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### **Job Description**

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**Job Title:** Health Visitor Clerical Assistant

**Grade:** Band 2

**Reports To:** Health Visitor

**Accountable To:** Clinical Lead Health Visiting

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#### **Job Purpose:**

The Health Visitor Clerical Assistant (HVCA) will ensure that tasks delegated by the team are completed in a professional manner. Tasks will include taking telephone calls and liaising with parents/cares and professionals on behalf of the Health Visitor, achieving timely and effective communication for the team with the use of e-mails and message book, the maintenance of the office notice board, ordering of stationary, filing, processing in coming post and preparation of post.

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#### **Organisation Chart:**

Director of Operations  
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General Manager  
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Locality Manager  
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Clinical Lead  
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Health Visitor  
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Nursery Nurse  
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Health Visitor Clerical Assistant

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### **Key Result Areas:**

- To arrange venues and send out appointments for development assessments and other appointments on behalf of the Health Visitor and Community Nursery Nurse. Re-arrange and cancel appointments on behalf of the Health Visitor and the Community Nursery Nurse.
- To Support and contribute to the work of Health Visitors within the clinic setting; duties will include weighing and measuring preschool children, adhering to growth foundation guidelines and under the direction of the Health Visitor.
- Responsibility for ensuring that all equipment used within the clinic areas (including toys) are clean and in good working order in accordance with the Trusts Infection Control Policy and Health and Safety Policy. Report any faulty equipment within the
- office or clinic areas to the appropriate service/division e.g. estates/IT
- The upkeep of notice boards within the clinic and community areas, and the ordering of any supporting leaflets and literature as requested by the Health Visitor/Community Nursery Nurse.
- Maintenance of safe and efficient filing systems ensuring the security and confidentiality of records is in accordance with trust policies and procedures for record keeping and data protection.
- Contribute to health visiting records when appropriate, maintaining accurate and contemporaneous records e.g. sent appointment times/Was not brought.
- To formulate database and excel spreadsheets and to input and retrieve computer data as required by the Health Visiting team, producing reports as requested in a timely manner.
- To develop and use skills of observation and recognize any significant changes in client circumstances and behaviour and to report any concerns immediately back to the Health Visitor.
- To have a good understanding of current Child Protection guidelines and procedures in accordance with Warwickshire Children's Safeguarding Board.
- To undertake mandatory training, and service specific training as required maintaining skills and competencies. To work within the remit and scope of the job description. To input annual leave and training request on e-roster in a timely manner. To participate in regular 1:1 clinical supervision and appraisals with a Health Visitor.

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### **General Items:**

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

### **For Band 5 and below**

Recognise the importance of adopting healthy lifestyles and be aware of health and wellbeing initiatives.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

**This job description is subject to review at any time in consultation with the post holder.**