# Logo, company name Description automatically generatedNHS FORTH VALLEY

# JOB DESCRIPTION

**1. JOB DETAILS**

**Job Title:** Risk Management System and Administration Support Worker

**Responsible to:** Head of Health & Safety

## Department(s): Health & Safety Service

**Job Reference:** Sco1/E-P-C-RISK-002

**2. JOB PURPOSE**

To assist the Health and Safety Department by providing a high-quality service of Risk Management System and Administrative support. To assist in the smooth day to day administration of the department.

**3. KEY DUTIES**

1. **Responsibilities**
2. **Patient Client Care**

**There is a responsibility to:**

* Provides support for all members of the Health and Safety Service as required or when possible.
* Monitor returns from hazard/safety notices, audit etc. and alert relevant advisers to any issues.

1. **Policy and Service**

**There is a responsibility to:**

* Produce detailed adverse event information for the Quarterly and Annual reports and as required and provide similar information for other reports/projects.
* Create reports on a regular basis (daily) from the Risk Management System to provide all Units within Forth Valley with accurate and relevant information as appropriate. In many cases the reports compiled can be complex and of a sensitive nature
* When required take and produces minutes for NHS Forth Valley Health and Safety Committee Sub-Groups, ensuring all information pertaining to the group is collated and distributed to relevant members in advance of the next meeting.
* Assists at least once a year in taking minutes for the Health and Safety Committee and where instructed ensures all information pertaining to this Committee is collated and distributed to the members in advance of the meetings.
* Record notes of departmental meetings, typing the notes and distributing appropriately.
* Comply with the relevant policies and procedures and as requested, comment on policies, procedures or potential service developments relating to the area of activity.

1. **Finance and Physical Assets**

**There is a responsibility to:**

* Monitor stock levels and report the requirement for replacement equipment to ensure that the necessary tools are available within the area.
* Be familiar with the use, storage and maintenance of all equipment used within the area of work and ensure standards of Infection Control and Health and Safety are maintained

1. **Staff Management/Supervision, Human Resources, Leadership and/or Training**

**There is a responsibility to:**

* When required, run information sessions regarding the use of the risk management system modules, for example, adverse event module.
* Provides staff with any necessary advice in relation to completing adverse event reports on a daily basis

1. **Information Resources**

**There is a responsibility to:**

* Ensure data recorded within the risk management system is inputted and maintained, which is made up of several modules including the adverse event reporting module used to record adverse events within NHS Forth Valley, Risk Assessment module and Alerts Module.
* Know how to use both intranet and internet to retrieve up to date guidance, advice and reports.
* Use photocopier, guillotine, shredder, kick-stool, laminator etc, to send timely advice, information and copy reports and training handouts, materials.
* Monitor and review quality and accuracy of adverse events prior to merging into the risk management system
* Update the risk management system as information is made available and identifying any potential RIDDOR report, bringing them to the attention of the Health and Safety team.
* Record personally generated information relating to patients / clients on a regular basis including clinical observations, test results, case reports, financial, personal and / or research data.
* Help update and maintain the Health and Safety website, ensuring that accurate and up to date information is readily available.
* Assist in the design and information collation for the Health and Safety training brochure.
* Ensure the accurate recording of information and record keeping in line with Regulatory requirements and Professional Body guidelines.
* Ensure that information is dealt with in an appropriate, sensitive, and confidential manner always.
* Use IT equipment including local and national systems to read, analyse and record patient / client information within the scope of local and national policies and procedures. (Control Book, Safeguard, Risk Register, Training dashboard, TURAS and eESS)

1. **Research and Development**

**There is a responsibility to:**

* Be aware of any audit and research in progress within the area and contribute to these as delegated by the Line Manager as appropriate.

1. **Skills**
2. **Physical**

* Input information on a daily basis, for example, audit, hazard and safety action notices system, training records, adverse event reports, RIDDOR reports etc.
* On a daily basis, provide a comprehensive administrative service involving a range of skills such as word processing, regular minute taking, opening mail, photocopying, maintaining diaries as requested, distributing information to staff, organising meetings etc as appropriate for the Health and Safety department.
* There is also a requirement to be familiar with the use, storage and maintenance of all equipment used within the area of work.

