



SWINDON
BOROUGH COUNCIL

ROLE PROFILE

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| Title: | Public Health Nursing Business Support | | |
| Career Family: | Health, Care and Wellbeing | Date: | |
| Career Family Level: | CFL 4 | Reference: | SBC-12180 |
| Reports to (Job Title): | Health Quality Assurance Manager | | |

Purpose:

To work as an integrated member of the Public Health Nursing Service, providing comprehensive, professional, confidential, efficient, and effective administrative support to the team, including non clinical advice and support to patients / relatives and visitors if required.

To work with the teams within the Public Health Nursing Service to provide proactive administrative support to the team, assisting in the day-to-day operational work of the team. This will involve liaising with members of the team, service leads and members of community staff across the service as well as localities, the organisation, external organisations, and members of the public.

The post-holder will have oversight of the team's data, working with the professional leads to ensure it is up to date and that reports are compiled for the annual review and other relevant strategic forums, as required. Preparation for meetings includes preparing meeting agendas, sending invites to stakeholders, arranging meeting venues or co-ordinating virtual meetings and taking and distributing minutes. This data will be shared with senior managers, commissioners, boards and OHID. Therefore, accuracy and timeliness of data inputting is essential as well as competence with business systems and software packages.

Other elements of the role include office management to ensure the smooth running of the office which includes, managing provision of materials and resources, liaison with a wide range of stakeholders. The post-holder will participate in appropriate team meetings and training.

Accountabilities:

- To deal with a wide range of administrative tasks to include arranging appointments, filing and supporting the administrative team in the general day to day running of the office

- To provide comprehensive, high level data, administrative and clerical support to the Public Health Nursing Service to a high level of quality.
- To offer the Registered and Non-Registered members of the team practical assistance in preparing for visits, for example by printing and organising materials and resources, assembling equipment and kit for visits and activities. This includes physical and virtual resources.
- To set up and maintain efficient office support systems, ensuring that materials and resources are reproduced in a timely manner and efficiently organised to enable maximum clinical contact time for family nurses.
- To develop a good understanding of the importance of the clinical and performance review requirements of the service and the local clinical recording systems.
- To have excellent knowledge of the reports and dashboards used in the service, supporting new team members in accessing and using the system effectively.
- To support the Professional Leads and Health Quality Assurance Manager in analysing team data to provide accurate and timely reports as required.
- To take a lead role in team data, role modelling a culture of learning and data analysis to support the whole team to use data effectively to inform clinical practice.
- To quality check data at regular intervals feeding back to the Health Quality Assurance Manager and team.
- To prepare and summarise data in preparation for standardised reports.
- Provide effective and efficient clerical and office support to the team as required.
- Carry out all administrative and clerical duties and any associated initiatives, efficiently and to a high standard.
- Keep accurate and clear records on all systems used by the service for both clients and staff.
- To prioritise workload to meet demands of service as agreed with Health Quality Assurance Manager

- Organise meetings across health and social care system, using Outlook and make travel arrangements for staff as required (where relevant)
- Photocopying, scanning, or filing as required.
- Answering the telephone and dealing with enquires on behalf of the team and resolve any services enquires.
- Maintenance of files, records, databases, reports, spreadsheets, website content and correspondence using Microsoft Office packages including Word, Excel and PowerPoint or bespoke software/databases.
- Provision of general housekeeping duties such as reporting faults with office equipment and/or chasing up departments as necessary.
- Undertake any duties commensurate with the post.
- To collect updates from appropriate service areas and support the service to produce regular performance and activity statistical data.
- To be the named fire Marshall and First Aider for the service
- Book Translation services as required by the team, keeping accurate data base of service used and cost
- Monitor the Service's social media accounts, ensuring up to date and relevant information is published following agreement with Professional Leads.
- Organising and co-ordinating local service events.
- Undertake any other duties commensurate with the role as agreed with Health Quality Assurance Manager and Professional Leads.

Context and Dimensions:

Financial responsibilities:

N/A

Management responsibilities:

- To support adherence to local finance, administrative and human resource procedures to enable the team to function effectively.
- Ensure that risks to health and safety are minimised in the office, carry out regular checks and address any issues that are identified.
- Manage team member access to ensure they are activated and deactivated on systems in a timely manner.
- Ensure the systems for follow-up of inaccurate and/or missing data are agreed with the Health Quality Assurance Manager and team, that these are robust and can support the role holder to confidently follow up with team members when necessary.
- Manage waiting lists, referrals, and tasks within clinical recording systems, assist with exception reporting and liaise with system analysts for reporting purposes.
- Support Professional Leads, as required with team recruitment processes.

Values and Behaviours:

Delivering Performance and Results Being determined to achieve our outcomes by committing to the highest standards of individual and collective performance. Holding purposeful conversations which challenge, recognise contribution, giving and receiving relevant feedback. Being responsible for delivering my results. Results that contribute to the wider outcomes for Swindon Borough.

Collaborating and Innovating Taking a Swindon wide view. Understanding the impact of the political landscape for our organisation. Looking for appropriate opportunities to work internally and externally in partnership to find new and sustainable ways to do things. Being bold, willing to learn in order to meet the needs of our residents. Being proactive and accountable – making a difference.

Leading self and Others Acting in a fair, ethical and authentic way, demonstrating mutual respect and treating one another as professionals. Fostering trust, developing ability and accountability. Developing the conditions for ourselves and others to thrive to create a one team spirit that we are proud of.

PERSON SPECIFICATION

| Qualifications: | E or D | S / T or I |
|--|---|-------------------|
| <ol style="list-style-type: none"> 1. Demonstrated NVQ level 3 in administration or related equivalent experience 2. English Language and Mathematics GCSE at grade A to C or equivalent. 3. Full Driving License | <p>E</p> <p>E</p> <p>D</p> | <p>/</p> |
| Knowledge and Experience: | | |
| <ol style="list-style-type: none"> 4. Computer literate and have a good working knowledge of Microsoft office applications including Word/Excel/Outlook and experience with Information systems/databases. 5. Able to prioritise workload and deal with pressured situations 6. Knowledge of working within Health/Social Care setting 7. Demonstrated ability to proactively maintain confidentiality 8. Excellent keyboard skills 9. Experience of working with computer screens that require concentration in busy office environment | <p>E</p> <p>E</p> <p>D</p> <p>E</p> <p>E</p> <p>E</p> | <p>/</p> <p>/</p> |

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| Aptitudes, Skills and Competencies: | | |
| 10. Skilled in management of telephone enquires (Polite and professional telephone manner, passing on appropriate information in a timely and effective manner) | E | / |
| 11. Excellent organisational skills, able to complete routine processes with minimal support. | E | / |
| 12. Able to identify and develop new processes to aid efficiency of service with support of senior managers | E | / |
| | | / |
| Special Conditions of Recruitment: | | |
| 13. Enhanced DBS disclosure is required. | E | / |

| Version History: | Person |
|--|---------------|
| <ol style="list-style-type: none"> 1. Version created on 01/09/2023 2. Version created on 30/04/2024 | |