**JOB DESCRIPTION**

Job Title: Health & Safety Support

Band: 4

Responsible To: H&S Manager & Local Security Management Specialist / Violence Prevention & Reduction Lead, Northern Services (supervisory role)

Accountable To: Head of Health & Safety

Section/Department/Directorate: Directorate of People (Chief People Officer)

**Job Purpose:**

The postholder will support the Health & Safety Team on a daily basis in non-clinical administration & the management of health and safety, including:

Initial review of incidents received in “generic” h&s team email accounts (e.g. DATIX incident notifications), highlighting incidents to the h&s team that may comply with RIDDOR criteria that would need reporting to the Health and Safety Executive (HSE).

Support incident investigations (with direction and instruction) for collation of evidence such as requesting statements from the injured person, witnesses involved and gathering key documentation to support the incident investigation.

The postholder will be able to effectively support with arranging meetings/groups, taking minutes and assisting in following up actions assigned to the Health & Safety Team and direct liaison with divisions and governance structures to support transparency of work streams.

The post holder will assist in general support to the h&s team including administering of the Health and Safety Group, which includes setting the agenda, gathering papers, seeking progress updates from action plan owners and updating the action grid, cascading papers to the members of the Group and completing the minutes of each meeting.

Other support may be necessary when external regulators are on site such as (but not limited to) the CQC or HSE, which may include meeting and engagement with visiting inspectors.

The postholder will also be asked to undertake the Trust Fire Warden and First Aid training to align with the other team members. It is also useful when assisting in Health and Safety Audits to have the knowledge of what is being assessed.

Working autonomously and together with Health & Safety Managers to formulate plans and strategies to motivate colleagues and promote the importance of using the Lone Working Device provided to all Community Workers. To actively monitor, and analyse qualitative and quantitative data and support the preparation of reports for trust level meetings

Support the delivery of non-clinical training packages that may be required such as lone working services and use of devices, producing up-to-date usage reports to individuals, teams, and divisions.

Support and play active roles in the delivery of Health & safety related proactive work such as and not necessarily limited to:

* Support in preparation and dissemination of communications to wider staff groups
* Devon & Somerset Fire & Rescue Service community home safety visits partnership.
* Promotional days and staff engagement events.
* Chemical safety work under the Control of Substances Hazardous to Health Regulations (COSHH Risk assessments).
* H&S safety related project work (which may include unforeseen workstreams – e.g. pandemics)

Provide support and participate in Health and Safety Audits to ensure Clinical Areas and off-site addresses are up to date and align with Trust Policy. To disseminate findings from audits and investigations. To monitor actions and alert the team to review and close within due dates / timescales.

It will be necessary to work to deadlines, be able to prioritise conflicting deadlines and be adaptable to last minute changes. The post holder will need to be able to work on their own initiative and with minimal supervision.

To provide support in the H&S policy library management. Ensuring policies are in date, sending reminders to the team when they are due to be reviewed. Support in the preparation, consultation and circulation of policies for review and inclusion at H&S Group for approval.

With guidance and direction, provide support for the maintenance of H&S related pages on the trusts intranet sites to ensure content remains relevant in date and accessible (e.g. hyperlinks working correctly).

**Context:**

The Health & Safety Support post holder will be based with the h&s team in the northern services locality, with some flexibility to suit the post holder and will provide health & safety support to the h&s team trust wide (eastern and northern services).

The Health & Safety Support will fulfil a number of administration tasks and work as part of a team to meet the needs of the service as appropriate and as directed by the line manager / supervisor.

The Health & Safety Support is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, partnered and external organisations and the public. This will include verbal, written and electronic media.

Organisational Chart:

Chief People Officer

Executive Support Manager to Chief People Officer & Directors of People

Head of Health & Safety

Health & Safety Manager, Eastern Services

Health & Safety Manager/LSMS, Northern Services

Health & Safety Support (Eastern & Northern Services)

Health & Safety Officer, Eastern Services

Health & Safety Officer, Eastern Services

**Key Result Areas/Principal Duties and Responsibilities:**

Communication and Relationship skills

The Health & Safety Support will be required to maintain and build upon internal/external relationships, to communicate effectively with key stakeholders.

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of staff (and occasionally, patients or the public) on a range of matters. For example: receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.

To deal with staff, patients, members of the public and partner agency staff in a confidential and sensitive manner, this could be face to face, MS Team calls or over the phone. The post holder may also be required to diffuse potential aggression that may arise.

