

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Oral Health Education Administrator |
| **Reports to**  | Oral Health Educators |
| **Band**  | AfC Pay Band 3  |
| **Department/Directorate**  | Oral Health Education– Salaried Dental Service |

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| **JOB PURPOSE**  |
| To provide a high quality, professional administration service for the Oral Health Education Team within the Salaried Dental Service. Working with the Oral Health training team & administration team based at the Dental Access Centre, organising and facilitating Oral Health Education training for organisations & services & providing general secretarial/administration services to support the Epidemiology Survey & the wider service within the Dental Access Centre. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| **(Examples below are not exhaustive)*** The post involves providing administrative support as required to the following:
	+ Oral Health Education team
	+ Creating & maintaining accurate training records.
	+ Promoting the work of the OHE team.
	+ Coordinating training sessions & all associated admin.
	+ Coordinate training resources.
	+ Update & maintain accurate records.
	+ Support in the organisation of the Epidemiology Survey as required.
	+ General administration duties to support the OHE team.
	+ Undertake other duties as required and provide cover for colleagues as appropriate and suitable with the role/band.
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| **KEY WORKING RELATIONSHIPS**  |
| Areas of Responsibility: Administration support for the OHE team.The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Oral Health Education team
 | * Other NHS Trusts
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| * Operations Manager
 | * Outside Organisations
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| * Admin Lead
* Admin Team Leader
* Dental Staff
 | * DCC
* Schools & Colleges
* Care Homes & Health & Social care settings.
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * Working independently, managing own workload being guided by Trust Policy and Standard Operating Procedures.
* Able to deal with routine queries from a multitude of sources and matters relating to the Oral Health dept.
* Exercise initiative, analysis, and judgements/problem solving or directing on/escalating, as appropriate, using tact/empathy, reassurance and persuasive skills where agreement and co-operation is required.
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| * To ensure effective communication with stakeholders, service users & staff on all matters relating to Oral Health training.
* To ensure that all relevant persons who need to be informed of training are contacted in a timely manner.
* Use effective verbal/written communication at all times, incorporating tact, empathy, consideration, courtesy and confidentiality.
* Build and sustain effective communications to ensure good team working and collaborative working practices. Disseminate knowledge, and information to those who need to know.
* Undertake general administrative and clerical duties; deal with enquiries and matters arising from the running of the training programmes and meet regularly with the OHE team.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Prioritise own tasks, exercising a degree of independence, initiative and judgement.Assess situations, identify and resolve potential problems within own skill set. Refer and seek guidance on issues outside of postholder’s level of competency or authority. Some tasks require analysis and others require judgement based on circumstances and information provided.* Provide administration support for all OHE training.
* Maintain accurate training & contact records.
* Arrange training sessions.
* Provide admin support for Epidemiology survey.
* Coordinate training resources & equipment.
* Organise room bookings/Teams links for training sessions.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| * Prioritising own workload.
* Organise/support supervisor training events.
* Managing task deadlines.
* Updating and maintaining the department events calendar.
* setting up and administering online virtual teaching sessions/ meetings for the OHE team.
* This post calls for a high degree of accuracy, attention to detail, and effective team working skills.
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| **PATIENT/CLIENT CARE**  |
| * Incidental contact with patients
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| **POLICY/SERVICE DEVELOPMENT**  |
| * Provide services within well-established policies, procedures, protocols, guidelines, whilst acting within the required sphere of competences for the role at all times.
* To participate in departmental/team meetings and offer suggestions for quality improvement. Contribute to the achievement/improvement of service/quality standards.
* May be asked to comment on policies and procedures.
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| * **FINANCIAL/PHYSICAL RESOURCES**
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| * May occasionally help with reception duties to include payments
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| **HUMAN RESOURCES**  |
| * To demonstrate duties to new or less experienced staff
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| **INFORMATION RESOURCES**  |
| * Maintain & update OHE training contact lists.
* Maintain & coordinate distribution of training resources.
* Maintain the confidentiality of records and other confidential information.
* Update and maintain OHE training records.
* Maintain & update records & information relating to epidemiology survey.
* Ensure acceptable standards of data protection are maintained in accordance with the Data Protection Act and comply with all Trust Policies and procedures
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| **RESEARCH AND DEVELOPMENT**  |
| * Completes surveys and audits as required
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| * **PHYSICAL SKILLS**
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| * Keyboard skills with speed and accuracy.
* Moving & handling of training resources.
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| **PHYSICAL EFFORT** |
| * Setting up rooms for face to face teaching sessions or meetings as required which includes setting up resources.
* Setting up and administering online virtual teaching sessions/ meetings.
* The postholder is responsible for arranging meetings & training session/venues.
* Post holder required to use VDU equipment for long periods on most days.
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| **MENTAL EFFORT** |
| * Survey administration.
* Creating training documents as required by the OHE team.
* Maintain & coordinate bookings & training records.
* Maintain & update contact records.
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| **EMOTIONAL EFFORT** |
| * Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.
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| **WORKING CONDITIONS** |
| * Needs to be flexible and adaptable to meet the needs of the Department.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute to and work within a safe working environment You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infectionAs an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.You must also take responsibility for your workplace health and wellbeing:* When required, gain support from Occupational Health, Human Resources or other sources.
* Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
* Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you.
* Undertake a Display Screen Equipment assessment (DES) if appropriate to role.
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| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL**  |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.Everyone within the 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, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his i* |

