

COVID-19 Vaccination Programme: Workforce and Training Workstream

Job Description Vaccination Admin Support – Cover Sheet

Sponsor: Workforce Workstream	Date: 02/12/2020	
Executive Summary:	This paper is for (delete as appropriate):	
<i>This document provides the job description for the role created to enable the delivery of the COVID-19 Vaccination Programme – Vaccination Admin Support.</i>	Approval – <i>To formally receive and discuss a report and approve its recommendations OR a particular course of action</i>	
	Receipt – <i>To discuss, in depth, a report noting its implications for the programme without formally approving it</i>	
	Note – <i>For the intelligence of the Group without the in-depth discussion as above</i>	✓
	Assurance – <i>To reassure the Group that controls and assurances are in place</i>	
Reason for Consideration and Previous Consideration:	Risks:	
<i>Updated version control.</i>	N/A	
Financial / Commercial Implications:	Equality, Diversity and Inclusion Impact:	
N/A	N/A	

Job description and person specification

Position			
Job title	Covid-19 Vaccination Programme – Vaccination Admin Support	Region	
Pay band	AFC Band 3 (indicative)	Responsible to	
Salary	£10.40 - £11.14 p/hour (indicative)	Accountable to	
Tenure	Locally agreed (dependent on employer)	Responsible for	Responsible for day to day work assigned toteam. <i>[insert name of team]</i>
Funding Arrangements	Choose an item.	Base	
Service and team		About the role	
<p><i>This role forms an integral part of mass vaccination delivery within a Region.</i></p> <p><i>Further detail about the service and team will be communicated at time of deployment.</i></p>		<p>The COVID-19 Vaccination Programme Admin Support will work as part of a dynamic team in delivering a safe and effective service for the mass delivery of the COVID-19 vaccinations. The post holder will be responsible for providing administrative support within a team of staff working in a mass vaccination site.</p> <p>In particular, the post holder will be responsible for:</p> <ul style="list-style-type: none"> • Accessing and maintaining accurate patient records, adhering to confidentiality as per the site's policy • Providing admin support on the vaccination activity by supporting the vaccinator with vaccination delivery and vaccination records • Recording vaccination consent and marking completion • Ensuring infection and waste control at the vaccination station 	

Key Job specifics and responsibilities	Key accountabilities
<p>Responsibilities for patient care</p> <ul style="list-style-type: none"> • May be required to provide non-clinical advice • Required to work with little supervision • Correct and appropriate patient record keeping <p>Responsibilities for policy and service development implementation</p> <ul style="list-style-type: none"> • Follow policies in relation to the vaccination programme • Follow local and national policies including all applicable local standard operating procedures • Adhere to Professional Code of conduct, and maintain own professional development ensuring fit for practice • Be aware of requirement to optimise productivity and efficiency, participating in group and team discussion to identify best practice <p>Responsibilities for financial and physical resources</p> <ul style="list-style-type: none"> • Responsible for the safe and effective use of equipment and other resources, ensuring equipment is maintained in good working order <p>Responsibilities for human resources (including training)</p> <ul style="list-style-type: none"> • Undertake mandatory and clinical training and any other training relevant to the role as required • Participate in clinical and other audits as required • Participate in relevant emergency preparedness process for their team • Demonstrate own activities to others when necessary to ensure ongoing competency • Understand current and emerging factors related to workplace health and the issues facing those working to deliver health services to the UK population • Improve and maintain personal and professional development by participating in continuing professional development activities 	<p>Role specific</p> <ul style="list-style-type: none"> • Support the vaccinator in the delivery of the vaccination through undertaking administrative tasks • Ensure all paperwork has been provided pre-vaccination by the patient, check identity & confirm vaccine details (type, date, time, dose) • Maintain, request and transfer confidential patient records, ensuring they are stored in an accurate and secure filing system. Adhere to confidentiality as per the site's policy • May be required to support the patient to prepare for the vaccination (e.g. have their arm ready) • Direct patient to the post vaccination waiting area • Record vaccine stock when removed or returned to fridge and to report low stock levels for vaccines, stationery and clinical equipment • Report low vaccine stock to maintain appropriate levels, checking expiry dates and recording wastage • Record vaccination event and mark completion; if for any reason the vaccination hasn't been completed, record that information along with the reason • Coordinate and maintain communication with team members about routine and daily activities including rotas, contacting clinical staff, updating systems and other duties • Provide non-clinical advice, information to patients and relatives when necessary • Assist with data collection activities by ensuring records are up to date • Maintain accurate, clear and legible documentation in all legal records in accordance with the Data Protection Act • Check that all equipment is safe and available for use and support with the configuration of the vaccination station • Assist in ordering, receiving, storing and transporting vaccines in accordance with Management Medicines Policy • Responsible for infection and waste control, cleaning and sanitisation of the vaccination area

Responsibilities for information resources (including systems access)

- Effectively use IT support systems to enhance direct and indirect care delivery
- Submit accurate and timely activity data as required

Freedom to act

- Accountable for own professional actions, under the support and supervision of the registered healthcare professional
- Escalate queries or problems outside own area of competence to clinical supervisor
- Work appropriately to the legal mechanism of delivery

