

# Transferable Role Template

Career Framework Level 4

Supervisor, Orthopaedic Medicine Service

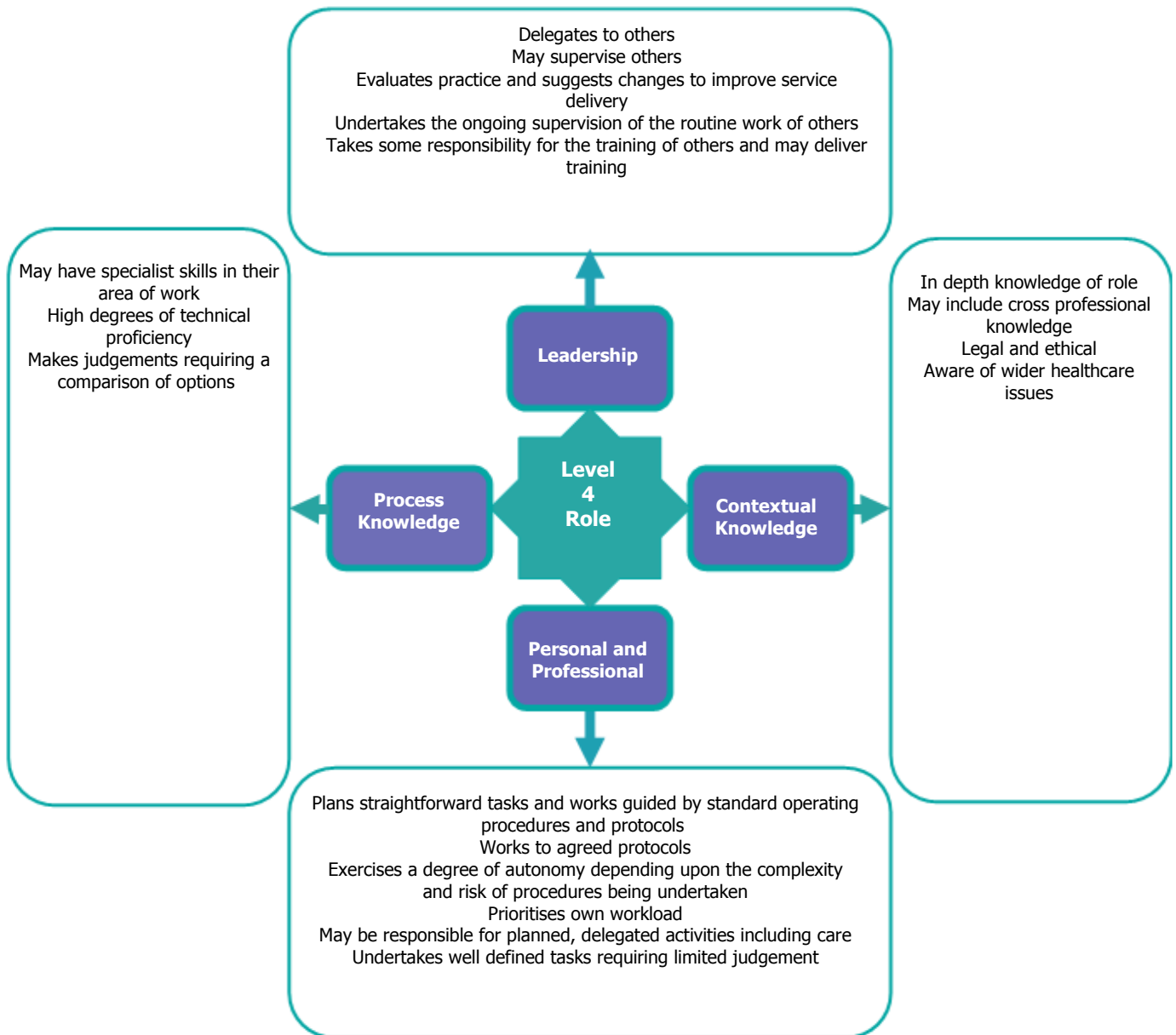
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Developers

SKILLS FOR HEALTH CAREER FRAMEWORK PROJECT

**Level Descriptors**

**Key characteristics of a Level 4 Role**



### Definition of the Level 4 Role

People at level 4 require factual and theoretical knowledge in broad contexts within a field of work. Work is guided by standard operating procedures, protocols or systems of work, but the worker makes judgments, plans activities, contributes to service development and demonstrates self- development. They may have responsibility for supervision of some staff.

### Example of Role at Level 4

Assistant Practitioner:

Assistant practitioners have a required level of knowledge and skill enabling them to undertake tasks that may otherwise have been undertaken by a practitioner. They will have developed specific technical skills and have a high degree of technical proficiency. They will exercise a degree of autonomy and undertake well defined tasks requiring limited judgement. They may have line management responsibility for others.

