




JOB DETAILS:


Job Title	Office Manager, Occupational Health
Pay Band	Band 4
Hours of Work and Nature of Contract	Part Time/Job Share 30 hours/week Permanent
Division/Directorate	People Services Directorate
Department	Occupational Health
Base	Royal Glamorgan Hospital (There may be requirement to cover at other sites including within Cardiff and Vale as part of a collaborative working agreement)


ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Head Of Occupational Health
Reports to:	Occupational Health Business Support Manager
Professionally Responsible to:	Head of Occupational Health

MAE EIN GWERTHOEDD YN EIN HELPU NI I FOD AR EIN GORAU
OUR VALUES HELP US BE AT OUR BEST

RYDYN NI'N GWRANDO, YN DYSGU AC YN GWELLA

WE LISTEN, LEARN AND IMPROVE

RYDYN NI'N TRIN PAWB A PHARCH

WE TREAT EVERYONE WITH RESPECT

RYDYN NI I GYD YN CYDWEITHIO FEL UN TÎM

WE ALL WORK TOGETHER AS ONE TEAM

Our values and behaviours are fundamental to the way we do things at Cwm Taf Morgannwg University Health Board. They are everything we stand for and aspire to. That includes the way we behave, how we perform our roles and the way we recruit new talent. We look forward to exploring how your values align with ours. This is how we work:

We listen, learn and improve

***We treat everyone with respect
We all work together as one team***

To find out more about our values, visit: [https://cwmtafmorgannwg.wales/we-are-cwm-
taf-morgannwg/](https://cwmtafmorgannwg.wales/we-are-cwm-
taf-morgannwg/)

Job Summary/Job Purpose:

The purpose of the role is to provide leadership to a comprehensive administration service to the Occupational Health Service. This includes planning and organising the booking of all Occupational Health Services.

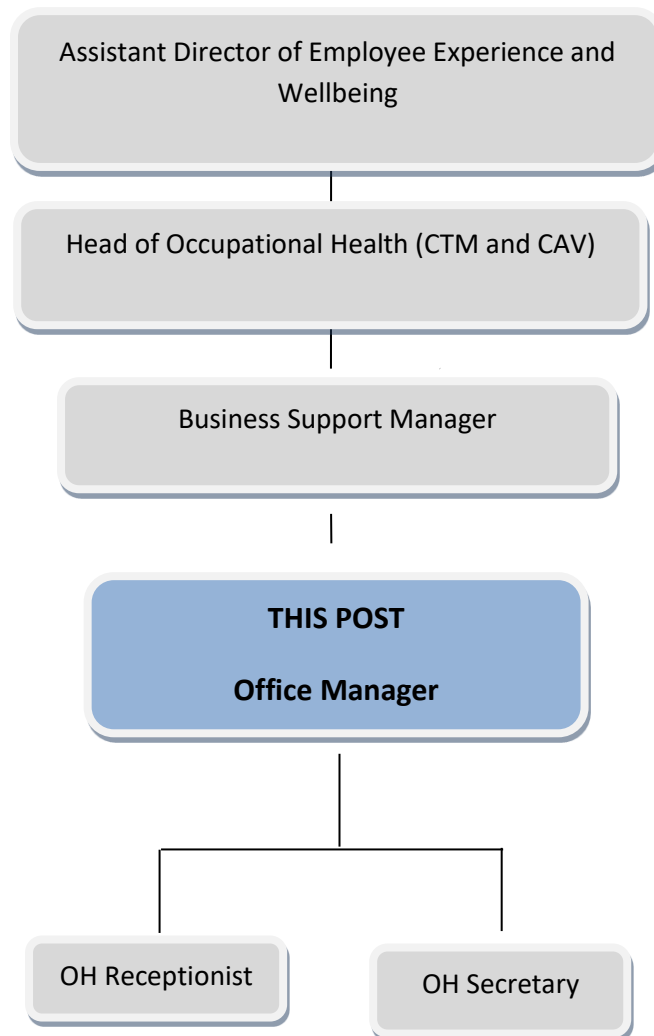
The post holder will manage their own workload and act as day to day manager for the Occupational Health administration staff. The post holder will undertake all duties with regard to staff management.

The post holder will ensure that the Occupational Health waiting lists are managed efficiently by establishing safe and effective systems of work.

The post holder will identify any shortfalls in capacity and demand and escalate as required, to ensure that the UHB achieve and maintain their waiting list targets in relation to Occupational Health Key Performance Indicators and all other standards.

The post holder will work closely with the Occupational Health Business Support manager in planning/maintaining activity for the Service.

Organisational Chart



DUTIES/RESPONSIBILITIES:

The post holder will :

- Liaise with staff in the Occupational Health Service on the opposite site in Cardiff and Vale UHB, at least on a weekly basis in order to flex capacity and movement of referrals as required. This will ensure all Occupational Health resources are utilised to full capacity.

