

Transferable Role Template

Career Framework Level 2

Administration Assistant

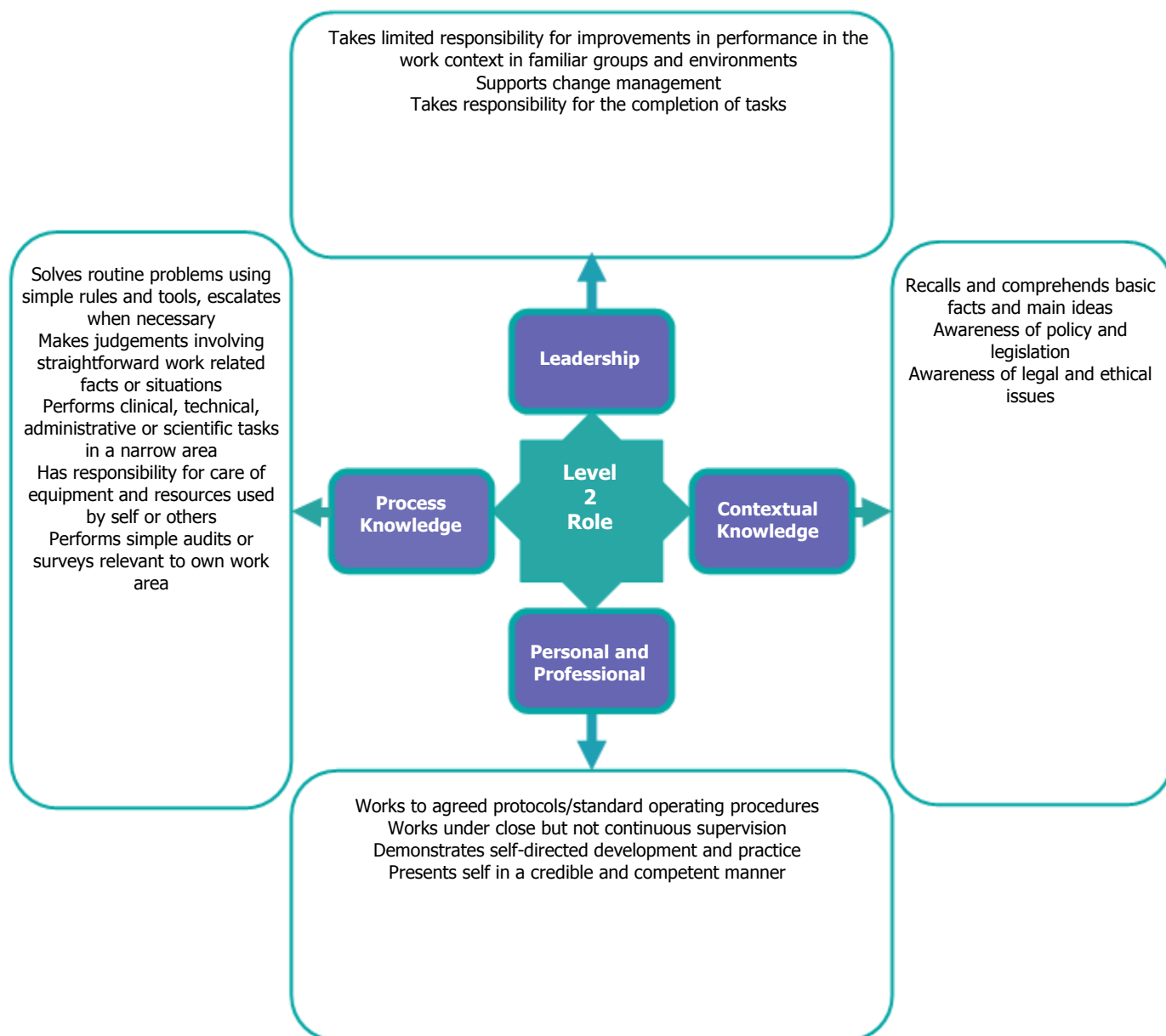
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Developers

Skills for Health Career Framework Project

Level Descriptors

Key characteristics of a Level 2 Role



Definition of the Level 2 Role

People at level 2 require basic factual knowledge of a field of work. They may carry out clinical, technical, scientific or administrative duties according to established protocols or procedures, or systems of work

Example of Role at Level 2

Support Worker:

Support workers work to agreed protocols and procedures. They are able to solve routine problems and make straightforward judgements. They have general skills across a range of aspects of service delivery and work under close supervision.

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

Basic Information:

Named Role	Administration Assistant
Area of work	Primary Care
Role Family	Admin & Clerical
Experience required	N/A
Career Framework Level	2

Summary of Role

First point of contact for all visitors and to receive all incoming calls.

Scope of the Role

To receive all incoming calls, distribution of all post, (incoming and outgoing), faxes, messages and memo's. First point of contact for all persons accessing the building.

Level 2 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
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
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Role Specific Competences / National Occupational Standards:

Underpinning Principle	Reference Function		Competence
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
			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
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	D2.2	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	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
E. FACILITIES & ESTATES	E2.1.3	Support and control visitors to services and facilities	SCDHSC0245 Receive visitors in health and social care settings http://tools.skillsforhealth.org.uk/competence/show/html/id/3513
H. MANAGEMENT & ADMINISTRATION	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
	H2.4	Handle mail	CFABAA612 Handle mail http://tools.skillsforhealth.org.uk/competence/show/html/id/3690

	H2.5	Produce documents to an agreed specification	CFABAD312 Prepare text from recorded audio instruction http://tools.skillsforhealth.org.uk/competence/show/html/id/3711
	H2.6	Receive and pass on messages and information	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 Tool and as such does not have any specific Learning and Development information.

Transferable role	Administration Assistant
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

<p>Policies included in learning programme documentation</p>	<p>For example:</p> <p>Equal opportunities,</p> <p>Accessibility</p> <p>Teaching and learning</p> <p>Assessment, internal verification and moderation</p> <p>Appeals procedure</p> <p>APEL processes</p> <p>Staff development</p> <p>Academic standards</p> <p>Equality and diversity</p> <p>E-safeguarding and Safeguarding</p> <p>Health and safety</p> <p>Grievance and disciplinary procedures</p>
<p>Funding</p>	<p>N/A</p>
<p>Leading to registration or membership with:</p>	<p>N/A</p>

References & Further Information:

N/A