

JOB TITLE: Occupational Health Specialist Lead Nurse/Specialist AHP Lead

BAND: Band 8a

Job Summary

- Provide professional clinical leadership, direction, advice and take professional responsibility for the Occupational Health clinical activity, promoting the highest professional standards in a quality learning environment whilst contributing to the development, delivery and achievement of the service's objectives.
- Working with the Head of Occupational Health to manage, organise and develop the provision of an efficient, effective and professional Occupational Health service and Involved in all aspects of its service delivery to promote and maintain a high degree of physical, mental and social wellbeing for all employees of Aneurin Bevan University Health Board.
- Taking the lead for the continued development and implementation of the Occupational Health clinical database.
- The focus of this role is to provide quality healthcare to employees by continually advising staff and management on the protection of employees against any physical or environmental health hazards which may arise from their work or from the conditions in which that work is undertaken.
- The post holder will line manage the Occupational Health clinical and administrative staff nurses and hold a clinical caseload (minimum 20% clinical sessions), as well as leading and influencing the development and implementation of organisational and departmental policies and procedures.

Responsible to

Reporting: Head of Occupational Health

Accountable: Head of Occupational Health

Professionally: Head of Occupational Health

Responsibilities and Duties

The post holder will :

Act as the lead practitioner working with the Head Occupational Health in a highly specialist area offering consultative, clinical and educational expertise.

Have direct clinical involvement, managing a defined caseload and is responsible for the development and management of specific clinical aspects in relation to Occupational Health.

Receive highly complex, sensitive and/or contentious employee information and communicate this information onward in an appropriate manner. They will be required to use effective communication with persuasive and motivational negotiating or re-assurance skills.

Ensure accurate up to date written/electronic client information and activity data is maintained in accordance with professional and organisational standards.

Ensure own and the team's medical reports are written accurately and delivered in a timely manner to managers and other colleagues within the organisation.

Monitor and audit own and service practice, protocols and standards interpreting and acting on results as well as contributing to the development of clinical care pathways.

Research, develop, implement, maintain and review Occupational Health policies and standard operating procedures which are fair, transparent and comply with relevant legislation.

Be responsible for the performance management of the clinical and administrative teams, ensuring the clinical team have a comprehensive working knowledge of UK statutory regulations relating to Occupational Health.

The post holder will line manage the Occupational Health clinical and administrative staff nurses and be responsible for appraisals; sickness absence; disciplinary and grievance matters; recruitment and selection and personal and career development.

Be responsible for ensuring the clinical team have effective clinical supervision programmes in place whilst addressing any development needs that may be highlighted as a consequence.

Lead on advising staff and management on the protection of employees against hazards which may arise, from their work or from the conditions in which it is carried out.

Help promote and maintain a degree of physical, mental and social wellbeing for all employees within Aneurin Bevan University Health Board whether indirectly, or through taking a leading role in health workplace initiatives.

Represent the organisation's Occupational Health service at various forums including internal, regional and national groups..

Work as part of a multi-disciplinary team and liaise with appropriate stakeholders to ensure policy linkage from national to organisational level.

Specialist knowledge of Occupational Health and familiar with current legislation regarding Occupational Health and aware of developments in it.

Deal with highly emotional, sensitive and stressful issues e.g. dealing with a distressed employee on the telephone or in face-to-face consultation who may have terminal illness, cancer diagnosis, long term sickness etc. and be highly distressed and anxious. Needs to be able to develop appropriate coping mechanisms and advise staff regarding coping mechanisms.

Interpret and respond to highly complex, sensitive enquiries on Occupational Health service issues from managers, staff and senior management/Executive Team in an appropriate and timely manner.

Analyse and interpret a range of metrics and complex information in relation to areas of responsibility, taking the lead on developing and changing practice when deemed appropriate.

Monitor, analyse and develop action plans in response to complaints. Co-ordinate investigations into clinical incidents. Implement appropriate remedial action.

Assess and recommend courses of action on highly complex sensitive issues and make appropriate judgements and recommend courses of action on way forward to managers and the clinical team.

Manages quality improvement development programmes within a multi-professional environment.

Prepare appropriate reports and action plans, as and when required for the Executive Team, Directorates, formal hearings and other agencies.

Prepare and present information both simple and complex formally and informally, using software (Word, Excel, PowerPoint, Outlook, OPAS-G2, ESR) maintaining confidentiality with sensitive information.

Provide advice and support to managers on issues relating to Occupational Health in line with organisational policies and protocols, ensuring the service is responsive to both organisational and individual employee needs.

Monitor service activity identifying trends and escalating any variations or backlogs in a timely manner to the Head of Occupational Health.

