

Transferable Role Template

Career Framework Level 3

Personal Secretary

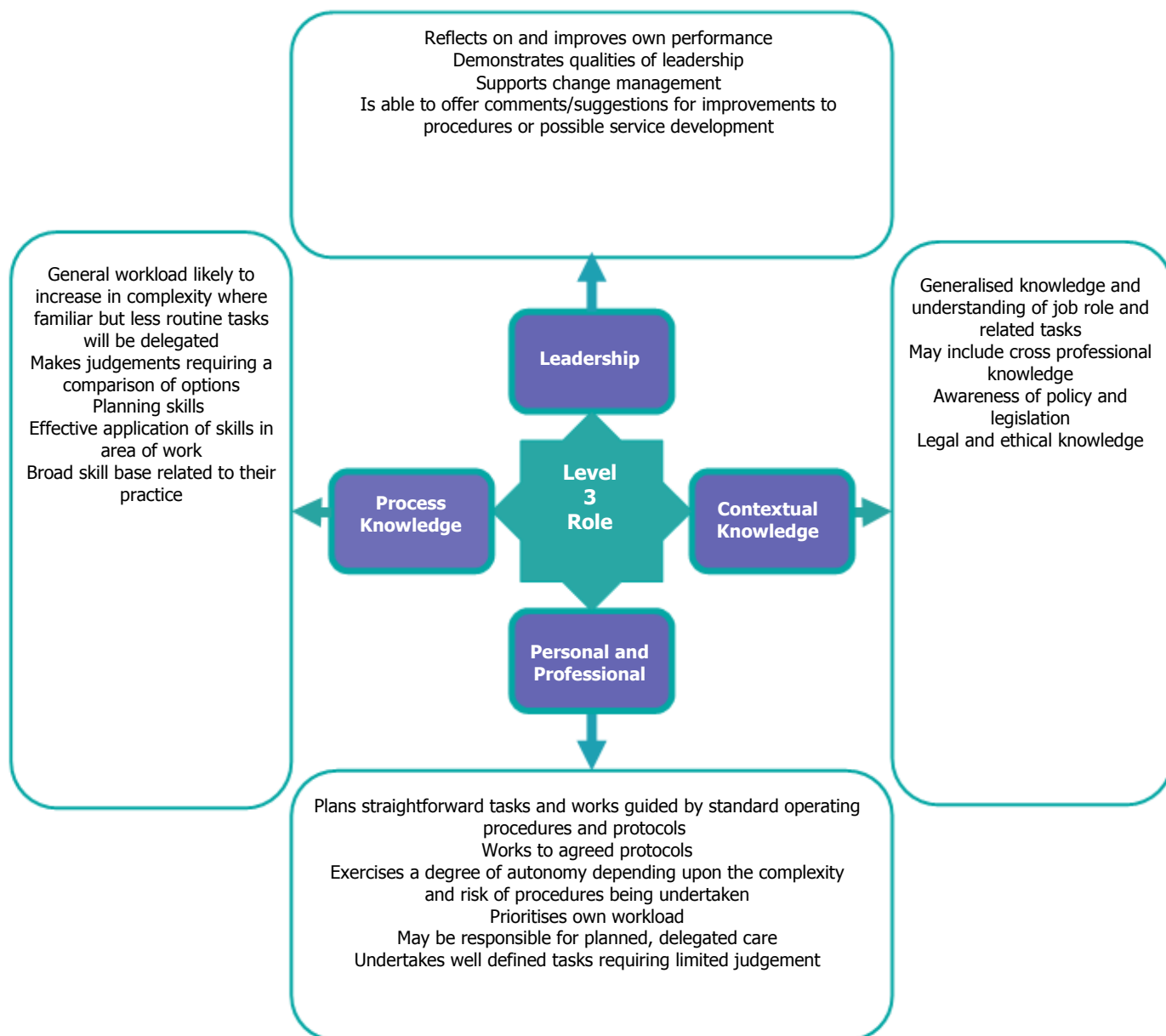
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Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

Level Descriptors

Key characteristics of a Level 3 Role



Definition of the Level 3 Role

People at level 3 require knowledge of facts, principles, processes and general concepts in a field of work. They may carry out a wider range of duties than the person working at level 2 and will have more responsibility with guidance and supervision available when needed. They will contribute to service development and are responsible for self-development.

Example of Role at Level 3

Senior Healthcare Assistant:

Senior healthcare assistants or technicians support the work of practitioners at all levels and may work as part of a team. They demonstrate an ability to carry out tasks, solving straightforward problems and making some judgements, with guidance and supervision available. They have skills in specific focussed aspects of service delivery.

These characteristics have been developed by Skills for Health working with employers and other stakeholders.

Basic Information:

Named Role	Personal Secretary
Area of work	Children And Young People, Community NHS Or Local Authority Or Independent
Role Family	Admin & Clerical, Social Care
Experience required	N/A
Career Framework Level	3

Summary of Role

To co-ordinate specialist administrative arrangements and provide a full secretarial service for the child protection service.

Scope of the Role

To co-ordinate specialist administrative arrangements and provide a full secretarial service to the designated nurse for child protection and vulnerable children, and the named nurses for child protection. The work involves contact with health care services and partner agencies including children and families and social care, police, education, legal representatives and voluntary organisations. The job is part of a specialist team and involves the handling of very sensitive, emotive and confidential information regarding vulnerable children. To maintain the office organisation and monitor the workload related to the child protection office. To work independently and be accountable for organising/prioritising own workload to ensure deadlines are achieved.

