

JOB DESCRIPTION

JOB TITLE:	Maternity Immunisation Failsafe Officer
BAND:	4
SALARY:	
HOURS:	30 per week
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	Maternity-Antenatal and Newborn Screening
SPECIALITY / DIVISION:	Family and Specialist Service
RESPONSIBLE TO:	Antenatal and Newborn Screening Co-Ordinator (tbc)

JOB SUMMARY:

The post holder will work as part of a dynamic team delivering a flexible, safe and effective vaccination service for pregnant service users and babies across the remit of Bath Royal United Hospital Bath NHS Trust services.

They will have overall responsibility for the smooth running of the Flu, Covid, Pertussis, RSV and BCG vaccination programmes by undertaking a wide range of administration duties including but not limited to, creating and maintaining up to date spreadsheets and data input.

The post holder will be responsible for ensuring all those eligible for the vaccination programmes are offered the relevant vaccine and will co-ordinate all clinics to ensure coverage, capacity and timeliness of vaccine.

They will respond to routine queries from staff and service users appropriately and with reference to the Data Protection Act and the Information Sharing Protocol. Liaise and work closely with the clinical and non-clinical team. To assist managers and clinicians with service development/redesign and project work. Must be able to plan and manage a range of complex duties, organise own work to meet deadlines and respond professionally to enquiries both internal and external to the organisation.

MAIN DUTIES & RESPONSIBILITIES:

- Work closely with the multi-disciplinary teams to ensure eligible service users and babies are offered timely vaccinations in line with national and local guidance.

- To oversee the input of information, including examinations, results and appointments to ensure they are accurately entered onto local and national databases via failsafe processes.
- To implement and carry out failsafe checks for the vaccination programmes under the supervision of the ANNB Screening Co-Ordinator and Newborn Screening Manager.
- To maintain local and national databases with accurate data for service users and babies who refer for care and provide detailed analysis for the quarterly data submissions, Quarterly and Annual reports.
- To meet the targets as defined by NHS England and alert/escalate issues to the Immunisation Nurses, ANNB Co-Ordinator and Newborn Screening Manager of impending breeches with identified remedial actions taken and mitigations.
- To liaise closely with the Immunisation Nurses, ANNB Screening Co-ordinator, Newborn Screening Manager and the multidisciplinary teams to ensure the smooth running of the vaccination clinics.
- Liaise as appropriately with external service providers.
- To order/book urgent and routine appointments via various appointment systems and ensure all appointments are within recommended NHS England timeframes.
- To ensure that clinic sessions are being utilised efficiently and effectively and reduce loss of capacity by cancelling appointments or re-arranging appointments when necessary but still ensuring all service users and babies are seen within recommended NHS England timeframes.
- To respond to and re-direct all mail relating to vaccinations ensuring this is dealt with in a timely manner.
- To arrange interpreters for families if necessary.
- To be confident and competent when dealing with distressed service users during telephone or face to face conversations and ensure resolution of individual concerns.
- To be responsible for answering telephone enquiries and referring to other members of the Department as appropriate.
- Prepare and attend multi-disciplinary meetings with the Immunisation Nurses, ANNB Co-Ordinator and Newborn Screening Manager as required.
- To assist in the investigation of complaints or serious incidents relating to the Vaccination Service.
- To act as the main point of contact in relation to issues/updates/training requirements of all Vaccination Programmes
- To assist the Immunisation Nurses, ANNB Screening Co-Ordinator and Newborn Screening Manager with vaccination training/education sessions to the multidisciplinary team.
- Promote professional behaviour by example.
- Commitment to providing non-discriminating and non-judgemental care.
- Order stationary/consumables as required.
- Assist in producing ad hoc reports and project work.
- Undertake any other duties requested as appropriate to the banding.
- Foster people's equality, diversity and rights.
- To participate in monthly 1:1 sessions with line manager and annual appraisals.
- Use initiative and work without direct supervision, as well as to use relevant information technology to facilitate the performance of tasks.
- Provide effective problem solving both face to face and via telephone
- To act as a positive role model.

- Review, analyse and initiate changes to current systems and procedures to improve service delivery.
- In conjunction with the Immunisation Nurses, ANNB Screening Co-Ordinator and Newborn Screening Manager, monitor vaccine usage and availability to ensure efficient service delivery.
- Provide data on vaccine uptake and delivery.
- Work unsupervised on a daily basis with advice available from the Managers when required.
- Plan, prioritise and reschedule own and other's workload on a daily basis to meet the needs of the service and achieve set timescales.
- Ensure vaccine availability, ordering and safe storage.
- Undertake and participate in appropriate audit, quality assurance programmes and research as directed
- Work closely with Child Health, GPs and Health Visitors to ensure all babies eligible for vaccinations have been offered and accepted vaccinations.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular sets out what you as a post holder are required to follow at all times, and you should study this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (2018) ensuring

that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- Your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- Where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.
- You follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce. It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;