Develop, review and implement policies and procedures for the development of the Occupational Health service which will impact across the organisation as required.

Participate and influence Workforce and OD policy formulation in relation to Occupational Health e.g. supporting IMTP process, People Plan etc.

Interpret and implement national policies and practices and respond to circulars, audits, enquiries and reports from Welsh Government, Health Inspectorate Wales (HIW), Health Education and Improvement Wales (HEIW) and the Health and Safety Executive.

Be responsible for the input into the organisation's corporate induction programme and Health and Safety training programmes.

Develop and deliver an education framework for Occupational Health staff to meet statutory and mandatory training, professional and practice development needs.

Co-ordinating the annual training needs for the clinical team, ensuring there are processes in place to monitor course/module uptake and compliance with mandatory training.

Implement and oversee service processes and protocols on the:

- Triaging of manager and self- referrals and the overall nurse case manager model.
- Stock control-ensuring correct purchasing, adequate levels and the safe storage, distribution and return of any vaccines and medical equipment.
- Pre-placement screening.
- Health surveillance and compliance with the Health and Safety Executive standards and guidance.
- Lead in the clinical specific utilisation and maintenance of the Occupational Health database,
- Vaccination/immunisations for staff.

To lead, monitor, evaluate and develop the multi-disciplinary team case manager model ensuring effective clinical working with all members of the multidisciplinary team and provision of safe and effective clinical and therapeutic care to clients.

Delegated budget responsibilities, authorising service costs such as authorised signatory for staff travel expenses, time sheets, invoices, staff rotas, annual leave, study leave etc.

Responsible for managing the operational activities of the team including performance reviews and the completion of personal development plans, ensuring team development is undertaken within appropriate timescales.

Organise and deploy staff according to skill mix, competency and workload in order to meet service and client needs and priorities.

Responsible for managing attendance, conducting staff return to work interviews, formal meetings where necessary.

Lead on the development of an effective communication system to promote and raise awareness of the service.

Establish a customer service approach of customer first and ensure that the team are fully committed to this vision.

Market the service internally and externally with a view to maintain and foster additional income generation via the establishment of Service Level Agreements (SLA's).

Undertake regular research and benchmarking projects and reflect best practice in the field of Occupational Health provision whilst demonstrating an understanding of statistical data by identifying patterns or trends affecting the health and wellbeing of employees.

Alongside the Head of Occupational Health be responsible for the co-ordination of clinical audit and research activity within the service.

Research and analyse information relating to Occupational Health and performance improvement initiatives by using appropriate research methodologies and integrate evidence-based changes in practice into the service.

Research and identify sources of funding initiatives, proposing bids and projects, where appropriate.

The post holder has considerable freedom to act within the role, and is required to have highly specialist knowledge, and lead in, service and advice provided, interpreting national policy and legislation and initiating action.

Responsible for organising and planning their own workload and required to act independently.

PERSON SPECIFICATION

Qualifications and Knowledge

Essential

- Registered Nurse or Allied Health Professional with current professional registration

PLUS

- Post registration qualification in occupational health nursing/ equivalent for Allied Health Professional
- Relevant clinical and management experience
- Demonstrates up to date knowledge and expertise in the speciality
- Evidence of ability to work collaboratively/autonomously and manage clinical workload
- Knowledge of key professional issues and guidelines relating to professional practice
- Knowledge of relevant guidance, legislation and evidence based practice
- Knowledge and understanding of strategic, political and social initiatives that impact on service delivery
- Highly developed specialist knowledge of current developments, change management and service improvement

Desirable

- Management training/leadership course
- Possess a relevant health and safety qualification
- Member of specialist interest groups and networks locally and nationally
- Research activity that has led to publication

Experience

Essential

- Significant post graduate experience
- Experience of working in an Occupational health setting
- NHS Occupational Health experience
- Specialist knowledge of Occupational Health and familiar with current legislation regarding Occupational Health and aware of developments in it
- Experience leading multiple staff/multidisciplinary teams at a management level
- Understanding of, and ability to develop and use workforce and management information
- Proven experience of creating opportunities through partnership working
- Experience of budgetary management and setting

- Experience of auditing and monitoring

Desirable

- Advanced skills in research & audit
- Experience of leading a MDT case management model

Skills and Attributes

Essential

- Excellent communication skills with the ability to communicate with managers and staff at all levels
- Excellent influencing skills
- Effective organisational skills
- Experience of dealing positively with organisational politics
- Ability to work without supervision or guidance using their own initiative to solve complex multi stranded problems
- Ability to meet deadlines and work under pressure-resilient
- Ability to deal with highly complex, sensitive and distressing situations, assessing and recommending courses of action
- Good IT and keyboard skills
- Ability to remain calm in stressful situations and to work under pressure
- Ability to deal with verbal aggression and written aggression in a calm and professional manner
- Ability to deal with stressful and emotional situations

