Skills for Health

Transferable Role Template

Career Framework Level 3

Health Trainer Service Administrator

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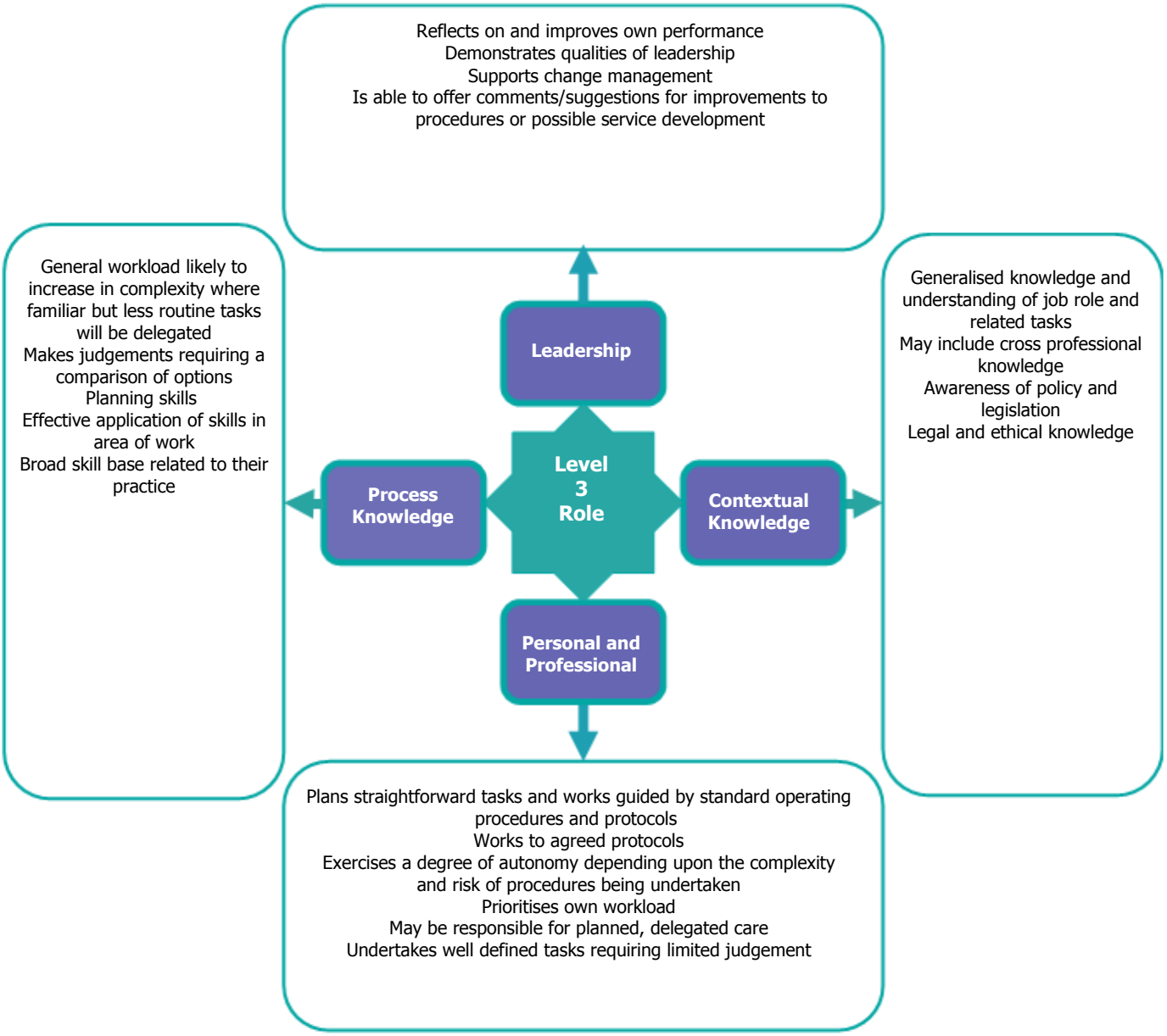
Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

Level Descriptors

Key characteristics of a Level 3 Role



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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	**Health Trainer Service Administrator**
Area of work	Public Health
Role Family	Admin & Clerical, Management Strategic And Operational
Experience required	N/A
Career Framework Level	3

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Summary of Role

The post holder will provide a comprehensive administration service to the health trainer team and will be the first point of contact for clients and referrers.

Scope of the Role

The post holder will provide a comprehensive administration service to the health trainer team and will be the first point of contact for clients and referrers. The post is integral to the service and the post holder will help the team to achieve targets to tackle health inequalities in the borough by helping to ensure that the service is well run and accessible to all

Responsible for organising, developing and implementing office procedures for the health trainer servicernResponsible for sign posting queries, dealing with requests from the general public and health professionals contacting the servicernMaintain confidential client records and other confidential information relating to service provision

Provide administrative support to agreed meetings and training sessions

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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

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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
1. COMMUNICATION	1.2	Communicate effectively	GEN21.2012 Interact with individuals using telecommunications http://tools.skillsforhealth.org.uk/competence/show/html/id/3380
3. HEALTH SAFETY & SECURITY	3.5.1	Ensure your own actions reduce risks to health and safety	SCDHSC0022 Support the health and safety of yourself and individuals http://tools.skillsforhealth.org.uk/competence/show/html/id/3516
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
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
	D2.3	Analyse data/information	HI8.2010 Analyse data and information and present outputs in a health context http://tools.skillsforhealth.org.uk/competence/show/html/id/2981
H. MANAGEMENT & ADMINISTRATION	H2.1	Administer diary appointment systems	GEN25 Administer appointments http://tools.skillsforhealth.org.uk/competence/show/html/id/2292
	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	WP Word processing software http://tools.skillsforhealth.org.uk/competence/show/html/id/2890
			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

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Facets of Role (National Occupational Standards):

Underpinning Principle	Reference Function		Competence
		None Assigned	

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Locality Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
		None Assigned	

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Indicative Learning and Development

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

Transferable role	**Health Trainer Service Administrator**
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

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Leading to registration or membership with:	N/A

References & Further Information:

N/A

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