Physical effort

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

Mental effort

- Frequent concentration to undertake role
- Work pattern altering to meet service need and prioritising work issues accordingly with changes faced

Emotional effort

- Occasional need to cope with difficult emotional situations

- Work within organisation policies, procedures and guidelines

Behaviour / Ways of working / Work approach

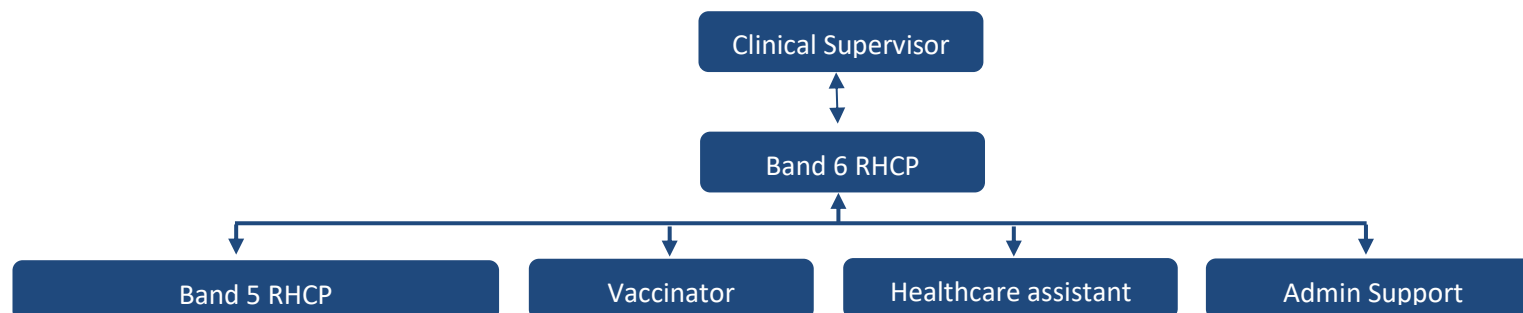
- Manage and prioritise own workload
- Work as an effective team member, demonstrate good personal communication skills and actively promote excellent team and interdisciplinary relationships
- Demonstrate appropriate assertiveness and ability to challenge others when the rights of clients and others may be infringed
- Demonstrate concise, accurate, timely record keeping and ensure that all work carried out is recorded accurately

Clinical Governance

- 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
- Observe and maintain strict confidentiality with regards to any patient/family/staff/records and information in line with the requirements of the Data Protection Act
- Practise within the national protocols, training and levels of competence
- Adhere to all centre policies, procedures and processes
- Work with team to maintain high standards of cleanliness in the clinical area and a well-maintained department environment

Organisational structure

The organisation structure below is indicative based on delivery under the National Protocol. Each vaccination site will locally determine its own organisational structure, including accountability and delegation based on local legal mechanism of delivery and governance.



Person specification

Criteria		Essential	Desirable	Evidence*
Qualifications	<ul style="list-style-type: none"> Educated to NVQ level 3 or equivalent previous proven experience 	√		A/I
Knowledge and experience	<ul style="list-style-type: none"> Commitment and willingness to undertake learning and development courses as required to ensure competency for role Understanding of Confidentiality and Data Protection Act Able to demonstrate a basic understanding of the national vaccination programme Experience of administrative role Experience of working with the public 	√ √ √	√ √	A/I
Skills Capabilities & Attributes	<ul style="list-style-type: none"> Ability to prioritise work and being self-motivated Good communication skills Communicate relevant information to patients, with empathy and reassurance Ability to work as part of a team and actively participate in team meetings 	√ √ √ √		A/I

	<ul style="list-style-type: none"> • Able to demonstrate professional conduct, preserve patient rights including confidentiality and promote mutual respect amongst colleagues • Able to maintain and record accurate documentation of interactions between clients, colleagues and other agencies in the appropriate legal records <p>Analytical and judgment skills</p> <ul style="list-style-type: none"> • Able to make decisions appropriate to role, level of knowledge and competence, using professional judgement; some of which will require analysis • Work according to legal mechanisms of delivery under clinical supervision <p>Planning and organisational skills</p> <ul style="list-style-type: none"> • Able to work flexibly and respond to changing demands in workload • Able to prioritise own work and support the team daily • Delivers vaccination sessions and health promotion as needed <p>Physical skills</p> <ul style="list-style-type: none"> • Advanced keyboard skills and IT literacy 	√ √ √ √ √		
Values and Behaviours	<ul style="list-style-type: none"> • Commitment to and focus on quality, promoting high standards • Able to make a connection between work and the benefit to patients and the public • Consistently think about how their work can help and support clinicians and frontline staff deliver better outcomes for patients • Value diversity and operate with integrity and openness • Work well with others, being positive and helpful, listen, involve, respect and learn from the contribution of others • Consistently look to improve what they do, look for successful tried and tested ways of working, and also seek out innovation • Understanding of and commitment to equality of opportunity and good working relationships 	√ √ √ √ √ √ √		A/I
Other	<ul style="list-style-type: none"> • Ability to maintain confidentiality and trust and an awareness of information governance requirements and data protection 	√		

* Evidence will take place with reference to the following information:	
A	Application form
I	Interview
T	Test or Assessment
C	Certificate