The post holder will be expected to behave in accordance with the Trust's values of demonstrating. compassion, integrity, inclusion and empowerment.

**Analytical & Judgemental skills:**

Make judgements on facts or situations, some of which require analysis, such as initial reviews of incidents on DATIX, supporting the verification of incident severity ratings and making decisions on the appropriate levels of further investigation and escalations that may or may not be required,

Judgment and decision-making skills will be required for situations such as conflicting diary appointment, scheduling of meetings and audit programmes.

Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.

**Planning and Organisational Skills:**

The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities

Plan and arrange health and safety team cover as and when required.

Regularly arrange meetings, participate in meetings and take actions that may be appropriate to the role.

**Physical skills**:

Utilisation of advanced keyboard skills for operation of a wide range of computer software including Microsoft Office, MS Teams, NHS Mail, MyCare EPIC and DATIX for manipulation of data for reporting purposes.

**Responsibility for Policy and Service Development:**

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service by attending and participating in meetings as necessary.

**Responsibility for Financial and Physical resources**:

Report maintenance faults (e.g. logging a job on the Facilities Management portal)

To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.

**Responsibility Human Resources:**

Maintain and update own training relevant to post.

Once embedded in post & deemed competent, the post holder will be required to:

* participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in all areas of the team.
* provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

**Responsibility for Information Resources:**

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.

**Responsibility for Research and Development:**

Comply with Trust requirements and undertake surveys as necessary to own work.

**Decision Making:**

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will be expected to work with a level of autonomy to organise their own workload on a day to day basis.

**Physical Effort:**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

Level of physical ability is expected to participate in site visits and health and safety audits and inspections as may be required within the team’s yearly work plan.

**Mental Effort:**

The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.

The post holder will be expected to provide cover for other health & safety team members of staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to work on occasion in other areas within the Trust and / or use technology such as MS Teams to provide supporting cover remotely.

**Emotional Effort**:

Occasionally manage difficult situations, which may arise with upset staff and people involved in incidents, of which may need to be referred to a senior member of staff.

There will be occasional indirect exposure to distressing or emotional circumstances, i.e. patients involved in Violent and or Aggressive incidents and the physiological as well as physical impact on staff (victims).

**Working Conditions:**

Use display screen equipment for substantial proportion of working day.

**GENERAL:**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care. We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.

We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.

The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business. All employees must demonstrate a positive attitude to The Trust equality policies and Equality Scheme.

Employees must not discriminate on the grounds of any protected characteristics such as sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect. If the post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Disability Discrimination Act.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not process or disclose any information of a confidential or personal nature relating to the employer or in respect of which the employer has a duty of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer’s disciplinary procedure.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within Royal Devon university Healthcare NHS Foundation Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm.

Royal Devon university Healthcare NHS Foundation Trust ensures that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted within the Trust and adhered to by all members of staff.

JOB DESCRIPTION AGREEMENT

Job holder’s Signature: .....................................................................................

Date: .....................................................................................

Manager’s Signature: .....................................................................................

Date: ....................................................................................

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| **Requirements** | **E/D\*** | **How Tested?**Application Form, Interview, Reference, Test | **Interview Comments** | **Score**  **1 Low-10 high** |
| **QUALIFICATIONS/SPECIAL TRAINING:**  Good General level of education 5 GCSE at grade C or above to include Maths and Englishor equivalent    General understanding of Health, Safety and Security | **E**      D | **Application Form**      **Application Form** |  |  |
| **KNOWLEDGE/SKILLS:**    Effective interpersonal, organisational and communication skills    Advanced IT/Keyboard skills    Ability to manage own workload    Ability to delegate tasks | **E**        **E**      **E**      **E** | **Interview**        **Skills Test**      **Interview**      **Interview** |  |  |
| **EXPERIENCE:**    Proven clerical/administrative experience within customer care environment    Previous NHS/Social Services experience | **E**          **D** | **Application Form/Interview**        **Application Form** |  |  |
| **PERSONAL REQUIREMENTS:**  Reliability and Flexibility, able to contribute to changing demands of the service.    Willing to undertake training relevant to the post.    Ability to work within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | **E**        **E**      **E**    **E** | **Interview**        **Interview**      **Interview**    **Interview** |  |  |

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| Risk Assessment | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | DSE Use | √ |
| Radiation |  | Challenging Behaviour | √ | Manual Handling | √ |
| Solvents |  | Driving |  | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |