Department. To respond to telephone and email enquiries, resolving within guidelines or with external medical professionals. Being mindful of vulnerability at all times.</li> <li>3. Provide a first point of contact, triage and provide general guidance and support with Management Referrals escalating more complex issues to the Occupational Health Advisors. Collate information for Occupational Health team to facilitate an assessment regarding fitness for work. When appointments are made for assessments, their Line Managers and HR Officers are notified for amendments to duties.</li> <li>4. To maintain, in the most effective way, the calendars for the Force Doctor and Occupational Health Advisors using Outlook. Also for vaccination and physiotherapy clinics using PAM's OHIO systems.</li> <li>5. To maintain, input, retrieve and present management information in a user friendly format via HR ORIGIN database and other associated systems, as requested by the HR Business Partner. Thus, to highlight service improvements and propose changes to business admin processes.</li> </ol>

6. Liaise with Psychiatrists and Psychologists secretaries and prepare letters to assist with the booking of appointments, adhering to their processes.	
7. Handle medically sensitive documents, photocopy and present those documents in an appropriate format, complying with legislation and organisational policy. To ensure that appropriate consent has been given by the patient.	
8. Request Purchase Order Numbers and code accordingly. Check and record invoices relating to services received by the department. Process for payment in a timely manner so there is no delay in receiving future correspondence.	
9. Assist the Occupational Health team in arranging proactive health interventions including clinics, drug screening and publications.	
10. Prepare, organise and record details for departmental meetings. Distribute minutes accordingly ensuring no confidential data is clearly mentioned.	
11. To assist the recruitment of new team members. Ensuring that they are on a suitable induction course, that they have their ID and computer access to relevant systems.	
12. To support in the training and development of Occupational Health Advisors and Clinical Nurses.	
13. To create, maintain and promote the Occupational Health Intranet site, ensuring the information is relevant and is kept up-to-date at all times. Also signposting officers and staff to other relevant resources and departments.	
14. To undertake other duties commensurate with the nature, level of responsibility and grading of this post, as required.	
<b>Special Conditions:</b>	Regular travel throughout Warwickshire
<b>Security level:</b>	RV

#### **PERSON SPECIFICATION:**

##### **Knowledge:**

- Educated to A Level / NVQ Level 3 ( or equivalent )
- Knowledge of relevant legislation – Access to Medical Reports Act/Access to Health Records Act/Data Protection/Equality Act

**Experience:**

- Experience in an administrative or technician role in a health care setting
- Working in teams/multidisciplinary environments based in multiple locations

**Key Skills:**

- Excellent verbal and written communication skills
- Excellent interpersonal skills
- Competent in the use of IT systems including Microsoft Office
- Ability to manage own workload
- Able to deal with sensitive issues with tact and diplomacy
- Working within defined timescales

**BEHAVIOURS: PRACTITIONER**

All post holders are expected to know, understand and act within the ethics and values of the Police Service. These nationally recognised behaviours and values are set out in the Competency and Values Framework (CVF).

The CVF has six competencies that are clustered into three groups:

- **Resolute, compassionate and committed**
- **Inclusive, enabling and visionary leadership**
- **Intelligent, creative and informed policing**

Under each competency are three levels that show what behaviours will look like in practice.

This role requires the post holder to be operating at or working towards Level 1 of the CVF.

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