PERSON SPECIFICATION

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| **Job Title** | Oral Health Education Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and EnglishNVQ Level 3 in Business Admin or equivalent level of experience. ECDL or equivalent | 🗹🗹 |  |
| **KNOWLEDGE/SKILLS**Knowledge and experience in using Microsoft Office Applications (Word, Excel, Outlook, PowerPoint and Databases), with advanced keyboard skills.Comprehensive MS Teams skills - databases, word-processing, email, Excel | 🗹🗹 |  |
| **EXPERIENCE** * Experience of education and training (or related) administration.
* Professional office Administration experience including prioritising workload to meet set deadlines
* Able to set up equipment for teaching preparation
* Experience of working in the health/education care sector.
* Experience of working under pressure with interruptions
* Experience of working within the NHS or education setting.
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| **PERSONAL ATTRIBUTES** * Ability to identify operational needs and to create systems.
* Ability to work as part of a team and to use own initiative.
* Assertive skills; in order to deal with challenging individuals
* Ability to manage hectic, and at times pressurised, situations and to adhere to strict deadlines.
* High level of accuracy in work produced
* Flexible in working methods/patterns and adaptable to change
* Able to work on own initiative
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|  | **FREQUENCY****(Rare/ Occasional/ Moderate/ Frequent)** |
| **WORKING CONDITIONS/HAZARDS** | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** |  |  |  |  |
| Laboratory specimens | ~~Y~~/N |  |  |  |  |
| Contact with patients | ~~Y~~/N |  |  |  |  |
| Exposure Prone Procedures | ~~Y~~/N |  |  |  |  |
| Blood/body fluids | ~~Y~~/N |  |  |  |  |
| Laboratory specimens | ~~Y~~/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | ~~Y~~/N |  |  |  |  |
| Respiratory sensitisers (e.g. isocyanates) | ~~Y~~/N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | ~~Y~~/N |  |  |  |  |
| Animals | ~~Y~~/N |  |  |  |  |
| Cytotoxic drugs | ~~Y~~/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | ~~Y~~/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | ~~Y~~/N |  |  |  |  |
| Dusty environment (>4mg/m3) | ~~Y~~/N |  |  |  |  |
| Noise (over 80dBA) | ~~Y~~/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | ~~Y~~/N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/~~N~~ |  |  |  | 🗹 |
| Heavy manual handling (>10kg) | ~~Y~~ N |  | 🗹 |  |  |
| Driving | ~~Y~~/N |  |  |  |  |
| Food handling | ~~Y~~/N |  |  |  |  |
| Night working | ~~Y~~ /N |  |  |  |  |
| Electrical work | ~~Y~~ /N |  |  |  |  |
| Physical Effort  | Y/ ~~N~~ |  |  | 🗹 |  |
| Mental Effort  | Y/ ~~N~~ |  |  | 🗹 |  |
| Emotional Effort  | Y/ ~~N~~ |  | 🗹 |  |  |
| Working in isolation | Y/~~N~~ |  |  |  |  |
| Challenging behaviour | Y/~~N~~ | 🗹 |  |  |  |