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- Communicate routine information to patients/managers in relation to appointment times, clinic location and cancelled clinics/appointments using tact and diplomacy.
- Plan and organise own time, ensuring waiting lists are managed for the Occupational Health Service, notes are ready for clinics with any results appropriately filed and any secretarial and administrative duties are prioritised accordingly.
- Assist the Directorate in gathering information/details to respond to any requests for information (Freedom of Information Requests) e.g. waiting times, demand and capacity.
- Liaise with staff at all levels in other UHB Departments including Information Governance, Wards, Medical Secretaries, and People Services.
- Act as the point of contact for outsourcing of any Occupational Health services e.g. to other Health Boards, as and when required.
- Possess advanced keyboard skills to complete weekly monitoring of all waiting lists via the Occupational Health software system and Information SharePoint, ensuring all patients are booked within a timely manner thus avoiding patients breaching the UHB targets and validate all waiting lists on a regular basis.
- Work with the Occupational Health Business Manager on weekly basis to forward plan activity for the unit at least 6 weeks in advance.
- Identify any shortfalls in capacity with the management referral, pre-employment and immunisation waiting lists, and discuss with Business Manager to rectify issue.
- Ensure all urgent referrals are booked into clinics within the Key Performance indicator target.
- Exercise own judgement to resolve patient enquiries/problems, escalating any complex issues to the Business Manager.
- Ensure clinic lists are booked to full capacity, and escalate any issues to the Business Support Manager or Senior Team.
- Ensure clinic templates are blocked/cancelled due to clinician leave etc.
- Ensure Occupational Health software system is updated with accurate information of every patient contact.
- Retrieve notes from other Departments in response to Subject Access Requests in compliance with relevant legislation.
- Ensure patient records are tracked correctly to the Occupational Health Service, and be sure that the location of the notes is amended when they are returned to main filing, Ward, another Clinic etc.
- Co-ordinate cancellation of lists and backfill of lists, notifying relevant parties of change to clinic appointments where there may be some reluctance to accept cancellation by patient/carer/relative.
- Deal with day to day operational issues as they arise, and work with Business Support Manager to resolve.
- Ensure all emergency requests for Occupational Health Services are dealt with appropriately, under the direction of the Business Manager.
- Attend weekly planning meeting with the Business Support Manager, Senior Management Team, taking action notes/minutes and circulating any relevant documentation prior to the meeting taking place.
- Implement safe and effective administration and secretarial policies, proposing changes to working practices to improve efficiency.

- Receive concerns/complaints from patients and managers relating to the Occupational Health Administration Service, and appropriately resolve in a timely manner.
- Using Microsoft Office, Teams, Occupational Health Software and other Information Systems, prepare detailed weekly reports to be presented at the weekly planning meeting e.g. current demand and capacity report, annual leave and sickness information.
- Using Microsoft Office, Teams, Occupational Health Software and other Information Systems, prepare detailed monthly reports the monthly cardiopulmonary diagnostic user group meeting planning meeting e.g. current demand and capacity reports, annual leave and sickness.
- May be required to attend weekly meetings, which would involve providing information on waiting times. Meetings may be held off site, with a requirement to travel in a timely manner.
- Provide day to day management for the administrative staff, and be responsible for the management of Sickness and Absence.
- Undertake annual PDR and Pay Progression meetings with administrative team.
- Ensure continued development opportunities are offered to the administrative booking team and that they are in adherence with statutory and mandatory training.
- Responsible for providing training and mentorship to new administrative staff.
- Undertake audits to own work as necessary and participate in any internal/external audit as required.
- Maintain stationery stock for the Occupational Health Service, ensuring that there is an adequate supply to assist the smooth running of the Service.
- In times of staff shortage, provide cover for administrative duties including reception duties, monitoring email inboxes, processing referrals and managing appointments
- Lead weekly team briefings with the administrative team, providing feedback and escalating any concerns to the Business Support Manager/Head of Occupational Health as necessary.
- Be responsible for the ordering and receipting of equipment and invoices via the Oracle system in a timely fashion, escalating any anomalies as necessary. Raising sufficient funds via Oracle to ensure adequate credit available to clear any pending invoices e.g. agency invoices and to liaise with the finance department and procurement as and when necessary.
- Be responsible for the collation, itemising and audit of invoices for external contracts such as with University of South Wales, liaising with the named contact of the organisation and the finance department as appropriate and escalating any anomalies as necessary.
- Work to UHB policies and procedures, with discretion to undertake duties independently.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Level 3 Vocational qualification in Business and Administration, or other relevant subject, or possess skills, knowledge and experience to equivalent level.</p> <p>Knowledge of secretarial/administrative procedures and systems.</p> <p>Knowledge of Microsoft Office Word, Excel and Outlook.</p> <p>Knowledge of Occupational Health Policies and Procedures.</p> <p>Knowledge and understanding of all waiting times targets for Occupational Health.</p> <p>Willing to undertake ILM Level 3 Team Leading /Management qualification.</p>	Evidence of continued personal development and training.	<p>Application form</p> <p>Interview.</p> <p>Pre-employment checks.</p> <p>References.</p>
Experience	<p>Significant previous experience of working within the NHS.</p> <p>Working knowledge of all waiting list Management Guidelines.</p> <p>Extensive experience of waiting list management.</p> <p>Experience of using a booking systems.</p>		<p>Application form</p> <p>Interview</p>
Aptitude and Abilities Skills	<p>Ability to work under pressure and to tight deadlines.</p> <p>Advanced keyboard skills.</p> <p>Able to adapt to regularly changing priorities.</p> <p>Excellent organisational and planning skills.</p> <p>Excellent communication skills.</p>	<p>The ability to speak or learn Welsh to a satisfactory level.</p> <p>Be able to present data/information.</p>	Interview
Personal Qualities	Be able to demonstrate tact and diplomacy.		Application Form Interview

