

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced district nursing teams, Allied Health Professionals and community matrons look after for people of all ages across Croydon and our Children's Hospital at Home cares for children with long-term conditions without them having to come to hospital.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
 - Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
 - Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
 - Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
 - Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.

JOB DESCRIPTION

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| Job Title | Registered Healthcare Professional - Clinical Assessor/Registered Vaccinator - Bank |
| Department | South West London Immunisation Programme |
| Location | Various Sites across South West London |
| Band | AFC Band 5 |
| RESPONSIBLE TO | Matron/Operations Manager |
| ACCOUNTABLE TO | Clinical Lead |

JOB SUMMARY

The Immunisation Programme Band 5 Registered Healthcare Professional will work as part of a dynamic team in delivering a safe and effective service for the delivery of COVID-19, flu and other vaccinations at Pop Up / roving clinics, outreach clinics or in line with policy on occasions as a lone worker in the community visiting care homes or home vaccination visits.

The post holder will undertake activities such as clinical assessment and consent and may be involved in vaccine preparation and administration.

In particular, the post holder will be responsible for:

- Conducting clinical assessments, reviewing medical histories and potential adverse reactions
- Holding risk/benefit conversations
- Escalate complex medical histories to clinical supervisor
- Offer sufficient information and obtain informed consent prior to vaccination
- May be required to prepare and/or administer the vaccine
- Disposal of clinical waste and change of PPE as per national guidelines

Role specific

- Assist with the overall coordination and day to day delivery of the vaccinations, ensuring necessary equipment is prepared and checked prior to Pop Up. Report low stock of clinic supplies to Matron/Operations Manager to ensure ordering of consumables is maintained.



- Support with the preparation of Cool boxes to ensure the safe transportation of vaccine to Pop Up Clinics, and ensure maintenance of the Cold-chain and supervision of vaccines during clinics. Ensure necessary records are maintained, completed and filed to ensure accurate records and audit trail
- Enable the delivery of vaccinations to all eligible citizens by assisting with the overall coordination of the site activity and day to day delivery of the vaccination programme
- Undertake both routine and specially identified tasks for which the postholder has been trained and assessed as competent, such as below:
- Conduct pre-vaccination clinical assessments to confirm if the patient meets the criteria for safe vaccination, including previous vaccinations undertaken, current health condition, assessment of any clinical conditions (medical history) and allergies
- Complete the clinical triage questionnaire based on the above
- Ensure knowledge of conditions that affect suitability for vaccination and previous vaccination history
- Address any potential adverse reaction risks and provide patient with information and advice on any adverse reactions and contra indications
- Address any concerns that may arise regarding the vaccine and contra-indications
- Ensure appropriate patient understanding of the vaccination implications and get consent agreement on vaccination
- Record clinical assessment and consent into point of care systems
- Direct any patients with accessibility needs to an accessible areas when appropriate
- May be required to prepare the vaccine (reconstitution, drawing up), using non-touch aseptic technique, as per the standard operating procedure (SOP) and manufacturer's instructions
- May be required to administer the vaccine via intra-muscular route (either in the deltoid muscle of the patient's upper arm or the antero-lateral aspect of the thigh if indicated) in accordance with training and local and national policies, procedures and standards
- Wear adequate PPE equipment in line with current national guidelines
- Conduct hand hygiene, either alcohol hand gel or hand washing according to guidance before and after each vaccination
- Ensure proper disposal of clinical and non-clinical waste and change of PPE and ensure surfaces are wiped down as per national guidelines
- On return to Pop Up base, ensure accurate documentation of used and returned vaccines, ensuring appropriate vaccine rotation as per the Pop Up vaccination policy.
- Using opportunities to make every contact count (MECC) and sign post to services to support health needs
- Be able to respond to and raise issues or concerns with the registered health care professional on complications or emergency situations, such as anaphylaxis
- Respond to queries appropriately and liaise with the clinical supervisor where necessary to gain further advice or information

Behaviour / Ways of working / Work approach

- Manage and prioritise own workload
- Work as an effective team member, demonstrate good personal communication skills and actively promote excellent team and interdisciplinary relationships
- Demonstrate appropriate assertiveness and ability to challenge others when the rights of patients may be affected
- Display good analytical ability and sound decision making in changing clinical situations
- Demonstrate concise, accurate, timely record keeping and ensure that all work



- carried out is recorded accurately
- Provide skilled, evidence-based care which adheres to agreed policies and procedures