Level 3 Core Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
1. COMMUNICATION	1.2	Communicate effectively	GEN97 Communicate effectively in a healthcare environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3001
2. PERSONAL & PEOPLE DEVELOPMENT	2.1.1	Develop your own practice	SCDHSC0023 Develop your own knowledge and practice http://tools.skillsforhealth.org.uk/competence/show/html/id/3517
	2.1.2	Reflect on your own practice	GEN23 Monitor your own work practices http://tools.skillsforhealth.org.uk/competence/show/html/id/2051
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	IPC2.2012 Perform hand hygiene to prevent the spread of infection http://tools.skillsforhealth.org.uk/competence/show/html/id/3309
			PROHSS1 Make sure your own actions reduce risks to health and safety http://tools.skillsforhealth.org.uk/competence/show/html/id/3327
			PMWRV1 Make sure your actions contribute to a positive and safe working culture http://tools.skillsforhealth.org.uk/competence/show/html/id/4027
	3.5.2	Protect individuals from abuse	SCDHSC0024 Support the safeguarding of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3518
5. QUALITY	5.1.1	Act within the limits of your competence and authority	GEN63 Act within the limits of your competence and authority http://tools.skillsforhealth.org.uk/competence/show/html/id/85
	5.1.2	Manage and organise your own time and activities	HT4 Manage and organise your own time and activities http://tools.skillsforhealth.org.uk/competence/show/html/id/2501
6. EQUALITY & DIVERSITY	6.1	Ensure your own actions support equality of opportunity and diversity	SCDHSC0234 Uphold the rights of individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3506
B. HEALTH INTERVENTION	B2.1	Obtain information from individuals about their health status and needs	CHS169 Comply with legal requirements for maintaining confidentiality in healthcare http://tools.skillsforhealth.org.uk/competence/show/html/id/2820
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.4	Maintain information / record systems	CFA_BAD332 Store and retrieve information using a filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/4104

H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	SCDHSC0241 Contribute to the effectiveness of teams http://tools.skillsforhealth.org.uk/competence/show/html/id/3509
	H2.6	Receive and pass on messages and information	ESKITU020 Use digital communications http://tools.skillsforhealth.org.uk/competence/show/html/id/4150

Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
2. PERSONAL & PEOPLE DEVELOPMENT	2.2.1	Support the development of the knowledge and practice of individuals	SCDHSC0043 Take responsibility for the continuing professional development of yourself and others http://tools.skillsforhealth.org.uk/competence/show/html/id/3481
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting http://tools.skillsforhealth.org.uk/competence/show/html/id/2859
D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY	D2.2	Input data/information for processing	IUF:FS IT user fundamentals http://tools.skillsforhealth.org.uk/competence/show/html/id/2885
	D2.4	Maintain information / record systems	SS32 Record, store and supply information using a paper-based filing system http://tools.skillsforhealth.org.uk/competence/show/html/id/541
			SS33 Enter, retrieve and print data in a database http://tools.skillsforhealth.org.uk/competence/show/html/id/542
			CFABAD332 Store and retrieve information http://tools.skillsforhealth.org.uk/competence/show/html/id/3703
			CFABAD334 Provide archive services http://tools.skillsforhealth.org.uk/competence/show/html/id/3704
F. EDUCATION LEARNING & RESEARCH	F1.1.4	Prepare learning and development resources	GEN19 Assist others to plan presentations to enable learning http://tools.skillsforhealth.org.uk/competence/show/html/id/382
H. MANAGEMENT & ADMINISTRATION	H1.3.1	Contribute to the effectiveness of teams	CFAM&LDB2 Allocate work to team members http://tools.skillsforhealth.org.uk/competence/show/html/id/3791
	H1.5.7	Manage information and knowledge	GEN69 Capture and transmit information using electronic communication media http://tools.skillsforhealth.org.uk/competence/show/html/id/413
	H2.1	Administer diary appointment systems	CFABAA431 Use a diary system http://tools.skillsforhealth.org.uk/competence/show/html/id/3700

	H2.2	Organise and co-ordinate events	CFABAA411 Support the organisation of meetings http://tools.skillsforhealth.org.uk/competence/show/html/id/3706
	H2.5	Produce documents to an agreed specification	CFABAA213 Prepare text from notes http://tools.skillsforhealth.org.uk/competence/show/html/id/3709
			CFABAD311 Prepare text from shorthand http://tools.skillsforhealth.org.uk/competence/show/html/id/3710
			CFABAD312 Prepare text from recorded audio instruction http://tools.skillsforhealth.org.uk/competence/show/html/id/3711
	H2.5	(Contd..) Produce documents to an agreed specification	CFABAA211 Produce documents in a business environment http://tools.skillsforhealth.org.uk/competence/show/html/id/3712
	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information http://tools.skillsforhealth.org.uk/competence/show/html/id/3510
			CFABAA621 Make and receive telephone calls http://tools.skillsforhealth.org.uk/competence/show/html/id/3693
	H2.7	Use office equipment	CFABAA231 Use office equipment http://tools.skillsforhealth.org.uk/competence/show/html/id/3708

Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function		Competence
		None Assigned	

Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
		None Assigned	

Indicative Learning and Development

THIS JOB WAS IMPORTED FROM THE CAREER FRAMEWORK AND AS SUCH DOES NOT HAVE SPECIFIC LEARNING AND DEVELOPMENT INFORMATION.

Transferable role	Personal Secretary
Formal endorsed learning	Not specified
Informal learning	Not specified
Summary of learning and development including aims and objectives	N/A
Duration	N/A
National Occupational Standards used	N/A
Credits (including framework used)	N/A
Accreditation	N/A
APEL and progression	N/A
Programme structure	N/A
Continuous Professional Development	Not specified
Resources required, e.g. placement learning, preceptors, accredited assessors etc	N/A
Quality Assurance	N/A
Policies included in learning programme documentation	N/A
Funding	N/A

Leading to registration or membership with:	N/A
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References & Further Information:

N/A