#### **JOB DESCRIPTION**

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| JOB IDENTIFICATION |
| Job Title: Health Information Assistant  Responsible to: Health Information Service Co-ordinator  Department(s): Health Improvement Team  Directorate: Public Health  Operating Division:  Job Reference:  No of Job Holders: 1  Last Update: March 2022 |

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| 2. JOB PURPOSE |
| To assist in the day to day running of an accessible and responsive health information service via the Health Information Resource Service (HIRS).  To support a professional reception function as necessary. |

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| **3. DIMENSIONS** |
| Works as part of the Health Information and Resources Service (HIRS) to provide access to health information for professionals and members of the public in various settings and localities throughout Ayrshire and Arran. The Health Information and Resources Service (HIRS) is provided by a small team of staff. |

**4. ORGANISATIONAL POSITION**

Head of Health Improvement

Health Improvement Lead

**Health Information Assistant (this post)**

Health Information Support Officer (x1wte)

Health Information Service Co-ordinator (x1wte)

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| 5. ROLE OF DEPARTMENT |
| * Strategic leadership for the population’s health taking into account of national and local health priorities, and responding to inequalities in health status. * Advice, advocate, guide and support the public health role of NHS Ayrshire & Arran,across all domains of public health. * Provide “health in all” policies incorporating universal and targeted delivery of statutory public health functions associated with public health protection, health intelligence, health improvement and environmental health. * Lead and co-ordinate health protection to support the prevention and control of communicable disease and environmental health threats to health. * Provision of multi-disciplinary expertise to advise, guide and support the promotion of health improvement, focusing on prevention and reducing health inequalities through Community Planning and Community Health & Social Care Partnerships. * Surveillance of disease and its determinants including researching, collecting, assessing need and analysing data to improve understanding of public health challenges and evidence based solutions. * Ensure appropriate governance and accountability in public health practice. * Oversee the coordination and effectiveness of screening programmes with a focus on reducing inequalities. * Communicate and reassure the public on important public health issues and produce accessible information to support this including a Director of Public Health report. * Lead and support the organisation in complying with the Civil Contingencies Act 2004(CCA), the Counter Terrorism and Security Act 2015 as well as other legislation and regulations, and provide assurance to the NHS Board. |

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| 6. KEY RESULT AREAS |
| * Operates an online booking catalogue for resources in order to assist clients with health information needs. Processes health information orders and requests (received via phone, email and in person) including recording the order, obtaining items and preparing packages (including printing, laminating, labelling) and dispatching orders within set timescales. Liaises with internal transport and estates services for delivery and return of large equipment items. * Book out and accept, check and record returned items. * Distributes materials to support local health improving campaigns and maintains mailing lists/distribution lists. * Responsible for good stock management of health information and undertakes stock checks as necessary. Ensuring that all equipment is in adequate working order, and where necessary report any malfunctions or damage to the line manager and assist in stocktaking and inventories. Maintains a safe, tidy and effective working environment. * Accepts health information deliveries and other items of mail delivered to Afton House. Processes incoming and outgoing mail as per local procedure. * To support a professional reception function as necessary. This includes receiving visitors, booking meeting rooms and arranging requirements (i.e. IT) as per local procedures. This includes dealing with incoming telephone calls for Public Health Department and Afton House staff using telephone system. * Reports faults (i.e. building and equipment) with the relevant team. Responsible for operating/delivering a safe environment for staff and visitors including a COVID -19 secure service. * Provides day to day support to the Health Information Support Officer and Health Information Service Co-ordinator – this includes undertaking duties as required to fulfil the smooth running of the Health Information and Resources Service – and undertakes other duties as required to support the running of the wider team/Department. |

