



Northern Devon Healthcare
NHS Trust

JOB DESCRIPTION

Job Title: Emergency Preparedness, Resilience & Response (EPRR) Administrative Officer

Band: Band 4

Responsible To: Emergency Preparedness, Resilience and Response Officer

Accountable To: Director of Operations

Section/Department/Directorate: Operational Management

Job Purpose:

The post is to support the Emergency Preparedness, Resilience & Response Officer (EPRR Officer). This is a specialist role and this post provides organisational resilience by ensuring continuity of service should the current post-holder leave or change roles.

Context:

The EPRR Administration Officer will be based at North Devon District Hospital

The post holder will fulfil all tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other areas as appropriate as directed by the line manager.

The post-holder will provide comprehensive administrative, training and exercise support and assistance to the EPRR Officer in their function for Emergency Preparedness, Resilience and Response to ensure the provision of a high-quality co-ordinated service within the Trust.

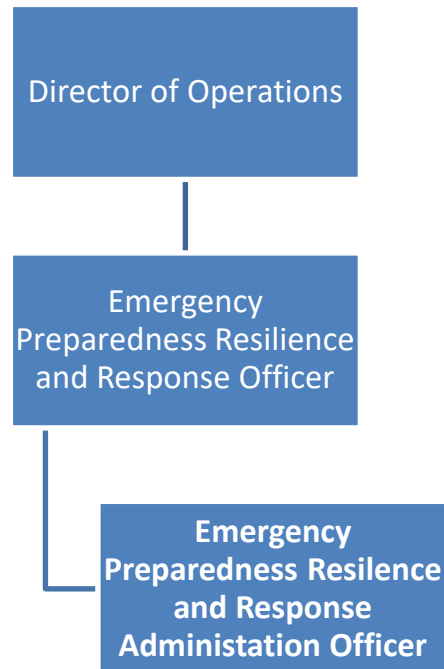
The post holder will be expected to deal substantially with a wide variety of sensitive and highly complex confidential material and it is therefore imperative to maintain complete confidentiality at all times and to represent the team and Trust in a professional, efficient and courteous manner.

Key Working Relationships:

The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider

Healthcare community, external organisations, other category one responders in the Devon, Cornwall and Isles of Scilly Local resilience Forum and the public. This will include verbal, written and electronic media.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities

Provide a full and high-quality administrative service to the EPRR Officer.

Provide a comprehensive administrative service to the Trust Incident Response Team, EPRR Group and Gold Command meetings.

Monitor, log and track incoming documentation, linking previous correspondence/files where appropriate to ensure comprehensive records are maintained at all times of all aspects of the service.

Ensure that meetings and appointments are arranged in accordance with the availability ensuring smooth co-ordination of events including the preparation of documents, agendas, formal minute taking and ensuring that appropriate deadlines are met, action points are completed and responsibilities are assigned.

Ensure that sensitive issues requiring action are dealt with promptly and that confidentiality is maintained at all times. Screen all the mail, identifying action points, deadlines etc. and ensure that these are met in a timely manner; establish and maintain a good follow-up and bring forward system.

Communication and Relationship Skills

Regular communication with a wide range of clinical and non-clinical staff at NDHT and in external organisations involved in emergency preparedness, resilience & response to enable training to be delivered and the practical demonstration of equipment associated with emergency response. This will on occasions involve complex or sensitive matters, for example incident investigations.

Analytical and Judgement Skills

The post holder will be responsible for basic auditing e.g.; location and currency of Emergency Preparedness Plans; testing and maintenance of emergency response equipment and resources; More detailed audits will be undertaken of Business Continuity Plans e.g.; Business Continuity Plans including development of audit tools, making recommendations for changes to plans and collation and dissemination of results; Compliance with relevant policies; Compliance with NHS England Core Standards for EPRR. This will involve some analysis to assess if the evidence meets the requirement of the standard.

Planning and Organisational Skills

The post-holder will be required to plan their own day-to-day activities to undertake tasks allocated to them. They will be expected to manage a number of activities including development of emergency response plans, planning & developing training sessions and other events related to EPRR.

The post holder will be expected to deal with non-routine events and will need to develop solutions or alternatives.

Physical Skills

Advanced IT/Keyboard skills

The role requires a general level of physical fitness to set up the incident control room and move the Chemical, Biological Radiological, Nuclear and Explosive (CBRNE) equipment.

Responsibility for Patient and Client Care

The role doesn't involve routine contact with patients however occasional contact may be required for example as part of an incident investigation.

Responsibility for Policy and Service Development

To be aware of and work within the policies and procedures of Northern Devon Healthcare Trust, carrying out such duties as may be requires and which are consistent with the responsibility of the grade.

With the EPRR Officer develop & implement a training needs analysis plan for EPRR and CBRN training.

