

1. **POST TITLE:** **Occupational Health Technical Assistant**
2. **POST NUMBER:**
3. **GRADE:** 5  
Job Evaluation Ref No: N9652
4. **LOCATION:** Your normal place of work will be County Hall, Durham.  
However; you may be required to work at any council workplace within County Durham.
5. **RELEVANT TO THIS POST:**  
**Flexible Working:** Subject to service needs the council's flexible working policy is applicable to this post
6. **ORGANISATIONAL RELATIONSHIPS:**  
The post holder is accountable to the Occupational Health Nurse Manager.
7. **DESCRIPTION OF ROLE:**  
To provide and organise administration for the Occupational Health Service.
8. **DUTIES AND RESPONSIBILITIES SPECIFIC TO THIS POST:**  
Listed below are the responsibilities this role will be primarily responsible for:
  1. Filing, photocopying, postal duties, faxing;
  2. Answering and making telephone calls;
  3. Greeting visitors/reception duties;
  4. Ensure accurate filing of correspondence, notes, records etc.;
  5. Assisting in the development and maintenance of a comprehensive; confidential medical records and archives system;
  6. Invoicing of external agencies for work undertaken;
  7. To maintain appropriate standards of confidentiality relating to client information;
  8. Assist with research and statistical analysis;
  9. Maintaining at all times a confidential and efficient approach to service requests and delivery.

The above list represents the main duties and responsibilities and is not intended to be exhaustive. Other duties may be required commensurate with the grading of the post and operational requirements.

## **9. COMMON DUTIES AND RESPONSIBILITIES:**

### **9.1 Quality Assurance**

To set, monitor and evaluate standards at individual, team performance and service quality so that the user and the Service's requirements are met and that the highest standards are maintained.

To establish and monitor appropriate procedures to ensure that quality data are reported and used in decision making processes and to demonstrate through behaviour and actions a firm commitment to data security and confidentiality as appropriate.

### **9.2 Communication**

To establish and manage the team communications systems ensuring that the Service's procedures, policies, strategies and objectives are effectively communicated to all team members.

### **9.3 Professional Practice**

To ensure that professional practice in the team is carried out to the highest standards and developed in line with the Service's stated objectives of continual improvement in quality of its service to internal and external customers.

### **9.4 Health and Safety**

Manage health and safety in their area of responsibility in accordance with the relevant section(s) of the Corporate/Service Health and Safety Policy and to ensure that the Health and Safety policy, organisation arrangements and procedures as they relate to areas, activities and personnel under your control are understood, implemented and monitored.

### **9.5 General Management (where applicable)**

To provide vision and leadership to staff within a specialist team, ensuring that effective systems are in place for workload allocation and management, the application of the Authority's and the Service's policies and procedures, including those relating to equality, supervision and appraisal and all aspects of their performance, personal development, health and welfare.

### **9.6 Financial Management (where applicable)**

To manage a designated budget (as required) ensuring that the Service achieves value for money in all circumstances through the monitoring and control of expenditure and the early identification of any financial irregularity.

### **9.7 Appraisal**

All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

### **9.8 Equality and Diversity**

As an organisation we are committed to promoting a just society that gives everyone an equal chance to learn, work and live free from discrimination and prejudice. To ensure our commitment is put into practice we have an equality policy which includes responsibility for all staff to eliminate unfair and unlawful discrimination, advance equality of opportunity for all and foster good relations.

These policies apply to all employees of Durham County Council.

## 9.9 **Confidentiality**

All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and using Council information assets. The Council has a Personal Information Security Policy in place.

## 9.10 **Induction**

The Council has in place an induction programme designed to help new employees to become effective in their roles and to find their way in the organisation.

**Person Specification: Occupational Health Technical Assistant**

	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>Qualification</b>	BTEC National in Public Administration/NVQ Level 3 in Business Administration and experience or relevant equivalent qualification.	AMSPAR Certificate/Diploma	Application form Selection Process Pre-employment checks
<b>Experience</b>	Planning and organising workloads.  Experience of working in a busy and confidential environment.		Application form Selection Process Pre-employment checks
<b>Skills / Knowledge</b>	Administrative systems and procedures.  Good written and verbal communication skills. Experience of operating computerised systems.	Medical record keeping. Archiving systems. Sickness absence and ill health retirement policy and procedures. Accounts and stock control.	Application form Selection Process Pre-employment checks
<b>Personal Qualities</b>	Able to use initiative. Thorough. Well organised. Reliable. Flexible.	Helpful. Initiative. Able to work with minimum of supervision.	Application form Selection Process Pre-employment checks