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| **Organisation Name**  *Free text/cut and paste from a word document* |  |
| **Title of Job**  *Free text or if chosen automated population from a chosen*  *transferable role template* | Administration Support Worker |
| **Scope of Job**  sets the context, job profile  *Free text or from automated population from chosen TRT* | To provide a comprehensive and high quality administrative service to the Placement Support Team to maintain the smooth running of the service, which is responsible for providing Practice Learning Support for funded courses of study provided by Higher Education Institutions. To undertake administrative duties including management of office systems and organising meetings as requested. To develop and maintain Practice Learning databases and information systems. Develop and maintain Practice Learning databases and information systems on Trust information systems and other systems as appropriate. Regularly review and update this data. Assist the clinical placement facilitators and other stakeholders in the allocation of placements within the funded students e.g. by maintaining records of placement allocations, or by liaising with allocations staff where appropriate. |
| **Responsible to**  *Free text* |  |
| **Accountable to**  *Free text* |  |
| **Contract type and**  **working hours**  *Free text* |  |
| **Pay Grade**  *Free text* |  |
| **Career Framework Level**  *Short descriptor from Career Framework automated population from chosen TRT* | 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. |
| **Key Areas of Responsibility**  *Free**text* |  |

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| **Level 3 Core Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **1. COMMUNICATION** | 1.2 | Communicate effectively | GEN97  Communicate effectively in a healthcare environment  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3001" |
| **2. PERSONAL & PEOPLE DEVELOPMENT** | 2.1.1 | Develop your own practice | SCDHSC0023  Develop your own knowledge and practice  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3517" |
|  | 2.1.2 | Reflect on your own practice | GEN23  Monitor your own work practices  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3309" |
|  |  |  | PROHSS1  Make sure your own actions reduce risks to health and safety  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3327" |
|  |  |  | CFAWRV1  Make sure your actions contribute to a positive and safe working culture  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3610" |
|  | 3.5.2 | Protect individuals from abuse | SCDHSC0024  Support the safeguarding of individuals  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/2820" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.4 | Maintain information / record systems | CFABAD331  Use a filing system  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3691" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.1 | Contribute to the effectiveness of teams | SCDHSC0241  Contribute to the effectiveness of teams  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3509" |
|  | H2.6 | Receive and pass on messages and information | ICF:FS  IT communication fundamentals  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/2883" |

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| **Role Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **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  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/2859" |
| **D. INFORMATION MANAGEMENT / INFORMATION AND COMMUNICATION TECHNOLOGY** | D2.2 | Input data/information for processing | IUF:FS  IT user fundamentals  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/2885" |
|  | D2.3 | Analyse data/information | HI8.2010  Analyse data and information and present outputs in a health context  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/2981" |
|  | D2.4 | Maintain information / record systems | SS33  Enter, retrieve and print data in a database  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/542" |
| **H. MANAGEMENT & ADMINISTRATION** | H1.3.2 | Develop relationships with individuals | CFAM&LDD2  Develop and sustain productive working relationships with stakeholders  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3788" |
|  | H2.4 | Handle mail | CFABAA612  Handle mail  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3690" |
|  | H2.6 | Receive and pass on messages and information | CFABAA621  Make and receive telephone calls  "https://tools.skillsforhealth.org.uk/role/edit\_role\_template/16/competence/show/html/id/3693" |

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| **Facets of Role (National Occupational Standards):** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **Locality Specific Competences / National Occupational Standards:** |

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| **Underpinning Principle** | **Reference Function** | **Competence** |

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| **Personal Specification** |

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| **Criteria** | **Essential**  (pre-requisite for job) | **Desirable** | **Evidence**  **Application and/or Selection process**  **A and /or S** |
| **Physical requirements** |  |  |  |
| **Knowledge and skills required for post**  Education/ Qualification |  |  |  |
| **Experience,** **Previous experience relevant to the post.** |  |  |  |

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| **Skills in communication, mathematics and use of IT**  (Employability Skills Matrix, Skills for Health 2014) |

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| **Communications and Customer Care**   * Communicate effectively and appropriately with people in the workplace * Respond constructively to queries and complaints * Take full part in formal and informal discussions, ensuring contributions meet the needs of the audience. * Analyse a range of texts, produce effective e mails, short reports, presenting information in a manner suitable for the audience. |  |  |  |
| **Mathematics**   * Select and compare information from lists, tables, e mails and charts and use appropriate mathematical method to solve identified problems |  |  |  |
| **Use of IT**   * Use IT as directed, maintaining confidentiality |  |  |  |

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| **Team working skills and attributes**  (Employability Skills Matrix, Skills for Health 2014) |

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| **Working with Others**   * Work with others towards achieving shared goals, learning from mistakes and being open to the opinion of others, including service users * Receive and give constructive feedback. |  |  |  |
| **Solving Problems**   * Assess situations and identify potential problems * Seek different points of view, and evaluate them on the basis of facts. * Use theoretical and practical knowledge to think, gain and share information, solve problems and make decisions. |  |  |  |

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| **Personal: personal skills, qualities, values and behaviours**  (Employability Skills Matrix, Skills for Health 2014) |

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| **Demonstrate positive attitudes, values and behaviours**   * Demonstrate honesty, integrity, care and compassion at all times, and maintain the dignity and confidentiality of the service user. * Take care of your personal health, including hygiene and appearance * Show interest in your work and be prepared to make suggestions * Recognise and reflect on your own work and value other peoples�. |  |  |  |
| **Be responsible**   * Be responsible and accountable for your own actions, including, when appropriate, taking the lead in supporting others in the team. * Manage your work/life balance, and attend work as required on time. * Understand your rights and responsibilities at work, comply with health and safety and equality policies, practices and procedures. |  |  |  |
| **Be adaptable**   * Be open and positive in response to change. |  |  |  |
| **Learn continuously**   * Take responsibility for your own learning and be willing to continuously learn and grow, setting your own learning goals. |  |  |  |