Assist in ensuring the Trust EPRR training programme is promoted to ensure awareness to all relevant staff.

Assist in managing the accurate recording and reporting of EPRR training compliance.

The post holder will support the EPRR Officer with devising new plans and reviewing existing plans and policies associated with Emergency Preparedness, Resilience and Response.

Responsibility for Financial and Physical Resources

Be responsible for the safe handling of patient property / valuables in line with Ward / Department / Service procedures and Trust SFI's.

In a decontamination incident the post holder will need to ensure the contaminated persons belonging in are handled safely.

The postholder will order the EPRR supplies including stationary.

Maintain all areas in an organised and professional manner - clean and tidy, well stocked and in good order.

Follow waste management as per Trust policy.

Responsibility for Human Resources

To undertake any mandatory training and to be active in developing knowledge and skills to support their practice.

At least once a month undertake any relevant and necessary internal and external training or courses/session to ensure appropriately qualified to support the EPRR Officer in delivering all necessary training and exercise commitments.

Responsibility for Information Resources

Exchange accurate confidential and sensitive information personally, via email and telephone in a professional manner to promote respect and confidence in the service provided.

Responsibility for Research and Development

To act under direct supervision in regard to any tasks involved in research and development within the organisation.

Decision Making

Work proactively with a degree of autonomy and on own initiative, deciding when it is necessary to refer to the available line manager. Able to plan and prioritise own work effectively with excellent time management skills to ensure work is completed in a timely fashion without compromising work quality.

Physical Effort

There is a requirement to use VDU equipment continuously on most days. Physical skills required are keyboard skills and use of equipment related to this post.

The post holder must also be able to travel to other sites to carry out their role

The role requires a general level of physical fitness to set up the Incident Control room and move the CBRNE equipment.

Mental Effort

The role involves a frequent requirement for concentration. The work pattern is varied and can on occasions be unpredictable with some interruptions due for example to an incident occurring.

Emotional Effort

Planning for, and on occasions responding to, emergencies, and security incidents involves thinking about 'worst case scenarios' and the potential impact on patients and staff, therefore can be emotionally stressful.

Working Conditions

Working in an office environment or incident control room using computer equipment for long periods. Some unsocial hours and weekend working will be required in the event of an incident response.

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 that 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 Trust equality policies and Equality Scheme. Employees must not discriminate on the grounds of 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 Equality Act 2010.

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 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.

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

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

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 disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation 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.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION**POST: Emergency Planning, Resilience & Response Administrative Officer**

REQUIREMENTS	E/ D*	HOW TESTED? Application Form/Interview/Reference/ Test	INTER VIEW COMM ENTS	SCORE (1 Low – 10 High)
<u>QUALIFICATIONS/SPECIAL TRAINING :</u> Good Standard of Education NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience Relevant IT qualification specific to post i.e ECDL Additional relevant administration knowledge acquired through further experience Record keeping in a major incident	E E E E E	Application Form Application Form Application Form Application Form/Interview		
<u>KNOWLEDGE/SKILLS:</u> Advanced IT/Keyboard skills, IT literate Knowledge of clinical and non-clinical systems (TrakCare, Datix) Ability to manage own workload and to supervise the workload of others, ability to delegate tasks	E D E	Application Form/Interview Application Form/Interview Application Form/Interview		
<u>PHYSICAL SKILLS/EFFORT:</u> Ability to sit or stand for long periods of time Set up venues, moving of equipment Prepared to work variable shift patterns in the time of incident response	E E E	Interview Interview Interview		

<p>EXPERIENCE:</p> <p>Significant clerical/administrative experience within customer care environment or similar</p> <p>Experience of working to tight deadlines</p> <p>Previous NHS/Social Services experience</p>	<p>E</p> <p>D</p> <p>E</p>	<p>Application Form/Interview</p> <p>Application Form/Interview</p> <p>Application Form/Interview</p>		
<p><u>PERSONAL REQUIREMENTS:</u></p> <p>Reliability and flexibility, able to contribute to changing demands of the service.</p> <p>Willing to undertake training relevant to the post.</p> <p>Ability to work independently, within a team</p> <p>Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>		
<p>OTHER REQUIREMENTS:</p> <p>The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.</p> <p>Able to travel to other hospitals and off-site meetings</p>	<p>E</p>	<p>Application Form/Interview/Reference/</p> <p>Interview</p>		

*Essential/Desirable

HAZARDS :					
Laboratory Specimens Proteinacious Dusts		Clinical contact with patients	x	Performing Exposure Prone Invasive Procedures	
Blood/Body Fluids		Dusty Environment		VDU Use	X
Radiation		Challenging Behaviour	X	Manual Handling	X
Solvents		Driving	X	Noise	
Respiratory Sensitisers		Food Handling		Working in Isolation	
Cytotoxic drugs		Night working			