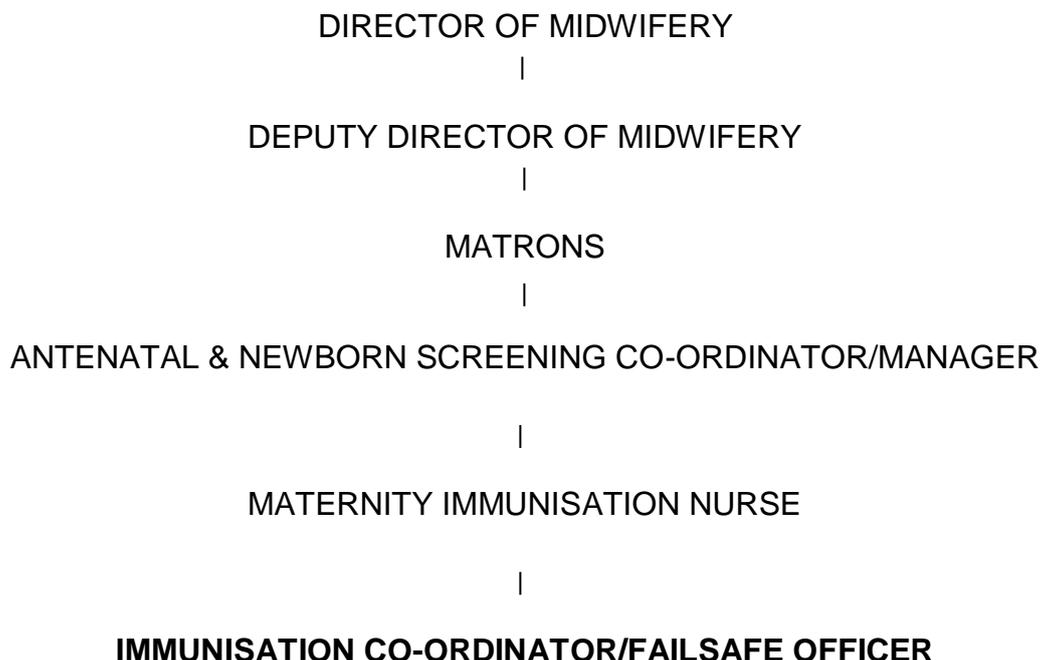
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks

PERSON SPECIFICATION

CRITERIA REQUIRED	ESSENTIAL	DESIRABLE
Qualifications & Training	GCSE's including Maths and English Grade C (or equivalent) and above	<p>NVQ Level 3</p> <p>Level 3 diploma in Business Administration</p> <p>Computer Packages including Excel</p>
Knowledge & Experience	<p>Good telephone manner</p> <p>Excellent administrative processes knowledge and experience of recording and retrieving data</p> <p>Experience populating and managing excel spreadsheets and/or databases</p> <p>Good IT skills using a variety of software packages</p> <p>Experience of managing data with attention to detail</p>	<p>Knowledge of and previous experience of using millennium.</p> <p>Previous experience with dealing with members of the public in NHS setting</p> <p>Experience or knowledge of immunisation schedules and vaccination programmes</p> <p>Experience in providing training</p> <p>Previous experience of completing data analysis/audit.</p> <p>Knowledge of NHS pathways and guidelines</p>
Values	<p>Values and respects others, treats everyone as an individual, is non-judgemental</p> <p>Motivated to be genuinely kind and caring</p> <p>Helps and co-operates with colleagues</p> <p>Pro-active and takes responsibility</p> <p>Willing to learn, open to change</p> <p>Motivated to make a difference in whatever way they can</p> <p>Takes pride in themselves, their appearance, their role and where</p>	

	they work.	
Specific Skills	<p>Excellent Keyboard skills</p> <p>Ability to basic functions of Microsoft Office effectively – Word, Outlook etc.</p> <p>The ability to communicate effectively verbally and in writing to patients and staff at a range of levels, including on the telephone</p> <p>Good customer care skills – able to put patient at ease and deal with them in a professional and positive way</p> <p>The ability to work well under pressure and meet deadlines.</p> <p>Organised, efficient and accurate in the processing of clerical work.</p> <p>Attention to detail and ability to carry out work in a timely and accurate manner</p> <p>The ability to work efficiently as part of a team.</p> <p>The ability to prioritise own workload.</p> <p>Able to act on own initiative and understand limitations of own role and knowledge.</p>	
Physical Skills & Effort Emotional Effort	<p>Physical Skills – the individual will need to work at a desk in order to operate a PC and move around within the areas of the departments to signpost service users and their families.</p> <p>Physical effort – To be able to move patient records and file them appropriately</p> <p>Emotional effort & Key stressors- The post involves the ability to multi task between service users and their families, telephone and keyboard.</p>	

	<p>The post may involve situations involving conflict resolution. (further training will be provided)</p> <p>Empathetic, caring and non-judgemental</p>	
<p>Requirements due to Working Environment</p>	<p>May be exposed to risks of verbal aggression and physical violence from service users.</p> <p>The individual will be required to work at a desk on a PC and move around the department in order to signpost service users and their families, transport medical records and liaise with all health professionals face to face.</p>	