1. **Communication**

**There is a requirement to:**

* Be the first point of contact for the Health and Safety Department the post holder must communicate in a calm and effective manner via MS Teams, email, telephone or face to face with work colleagues, peers, senior managers, staff throughout NHS Forth Valley, and external organisation to provide required/requested information.
* Provide advice and information as requested to all service users and is aware of when and how to seek specialist advice as required.
* Liaise daily with other Units, Departments and outside agencies on a range of issues relating to risk and safety management.
* Be point of contact for the department receiving and helping visitors as appropriate.
* Handle incoming telephone calls and personal enquiries, relaying messages to the advisers, as appropriate, to ensure prompt action to each enquiry.
* Demonstrate the behaviours expected of all staff and recognise how these can influence others, relationships, the environment, and culture and adapt these to meet the needs of any given situation.
* Ensure that all communications are carried out in a manner that is respectful and considerate and does not discriminate on the grounds of age, disability, faith, religion or belief, gender, gender reassignment, marriage and civil partnerships, race or sexual orientation, by ensuring that all conversations and discussions are conducted to the highest standards of honesty, integrity, impartiality and objectivity.

1. **Analytical and Judgements**

**There is a requirement to:**

* Recognise and adhere to the scope of the job whilst using initiative and referring appropriately to the Registered Professional/Line Manager
* Troubleshoot issues arising from risk management system which requires specialist training and knowledge
* Link with software provider on maintenance issues in the absence of the Risk Management System Manager.

1. .**Planning and Organising**

**There is a requirement to:**

* Organise meeting/seminar accommodation (weekly).
* Co-ordinate and manage the Health and Safety Training room booking system
* Assist in the booking of NHS FV staff onto specific training programmes on a daily basis.
* Co-ordinate bookings, declaration forms etc for all advisers.

1. **Effort and Environment**
2. **Physical**

**There is a requirement to:**

* Regularly use a computer, keyboard, laptop and telephone.
* Move IT and training equipment from store cupboard to office.
* Have the IT skills to deliver a comprehensive service.
* Work with speed and accuracy, to produce reports, ensure adequate inputting of adverse events notified to the department and prepare letters and other aspects of administrative duties and responsibilities.
* Work at a PC station preparing documents, letters and reports throughout the day, requiring physical skills with a specific requirement for speed and accuracy.

1. **Mental**

**There is a requirement to:**

* Manage and adapt to at times unpredictable work patterns, for example,. responding to urgent demands and reprioritising workloads whilst maintaining a high quality level of service.
* Have a high level of concentration for many aspects of the role whilst dealing with frequent interruptions.
* Identify problems and formulate implementable action plans.
* Prioritise conflicting team priorities and timeframes for jobs.
* Check to ensure the highest standards of security and confidentiality in respect of adverse event reporting are maintained

1. **Emotional**

**There is a requirement to:**

* At times communicate confidential and potentially challenging information in a discreet and professional manner.
* Deal with frustrated users of the service demanding faster resolution of issues than daily workload permits.
* Produce complex reports with some being of a sensitive nature
* Processes confidential correspondence on a daily basis.

1. **Working Conditions**

**There is a requirement to:**

* Occasionally travel between sites during the working day

**4. FREEDOM TO ACT WITHIN THE JOB**

* Independently provides proactive and reactive approaches to all aspects of delivering an efficient and effective administrative service.
* Works on a daily basis with minimal supervision to deliver the service, problem solving and where required formulating action plans for implementation.
* Work is generated to the post holder through requests from service users for assistance, through the Risk Management System Manager, Head of Health and Safety, Health and Safety Advisers and M&H and MVA Team Leads
* Contributes to department decisions relating to administrative inputs.
* There will be regular informal discussions and reviews of work with the Line Manager and more formally on an annual basis as part of the Personal Development Planning Review process when expectations and objectives will be discussed and agreed.
* There is a requirement to take ownership of personal development and taking part in ongoing training and those deemed mandatory by the Organisation.

**5. KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB**

* Experience of using Risk Management Software such as Safeguard, Datix or similar
* A demonstrable ability to learn new software systems
* SVQ 3 (Scottish Credit and Qualifications Framework 6 or higher) or equivalent administrative experience within a healthcare setting, to be able to provide basic administrative support to the department
* Excellent keyboard skills and good knowledge of Microsoft Word, Excel and PowerPoint
* Excellent telephone manner and ability to deal with all business in a confidential and professional manner.
* Ability to organise and prioritise work on a daily basis, to cope with demands of the post.
* General enthusiasm, self-motivation, excellent interpersonal skills and ability to work under direction if required and cope under pressure.

**6. DEPARTMENT ORGANISATION CHART**

The Risk Management System and Administration Support worker is based within the Health and Safety Department, which forms part of the Facilities & Infrastructure Directorate within NHS Forth Valley (NHS FV). The Health and Safety Department provides advice and assistance in ensuring that NHS FV has systems in place to meet all of its statutory requirements involving Risk Management and Health and Safety matters. The post holder reports to the Risk Management Systems Manager, however overall managerial accountability lies with the Head of Health and Safety

**Departmental Structure:**

Director of Facilities and Infrastructure

Head of Health & Safety

Risk Management System Manager

**Risk Management System and Administration Support Worker**