

# Transferable Role Template

Career Framework Level 4

Personal Assistant, Clinical Interface Services

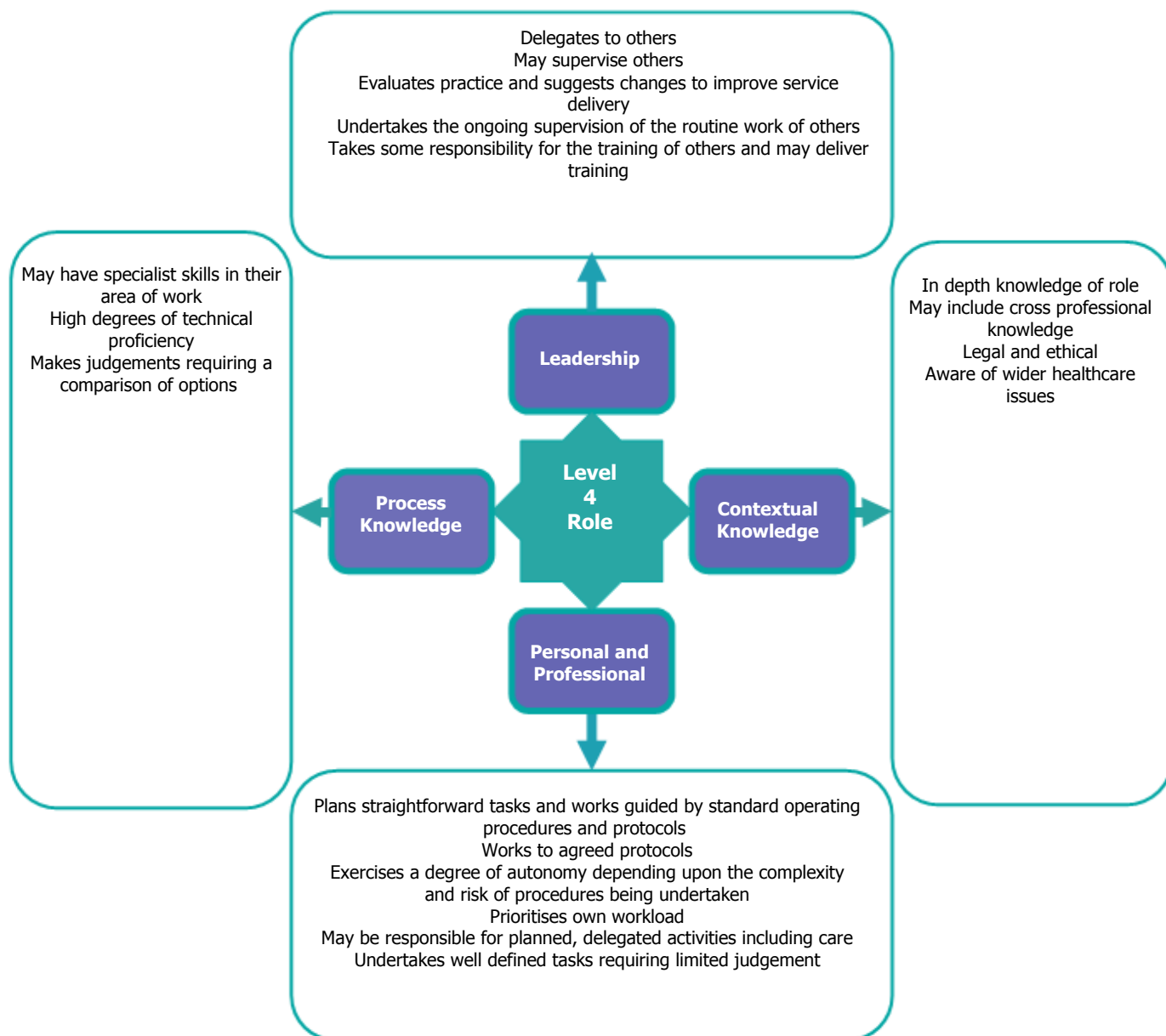
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Developers

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>Personal Assistant, Clinical Interface Services</b>
Area of work	Community NHS Or Local Authority Or Independent
Role Family	Admin & Clerical
Experience required	N/A
Career Framework Level	4

## Summary of Role

To be responsible for the provision of an efficient and effective secretarial service for the Clinical Interface Services Management Team

## Scope of the Role

To be responsible for the provision of an efficient and effective secretarial service for the Clinical Interface Services Management Team

To assist the management team in maintaining effective high level communication across the organisation. This will involve communicating with community health services managers and their teams, independent contract providers, external organisations and members of the public as appropriate, responding to and dealing with complex enquiries and requests.

To provide secretarial support to the management team in producing accurate and timely minutes, reports, papers and power point presentations to a high standard ensuring that all documentation complies with the community health services format and style

To maintain good secretarial practices within the department through example and by supporting other secretarial staff in the department

To ensure action plans and minutes are circulated to the relevant parties in a timely and organised manner.

To initiate suitable action in the absence of the management team ensuring that enquiries are directed to appropriate members of staff and delegated action is undertaken as necessary.

To exchange confidential information on behalf of the management team, ensuring compliance with trust procedures in relation to data protection and confidentiality

To take responsibility for cascading information throughout the service as required using discretion regarding the nature of materials cascaded.

To co-ordinate and book, cancel and re-arrange various meetings, venues and refreshments on behalf of the management team ensuring meeting schedules are booked to support effective use of manager time

To prepare meeting files in preparation for meetings attended by the management team upon request.

## 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>	3.5.1	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>D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY</b>	D2.4	Maintain information / record systems	CFABAD332 Store and retrieve information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3703">http://tools.skillsforhealth.org.uk/competence/show/html/id/3703</a>
			CFABAD334 Provide archive services <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3704">http://tools.skillsforhealth.org.uk/competence/show/html/id/3704</a>
<b>H. MANAGEMENT &amp; ADMINISTRATION</b>	H2.1	Administer diary appointment systems	CFABAA431 Use a diary system <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3700">http://tools.skillsforhealth.org.uk/competence/show/html/id/3700</a>
	H2.2	Organise and co-ordinate events	CFABAA321 Support the organisation of business travel or accommodation <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3701">http://tools.skillsforhealth.org.uk/competence/show/html/id/3701</a>
			CFABAA411 Support the organisation of meetings <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3706">http://tools.skillsforhealth.org.uk/competence/show/html/id/3706</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>
	H2.6	Receive and pass on messages and information	SCDHSC0242 Deal with messages and information <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3510">http://tools.skillsforhealth.org.uk/competence/show/html/id/3510</a>
			CFABAA621 Make and receive telephone calls <a href="http://tools.skillsforhealth.org.uk/competence/show/html/id/3693">http://tools.skillsforhealth.org.uk/competence/show/html/id/3693</a>



**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>Personal Assistant, Clinical Interface Services</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