Patient Safety and Clinical Governance

- Use clinical judgement and risk assessments to keep the patients as safe as possible
- Follow the centre and national policies including national protocols, Patient Group Directions (PGDs), Patient Specific Directions (PSDs) and standard operating procedures (SOPs). These include SOPs on the safe storage, administration and disposal of the vaccine, needle stick injury, Hep B management
- Assist in the monitoring and maintenance of the health, safety and security of self and others in work area
- Assist in the identification and assessment risks in work activities. Report and mitigate these risks
- Practise in accordance with the professional, ethical and legal codes of the site and its protocols and guidelines
- Work with team to maintain high standards of infection control in the clinical area and a well-maintained department environment
- Actively promote diversity and sustain relationships that promote dignity, rights and responsibilities. Identify and take action to address discrimination and oppression
- Ensure that the practice complies with Data Protection/ Confidentiality/ Caldicott principles in addition to Statutory and Regulatory guidelines of the Professional Bodies
- Safeguard people by recognising and responding when an adult or child might be at risk from abuse but also recognising their own limits and asking for help and escalate concerns when necessary
- Reflect on everyday practice to identify areas where improvements in safety or quality can be made
- Maintain compliance with staff mandatory training requirements

MAIN DUTIES AND RESPONSIBILITIES

Responsibilities for direct/indirect patient care

- Responsible for providing specialist advice and technical services in relation to the care of patients
- Required to work independently, under reduced supervision
- Plan, advise and recommend treatment when necessary
- Handle difficult conversations (sensitive, language barriers, hostile atmosphere) and convert complex technical information into easily understood communication

Responsibilities for policy and service development implementation

- Follows policies in relation to the vaccination programme
- Adheres to local and national policies including all applicable local standard operating procedures
- Adheres to Professional Code of conduct, and maintains own professional development ensuring fit for practice
- Follow local and national policy making comments on proposals for change
- Contribute to requirement to optimise productivity and efficiency, participating in group and team discussion to identify best practice



- Respond to queries or escalate to the clinical supervisor
- Support more junior staff in the provision of care including training in the use of protocols as needed

Responsibilities for financial and physical resources

- Responsible for the safe and effective use of equipment and other resources, ensuring equipment is maintained in good working order
- Ensure vaccine, stationery, health promotion and MECC resources in immediate work area are ordered and monitored appropriately

Responsibilities for human resources (including training)

- Undertake mandatory and clinical training and any other training relevant to the role as required. This can include vaccine specific training, basic life support, safeguarding and anaphylaxis
- Improve and maintain personal and professional development by participating in in-house forums and meetings
- Understand current and emerging factors related to workplace health and the issues facing those working to deliver health services to the UK population
- Have an awareness of policies and procedures that affect the management of staff
- Involved in the induction and supervision of new and existing staff

Responsibilities for information resources (including systems access)

- Effectively use IT support systems to enhance direct and indirect care delivery
- Use of an electronic patient record system
- Submit accurate and timely activity data as required
- Ensure correct recording of patient data information

Freedom to act

- To make judgements and decisions within the confines of own professional code of conduct boundaries, within national and trust guidelines/policies and within legal mechanisms in place
- Interpret overall health service policy and strategy
- Work independently with some supervision

Physical effort

- Manual handling of equipment (e.g. records, vaccination equipment)
- Frequent requirement to exert moderate physical effort (walking, standing up)
- Sit moderate periods in the office when using visual Display Units / writing records / correspondence
- Lift and carry patient records and equipment daily

Mental effort

- Frequent requirement for intense concentration
- Work pattern altering to meet service need and prioritising work issues accordingly with changes faced



Emotional effort

- Frequent need to cope with difficult emotional situations
- Occasional exposure to aggressive patients and/family members

You are the difference – Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff “Hello my name is”

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.
This job description has been updated and agreed by:

Current post holder: **Date:**

Line Manager: **Date:**



Excellent care for all

Home | Community | Hospital

Excellent care for all

Home | Community | Hospital

Excellent care for all

Home | Community | Hospital

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| Values and Behaviours | <ul style="list-style-type: none"> • Commitment to and focused on quality, promotes high standards • Flexible approach to work and ability to cope with uncertainty and change • Values diversity and difference, operates with integrity and openness • Works well with others, is positive and helpful, listens, involves, respects and learns from the contribution of others • Actively develops themselves and supports others to do the same • Ability to work in a variety of settings • Understanding of and commitment to equality of opportunity and good working relationships | √ √ √ √ √ √ | | A/I |
| Other | <ul style="list-style-type: none"> • Effective written and verbal communication skills • Awareness of the need to adhere to Trust Policies • Able to work in a flexible manner in order to meet changing work patterns and service needs. • Access to a car suitable to undertake the role. • Have valid driver's license and insurance for business purpose. | √ √ √ √ | | A/I |

* Evidence will take place with reference to the following information:

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| A | Application form |
| I | Interview |
| C | Certificate |