

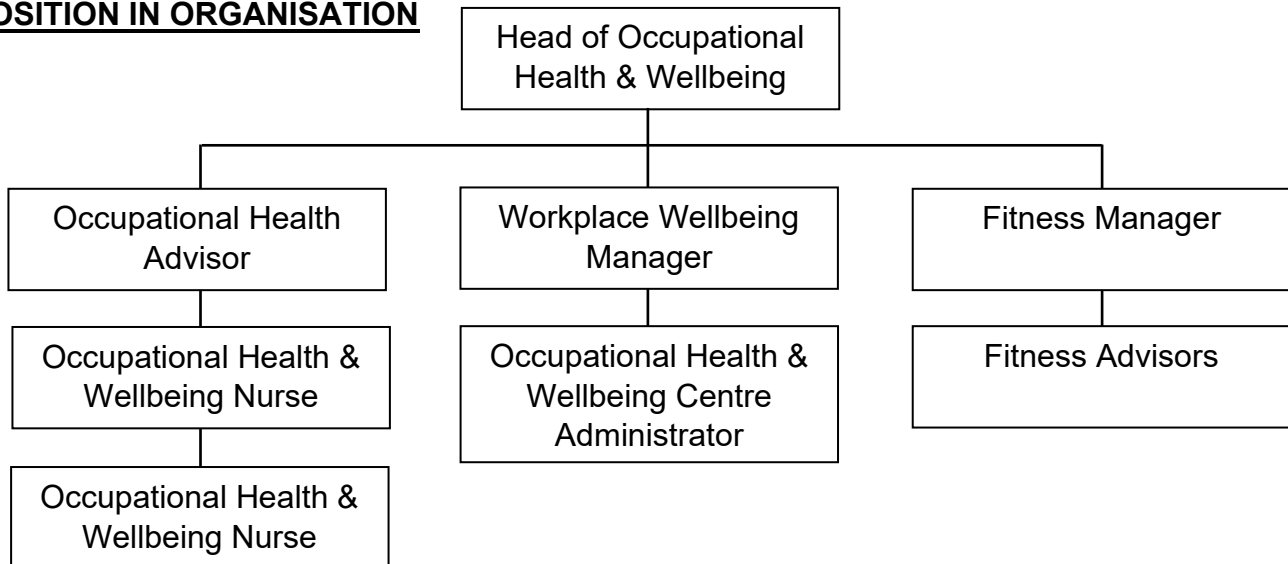
HUMBERSIDE FIRE & RESCUE SERVICE

JOB DESCRIPTION

(Support Services Posts)

POST TITLE Occupational Health & Wellbeing Centre Administrator	POST NO. H36S0503/04
SECTION/DIVISION/LOCATION Occupational Health, Beverley	POST GRADE Grade 5
<u>OVERALL, PURPOSE OF THE JOB</u> <p>To provide a first line contact/response to both internal and external enquiries covering wide ranging confidential and sensitive subject matters. This will involve delivering a comprehensive administration and transactional service within the department, including resource management, contract management, medical records, reception duties, document management, Health & Safety of building and general administrative support to professional staff within the department.</p>	
<u>KEY ACTIVITY AREAS/MAIN DUTIES</u> <ul style="list-style-type: none">• Be the single point of contact for staff/visitors dealing with any issues regarding scheduling medical appointments, triaging and prioritising enquiries and requests, signposting, referring and follow up where appropriate to ensure maximum efficiency of rooms and resource• Responsible for recording and documenting OH activities accurately on OPAS system including health surveillance/asbestos station visits, HAZMAT and associated documents for staff/recruits. Cross matching OPAS, Firewatch and OH databases systems to ensure accuracy and compliance across data sources.• Ensuring all recruitment processes are in line with HR protocols, liaising with HR, Training and On-Call to ensure Occupational Health functions are delivered in a timely manner by co-ordinating fitness tests and medicals.• Preparing and collating new starter/leaver information (including monitoring Ill Health Retirement process), SAR requests in relation to medical history and entering onto OPAS system to mirror Fire Watch system. Booking pre-placement medical appointments prior to start date. Process promotions, transfers, and leavers on the OPAS system to mirror Fire Watch system.• Responsible for cascading OPAS training across the Organisation (escalating technical queries to OPAS) to ensure efficient use and best practice of admin function, ensuring all referrals are made via OPAS and all health screening data is uploaded via OPAS. Support OH team with basic IT requests and set up.• Monitors and retrieve data to produce qualitative and quantitative reports for Humberside Fire Authority and Occupational Health & Wellbeing performance• Responsible for ensuring all information that comes via Occupational Health is handled appropriately in accordance with the Access to Medical Reports Act 1998 and Data Protection Act 2018. Maintains the security of the Occupational Health records by preventing unauthorised access to the information, which is held on the IT system and the safe storage of documents in the data room.• Provide administrative support to Managers and Services Occupational Health Medical Advisor when deemed appropriate, typing dictation, minute taking, filing, photocopying, scanning, formatting of policies etc.	

