



SWINDON
BOROUGH COUNCIL

Role Profile

Job Title: Business Support Officer- Public Health Nursing	Role Profile Number: P/A
Grade/Salary: L	Date Prepared: September 2021
Directorate/Group: Children, Families and Community Health	Reporting to: Professional Lead for Health Visiting
Structure Chart attached:	Yes

Job Purpose

Public Health Nursing services are responsible for the delivery of the Healthy Child Programme. The role of the Business Support Officer is to provide a high standard of administrative support to the Public Health Nursing team which consists of Health Visitors, School Nurses, Staff Nurses and the wider skill mix team. The Business Support Officer will sit predominately within the Health Visiting service

The post holder will require high levels of administrative and communication skills and an ability to work proactively as a part of the team. To provide typing of documents where required, maintain client database and carry out any other administrative duties to support the team.

The role frequently involves taking calls from a variety of stakeholders and families. This requires excellent interpersonal skills and the ability to manage sensitive and confidential information safely.

Key Accountabilities

- To receive Business intelligence reports and support work allocation on behalf of Health Visiting, working closely with Team leaders and Senior Practitioners and Senior EYFP's ensuring that allocations are received, planned, and tracked in the agreed manner.
- To plan work for Health Visitors Community Staff Nurses and Early Years Family Practitioners when required, this includes clinic appointments and diary management
- Support Health Visiting service comply with its contractual obligations and Key performance Indicators for service delivery in Swindon.
- Book mandated contacts in an accurate and timely manner
- Update and maintain staff diaries with availability, include sickness, holidays and training
- Action waiting lists on a daily basis and ensure further contacts are booked in within the KPI timescales
- Set up Priority One and Urgent Today screens in the Duty office at start of each day

- Identify any potential areas of concern and escalate appropriately to ensure that any issues are sorted out
- Have good problem solving skills to enable resolution before escalation to Team leader e.g. staff sickness, re-arrange diaries, contact clients
- To be responsible for sourcing, ordering and managing resources
- To take accurate minutes at meetings and distribute to team members
- Remain positive without giving an opinion, any health advice on families or times should be referred to Duty Health Visitor or Team leader
- Excellent telephone skills with ability to work under pressure dealing with irate/challenging clients on the telephone occasionally
- Awareness and handling of sensitive information is critical
- Good negotiating skills across with range of parties, the public, managers and team members
- Support audit within public health nursing service
- Development and implementation of effective pathways and clerical processes
- Support/ supervise Apprentices within the team.

Supplementary Accountabilities

- To carry out any other duties, this may be required within the grading of the post, making use of any specialist qualifications.
- In accordance with the provisions of the Health & Safety at Work etc. Act 1974 and the Management of Health & Safety at Work Regulations 1999 you must take reasonable care so as not to endanger yourself or other persons whilst at work. You must also co-operate with the Council to enable it to comply with its statutory duties for health and safety.
- You must work in accordance with training or instructions given, make proper use of any personal protective equipment provided and inform your manager of any hazardous situations or risks of which you are aware.

Knowledge & Experience

Candidates must have substantial knowledge and experience in the following areas of business and will be required to provide evidence of this:

- Experience of working within the Health Visiting team
- Experience with the general public and the ability to cope with highly sensitive and sometimes distressing information
- Computer literate and working knowledge of relevant IT software packages e.g. excel, power point and word.
- Ability to work autonomously and as part of a team.
- Experience of working in a busy office environment
- Experience of using windows based packages

Other Key Features of the role

(working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury).

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	