An assistant practitioner is a worker who competently delivers health and/or social care to and for people. They have a required level of knowledge and skill beyond that of the traditional healthcare assistant or support worker. The assistant practitioner would be able to deliver elements of health and social care and undertake clinical work in domains that have previously only been within the remit of registered professionals. The assistant practitioner may transcend professional boundaries. They are accountable to themselves, their employer, and more importantly, the people they serve.

The characteristics of an assistant practitioner have been developed by Skills for Health working with focus groups of employers and other stakeholders.

### Basic Information:

Named Role	<b>Supervisor, Orthopaedic Medicine Service</b>
Area of work	Hospital NHS Or Independent, Primary Care
Role Family	Admin & Clerical
Experience required	N/A
Career Framework Level	4

## Summary of Role

The role will be to manage the administrative assistants on a day to day basis ensuring that the administrative requirements of the service are achieved to the required standards

## Scope of the Role

The role will be to manage the administrative assistants on a day to day basis ensuring that the administrative requirements of the service are achieved to the required standards. This includes working with both clinical and clerical staff in specific primary care clinics. Shift working may be necessary to cover the opening hours.

Ensure that both written and verbal communication by patient services administrators is of a high standard including ensuring that all correspondence from clinicians is audio typed to the standard requirements.

Ensure that a welcoming and friendly environment is developed for all patients, visitors and staff to the department

Liaise appropriately with GP practices, local Trusts and others providing timely, effective responses to all enquiries;

Resolving customer queries as needed from patients, GPs, practice staff, or Trust staff

Identifying, investigating and solving face to face and telephone complaints, where possible making suggestions to prevent occurrences, informing the management of suggestions for improvements and working together to implement changes.

Assist with the recruitment and selection of patient services administration staff.

Assist in organising appropriate training of new staff in patient services.

## Level 4 Core Competences / National Occupational Standards:

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

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

### Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
<b>2. PERSONAL &amp; PEOPLE DEVELOPMENT</b>	2.2.1	Support the development of the knowledge and practice of individuals	CFAM&LDC2 Support individuals' learning and development <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3793">http://tools.skillsforhealth.org.uk/competence/show/html/id/3793</a>
<b>3. HEALTH SAFETY &amp; SECURITY</b>	3.1	Ensure an organisational approach to health and safety	CFAM&LEB1 Provide healthy, safe, secure and productive working environments and practices <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3798">http://tools.skillsforhealth.org.uk/competence/show/html/id/3798</a>
	3.5.1	Ensure your own actions reduce risks to health and safety	GEN96 Maintain health, safety and security practices within a health setting <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2859">http://tools.skillsforhealth.org.uk/competence/show/html/id/2859</a>
<b>5. QUALITY</b>	5.2.2	Monitor the progress and quality of work within your area of responsibility	CFAM&LDB3 Quality assure work in your team <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3792">http://tools.skillsforhealth.org.uk/competence/show/html/id/3792</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H1.1.5	Provide leadership	CFAM&LBA3 Lead your team <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3776">http://tools.skillsforhealth.org.uk/competence/show/html/id/3776</a>
	H1.3.1	Contribute to the effectiveness of teams	CFAM&LDB2 Allocate work to team members <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3791">http://tools.skillsforhealth.org.uk/competence/show/html/id/3791</a>
	H1.3.2	Develop relationships with individuals	CFAM&LDD1 Develop and sustain productive working relationships with colleagues <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3787">http://tools.skillsforhealth.org.uk/competence/show/html/id/3787</a>
	H1.3.5	Recruit, select and retain colleagues	CFAM&LDA2 Recruit, select and retain people <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3789">http://tools.skillsforhealth.org.uk/competence/show/html/id/3789</a>
	H2.1	Administer diary appointment systems	GEN25 Administer appointments <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/2292">http://tools.skillsforhealth.org.uk/competence/show/html/id/2292</a>
	H2.3	Manage an office environment	CFABAA121 Supervise an office facility <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3720">http://tools.skillsforhealth.org.uk/competence/show/html/id/3720</a>
	H2.5	Produce documents to an agreed specification	CFABAD312 Prepare text from recorded audio instruction <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3711">http://tools.skillsforhealth.org.uk/competence/show/html/id/3711</a>

			CFABAA211 Produce documents in a business environment <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3712">http://tools.skillsforhealth.org.uk/competence/show/html/id/3712</a>
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**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 TOOL AND AS SUCH DOES NOT HAVE SPECIFIC LEARNING AND DEVELOPMENT INFORMATION

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

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

N/A