	<p>Able to challenge in the right environment.</p> <p>Be able to demonstrate leadership skills.</p> <p>Be able to deal with patients/carers/ relatives in a sympathetic manner.</p> <p>Confident and professional.</p> <p>Be able to use initiative to solve day to day issues.</p> <p>Be able to work well with team members.</p> <p>Be proactive and have positive approach.</p>		References
Other	<p>May be required to travel to other UHB sites and Cardiff & Vale locations in a timely manner to provide office cover.</p> <p>Able to work hours flexibly.</p>		Application form Interview

GENERAL REQUIREMENTS

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Welsh Language:** The ability to speak Welsh is desirable for this role.
- **Confidentiality of Information:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users. The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the Data Protection Act 1998 and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect without bias. All staff are requested to report and form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.

- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **DBS Disclosure Check:** In this role you will have direct contact with patients and service users. You will therefore be required to apply for a Criminal Record Bureau Standard Disclosure Check as part of the Trust's pre-employment check procedure.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Signed: (Post Holder) _____ Date: _____

Signed: (Line Manager) _____ Date: _____

Signed: (Care Group Manager) _____ Date: _____

Date Job Description compiled: _____

Date for Review: _____

Supplementary Job Description Information

Please complete information on Physical Effort, Mental Effort, Emotional Effort and Working Conditions in order to assist the Job Matching process.

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Please ensure any circumstances that may affect the degree of effort required, such as working in an awkward position; lifting heavy weights etc. are detailed, such as:

'Working in uncomfortable/unpleasant physical conditions; sitting in restricted positions; repetitive movements; lifting heavy weights; manipulating objects; kneeling, crouching, twisting; heavy duty cleaning; working at heights; using controlled restraint; driving as part of daily job - **N.B. Walking /driving to work is not included**'

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
There will be a requirement for light physical effort, such as lifting notes.	Once per day	5-10mins	May be longer if covering absence of administration staff.
Sit in restricted position for periods of time at a desk.	Several times per day	Between 30mins to 2 hours	There will be occasion to get up and down to deal with face to face queries from booking desk.
Use of telephone equipment to deal with phone calls from patients booking their appointments.	Several times per day	5mins per time	May be longer if covering absence of booking officers.

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

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Please identify the normal requirement to concentrate in the post and determine, how often and for how long it is required to concentrate during a shift / working day, e.g. :

'Carrying out formal student assessments; carrying out clinical/social care interventions; checking documents; taking detailed minutes at meetings; operating machinery/equipment; carrying out screening tests/microscope work; carrying out complex calculations; carrying out non-clinical fault finding; responding to emergency bleep; driving a vehicle; examining or assessing patients/clients.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
High levels of concentration required when inputting referrals onto Occupational Health system.	Daily	Varies	
Periods of concentration required when organising lists and managing waiting lists and booking appointments requiring accuracy.	Daily	Up to half of the day	
Frequent interruptions dealing with queries from administration staff, telephone calls from clients, and arrivals at the desk.	Up to 5-10 times per day	5mins per time	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non-clinical duties that are generally considered to be distressing and/or emotionally demanding.

Please identify how often the post holder has exposure to direct and/or indirect distressing and/or emotional circumstances and the type of situations they are required to deal with.

For example, 'processing (e.g. typing/transmitting) news of highly distressing events; giving unwelcome news to patients/clients/carers/staff; caring for the terminally ill; dealing with difficult situations/circumstances; designated to provide emotional support to front line staff; communicating life changing events; dealing with people with challenging behaviour; arriving at the scene of an accident.' **N.B. Fear of Violence is measured under Working Conditions**

Examples of Typical effort(s)	How often per week / month?	For how long?	Additional Comments
Occasions to deal with distressed or frustrated clients with regards to waiting times and appointments.	Once per week	5-10mins per time	
Deal with concerns complaints from clients and managers.	Once per month	5–10mins per time	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Please identify unpleasant working conditions or hazards which are encountered in the post holder's working environment and establish how often and for how long they are exposed to them during a working day / week / month.

Examples are – use of VDU more or less continuously; unpleasant substances/non-household waste; infectious material/foul linen; body fluids, faeces, vomit; dust/dirt; fleas/lice; humidity; contaminated equipment or work areas; driving/being driven in normal or emergency situations - ***Driving to and from work is not included**

Examples of Typical Conditions	How often per week / month?	For how long?	Additional Comments
Required to use VDU equipment for prolonged periods of time.	Every day	Up to 4hrs per day	
Travel in a timely manner required between sites for meetings/provide cover for absent colleagues.	Rarely		More frequently to cover team absence or attend specific meetings.