#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
|  Job Title: Health Visitor Secretarial Assistant Band 3Responsible to: Health Visitor Team ManagersDepartment(s): Community Nursing ServiceDirectorate: Midlothian Health & Social Care PartnershipOperating Division: NHS LothianJob Reference: **L-MHSCP-CNS-HVA**No of Job Holders: 1 Last Update: March 2023 |

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| 2. JOB PURPOSE |
| As part of a Health Visiting team the post holder will provide clerical and administrative support the needs of the HV team managers.To undertake a range of clerical and administrative duties required to maintain the smooth running of the department and enable the team to achieve their objectives and meet required deadlines.The post holder will provide training and role support to the Band 2 HV administration team to include some management oversight in conjunction with the health visitor team managers. |

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| **3. DIMENSIONS** |
| * Midlothian population – circa 90,000
* 12 GP Practices
* 5 Health visiting bases
* 1 immunisation team
* The post holder frequently acts as the first point of contact for the health visitor staff.
* Responsible for general administrative duties to include but not restricted to maintaining shared drives, minute taking, room booking, overview of diaries.
* Provide an administrative/secretarial service to staff member(s) by producing a range of reports, correspondence, minutes, agendas, etc. as requested. This may involve copy and audio typing.
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| 4. ORGANISATIONAL POSITION |
| Health VisitorsStaff Nurse / Nursery NurseCNMCommunity NursingHealth Visiting ManagerChief Nurse This roleBand 3 Administrative AssistantBand 2 Administrative AssistantThe post holder is expected to work in their area of responsibility within a highly devolved management structure. The post holder is accountable to the HV team manager, CNM Community Nursing and Chief Nurse and through the Director of Nursing for the delivery of Corporate objectives related to Public Health Nursing. |

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| 5. ROLE OF DEPARTMENT |
| The main functions and objectives of the Public Health Nursing /Health Visiting team are : -* Identifying the health care needs of the local population in partnership with colleagues in Public Health, and involving patients, carers and the community in general.
* Planning, developing, promoting and managing Public Health Nursing Services to meet patient needs, in line with local and national strategies and priorities.
* Delivering a robust Clinical Governance framework across all services.
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| 6. KEY RESULT AREAS |
| 1. Acting as first point of contact for the team managers with responsibility for opening, logging and distributing mail, answering telephone and face to face enquiries from clients, service users and internal and external services, providing information, directing and prioritising queries as appropriate. Maintaining shared drives and accurate records of assets as used by the health visitors.
2. General administrative duties including, filing, photocopying and input data and information into local databases and spreadsheets in line with local processes and protocols, maintaining thereafter as required e.g. booking arrangements, equipment/service requests, claims, response collation. Maintain accurate and up-to-date records, and administrative systems under direction and supervision of HV managers.
3. To adhere to National, NHS Lothian policies and procedures to ensure maintenance of safe working practices for service users and colleagues as well as the safe and appropriate use of supplies and equipment.
4. To support the maintenance and ordering of stock /stationary
5. Attending regular team meetings to discuss work issues.
6. Maintain confidentiality of all sensitive information as per the Data Protection Act (1998) and work within all NHS Lothian policies.
7. When required, assist with the orientation of new / temporary staff.
8. Ability to be flexible on occasions when the service requires cover in times of annual leave, sickness and increased activity.
9. To support NHS Lothian’s values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviours and attitudes.
10. To participate in the process of professional and personal development to maintain skills and develop personal growth through training and education.
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| 7a. EQUIPMENT AND MACHINERY |
| * Responsible for the safe use, transportation and storage of all equipment relevant to the post
* Personal Computer / Laptop
* Telephone / Answering machine
* Photocopier / Scanner / Printer
* Video / tele-conferencing
* Shredder

**Note:** New equipment may be introduced as the organisation and technology develops, however training will be provided. |

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| **7b. SYSTEMS** |
| Maintain accurate and up to date records under supervision, complying with patient confidentialityThe following are examples of systems which will be used when undertaking the role: Office filing systems.Patient administration system TRAK for inputting, searching, recording, storing and retrieving information.Microsoft Office applications including Work, Excel, Outlook, Intranet / Internet, including website publication tools.Personal Development Plan Recording System.Online ordering system.Incident Recording system.**Note:** New systems may be introduced as the organisation and technology develops, however training will be provided. |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| The post holder will work under the direct supervision of the health visitor team managers.The post holder will be required to organise daily workload.A review of work / performance is done on an ongoing basis, with a formal review, Turas appraisal and personal development plan completed annually and in line with NHS Lothian PDP processes, by the Health Visitor team manager and the post holder.Regular 1:1 and monthly team meetings with the Health Visitor team manager to provide an ongoing individual and team support structure. |

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| **9. DECISIONS AND JUDGEMENTS** |
| The post holder will often work alone in the office.The post holder is not directly supervised and uses own initiative to make basic decisions regarding workload priorities and enquiries independently. The line manager is available to provide advice on more complex matters.The post holder will be required to exercise judgement when dealing with issues and resolving problems timeously where necessary and seeking the appropriate expertise when required. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Managing time effectively and prioritising workload to meet competing demands which can be particularly difficult and requires a great deal of adaptability and flexibility when called upon at short notice to cover other areas.The post holder is required to interact both verbally and in writing with individual staff members, service users and members of the public, which at times may be challenging. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal:*** Communicates with a variety of individuals/professions within the organisation including e.g. staff at all levels, clients and children both verbally and in writing.
* The post holder must acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy when deemed appropriate.

**External:*** Communicates with external agencies regarding orders, arranging meetings, etc.
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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **Physical Skills:*** Skills to safely manoeuvre weighing scales to support team
* Keyboard
* Manual Dexterity
* Manual Handling
* Working at a computer for prolonged periods

**Mental Demands:*** Concentration required when data entry, filing and undertaking other administrative duties which may be subject to interruption due to competing departmental priorities which will require the post holder to change from working on one task to another.

**Emotional Demands:*** Occasional exposure to distressing information or emotional circumstances when undertaking role e.g. sensitive client information
* Dealing with distressed and/or anxious clients and children using skills of tact, diplomacy and discretion.
* Actively listening to callers and dealing with issues of grievance diplomatically.

**Working Conditions:*** Potential exposure to bodily fluids, potential verbal/aggressive behaviours during client contact
* Office conditions
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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| Knowledge of office procedures acquired through SVQ2 in administrative / business related subject or equivalent experience.Organisational, oral and written communication skills.IT skills including knowledge of word processing, spreadsheet and databases.Clear understand the need for, and importance of maintaining confidentiality |

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| **14. JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: | Date:Date: |