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| 7a. EQUIPMENT AND MACHINERY |
| **I.T**  PC, multi-function printing machine, desktop printer, laptop, docking station, projector,  monitor, keyboard, mouse, laptop stands, desktop scanner, headphones and microphone,  telephone, video/conferencing facilities such as MS Teams and Zoom  **Equipment**  Laminator, weigh scales, nomadic boards, table top display boards, notice boards,  leaflet racks, smokerlysers, calibration gas, sack barrow.  **Stationery**  Packing paper, boxes, packing tape. |
| **7b. SYSTEMS** |
| Health Promotion Access Catalogue (a health information library cataloguing system)  Contact lists for Primary Care and Health & Social Care  Staff details for telephone lists  Contact lists of clients for distribution of Resources information  Health Information Resources Booking Database  Internet  Microsoft Office 365  Telephone systems (Netcall)  Zoom, Skype, MS Teams  NHS/Public Health Scotland ordering portal  Estates logging system – Apollo  I.T helpdesk reporting and ordering system  Ricoh support system |

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| 8. ASSIGNMENT AND REVIEW OF WORK |
| Work is assigned from the Health Information Service Co-ordinator. Daily work is also generated from the Health Information Support Officer.  Organise own daily activity within agreed objectives with line manager.  Work is appraised through the performance appraisal system and agreed upon objectives.  Some work will be pre-planned and scheduled, other work will be demand led by general public, telephone callers and internal staff.  Regular informal feedback from Health Information Service Co-ordinator. |

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| **9. DECISIONS AND JUDGEMENTS** |
| Decisions/judgements must be made by the jobholder when dealing with enquiries from  visitors and NHS staff and assists with selection of suitable materials to suit clients’ needs.  Manages own daily workload to ensure that priorities are met and reacts to urgent requests in consultation with line manager.  Uses own discretion when dealing with requests. |

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| 10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB |
| Anticipating and balancing conflicting demands of the public, telephone callers and internal staff.  Dealing with members of the public who may be frustrated or angry in an appropriate manner.  Dealing with people who may have a communication problem.  Multi-tasking and frequent interruptions.  Dealing with challenging demands from the wider Public Health department when required to provide support to an emergency response.  Working alone for periods of time.  Trouble-shooting under time pressure. |

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| **11. COMMUNICATIONS AND RELATIONSHIPS** |
| **Internal:**  All NHS staff including estates and IT  **External**:  General public  Local Authorities  Other NHS Organisations in the UK  Public Health Scotland  Voluntary/charitable Organisations  Community groups  Suppliers/printing companies  HPAC support team |

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| **12. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| **PHYSICAL EFFORT/SKILLS**:  Keyboard skills.  Manual handling skills required :   * To accept deliveries to reception * To accept deliveries to resources * To handle resources deliveries and equipment * Heavy lifting of items such as boxes of materials (from pallet deliveries) and large nomadic display stands .   **MENTAL EFFORT/SKILLS**:  Concentration and accuracy are required when booking out materials for the Health Information Shop.  Concentration is required when listening to complaints/enquiries from members of  the public and visitors.  Interruptions from having to answer calls and to attend to visitors.  **EMOTIONAL EFFORT/SKILLS**:  Working to tight deadlines.  Thinking on your feet.  Dealing with last minute challenging requests from the wider Public Health Department.  The postholder may have to deal with people who may be frustrated or angry.  Listen to empathetically and respond appropriately with visitors to Reception and Resources.  **ENVIRONMENTAL:**  There are fluctuations in temperature between the heat of the building and the door opening from the street into Reception. Noise from alarms, phones, buzzers and visitors.  Due to part-time working, the team member will be working alone in the Health Information and Resources Service distribution room and library and also in the Afton House reception area. |

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| 13. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| **Qualifications:**   * Educated to Standard Grade level or equivalent, which must include passes in English and Maths at Credit or General level,   **Knowledge and Skills:**   * Proficiency in literacy and numeracy and accuracy * Basic knowledge in the use of hardware/software (Microsoft Office) to update databases   and stock control systems   * Basic IT skills i.e. emails, internet searching * Excellent interpersonal and communication skills * Awareness of office health and safety issues including manual handling * Awareness of the function of health promotion   **Experience:**   * Can do attitude * Makes suggestions * Solve problems/respond to issues * Prioritisation of urgent tasks |

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| **14. JOB DESCRIPTION AGREEMENT** | |
| Job Holder’s Signature:  Head of Department Signature: | Date:  Date: |