POSITION IN ORGANISATION



JOB REQUIREMENTS

Knowledge and Skills

- Good communication and interpersonal skills, both verbally and in writing to managers, staff, internal and external contacts.
- Good knowledge of literacy, numeric and keyboard skills of a level to enable the main tasks to be undertaken effectively. Detailed knowledge of work, excel, audio dictation and multitasking.
- Excellent organisational skills to ensure that the provision of the service from the Occupational Health department are dealt with efficiently, effectively, and appropriately at all times to management, staff and external contacts.
- Ability to use discretion, tact, diplomacy, trust, and confidentiality when dealing with managers staff and external enquiries.
- Ability to understand, empathise and use compassion with staff/clients, always maintaining confidence.
- Ability to produce and interpret reports and data from databased for information required.
- Working knowledge of the associated systems required to undertake the role including OPAS, FireWatch, Pro Health Analytics, APTOS, RIVO and Tranman.

Creativity and Innovation

- Uses initiative to effectively organise, create and book various appointments for service personnel to maintain effective use and time of the Service Medical Advisor and Health Surveillance Technician, both on and off site.
- Produces detailed and accurate documentation, making sure that requests are assessed correctly and produced efficiently.
- Ability to gather information using appropriate questioning techniques to analyse the information to advise, action and direct to appropriate team member.
- Inputs and analyses information (both computerised and manual) and highlights problems to senior staff and extracts data to produce meaningful reports.
- Interpretation of policies and procedures.
- Provides advice and support to clients on medical appointment matters, enquiries and highlights non-attendees to appropriate managers.

- Bespoke reports and processes to ensure data on Firewatch and OPAS systems is consistent.
- Actively supporting in the development of systems and processes to ensure efficiency, value for money and/or compliance with new regulations or best practice and cascading as above.

Decision Making

- Decisions on well-defined guidelines established by the Occupational Health Manager.
- Allocating clinical resources in an efficient and timely manner through manipulating data extracts from software to ensure operational staff are compliant with Health Surveillance & asbestos screening to maintain level of operational cover.
- Ensure fitness and medical testing is organised and completed for operational staff to align with recruitment and training programme deadlines.
- Determines appropriate advice in response to queries from employees, managers and visitors using discretion on when to refer matters onto clinical staff/management.
- Uses discretion when disclosing confidential and sensitive information.
- Makes decisions on actioning appropriate responses to medical related referrals involving external providers.
- Manage and organise own workloads, prioritising in accordance with organisational requirements.
- Use of procurement card to maintain resources in line with budgets, best value, and need.
- Processing payment of invoices from providers based on legitimacy of invoice

Contacts and Relationships

- Daily contact with users of the Service (staff & recruits) regarding appointment bookings, cancellations, rearrangements, and other related occupational health matters.
- Daily contact with the Occupational Health Manager, Service Fitness Advisors, Occupational Health Advisors, Technicians, on appointment bookings and to receive instructions and exchange information.
- Regular contact with Managers and external agencies including NHS, GP, Specialist, Consultants, Physio, Counselling, Opticians, and others in relations to procedural issues.
- Regular contact with HR, Recruitment, finance, procurement, and stores.

Responsibility for Resources

- Responsibilities for procurement card for department expenses.
- Payment and coding of invoices for external service suppliers (e.g., NHS, physiotherapy, counselling, opticians).
- Shared responsibility for the security and safe keeping of sensitive information including personal information about employees.
- Continuous responsibility for the safe and proper use of ICT equipment.
- Responsible for security of the Occupational Health vehicles, their booking, fuel and associated maintenance requirements.
- Security of the building, including activating alarms, emergency lighting and ensuring clean, welcoming, and professional environment for staff, visitors, and recruits.
- Responsible for maintaining the Information Asset Register, DPIA and Retention and Deletion Schedule.

WORK ENVIRONMENT

Work Demands

- Work is subject to frequent interruption to the established working routines but will not involve any significant change to the programme of priorities.
- Supplying (qualitative and quantitative) data on a quarterly basis to HoF
- Organise and process ill health retirement documents and reviews in line with timeframes specified by IQMP
- Management of the CISM spreadsheet, ensuring appropriate data collected and follow up of meetings.
- Dictation of medical letters and notes from service medical advisor, storage and dissemination of same within specified timeframes
- Responsible for Health & Safety checks of the building including the alarm, emergency lighting, legionnaires and HSEP all within a time restriction.

Physical Demands

- Work requires normal physical effort.

Working Conditions

- Majority of work performed in an office environment.

Work Context

- Lone working and securing building within this remit.
- Responding empathically and sensitively to queries by telephone/email/in person from existing and potential staff members, who may be in a state of distress or agitation in relation to health and medical issues

Signature

Designation

Date

CONFIRMED BY:

RECEIVED BY:

PREPARED BY:

POSTHOLDER