Desirable

- Ability to speak Welsh
- Equality Impact Assessment experience

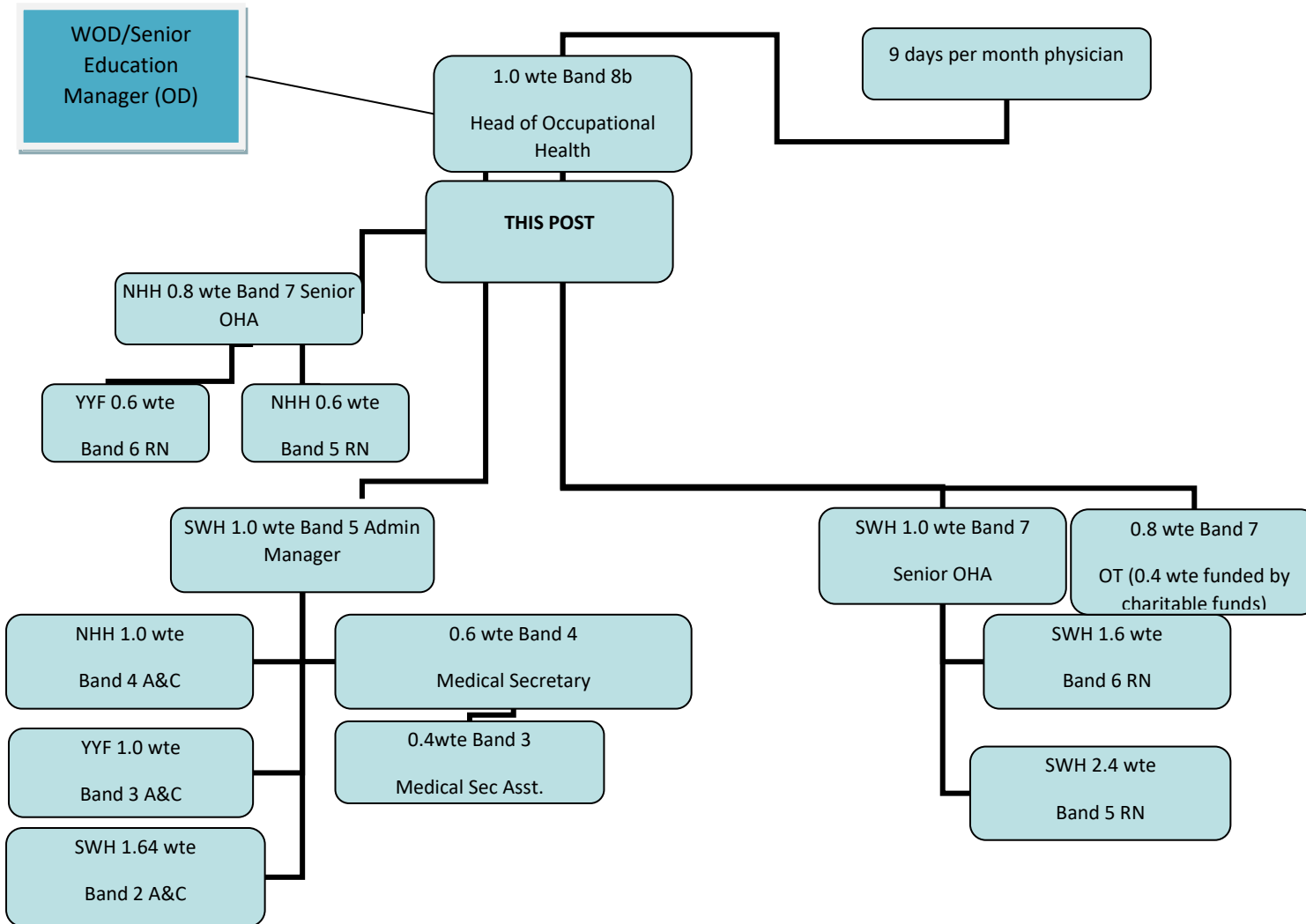
Other

Essential

- Highly motivated
- Ability to prioritise a heavy workload
- Display exemplary personal and professional standards of behaviour and integrity at all times
- Committed to equal opportunities
- Good team player
- Satisfactory enhanced DBS clearance for working with adults
- Ability to travel within ABUHB geographical area in a timely manner and to other sites in Wales as required.
- Ability to identify and take action when own or others' actions undermines equality and diversity

- Ability to work independently and as part of a team
- Ability to deal with stressful and demanding workload.

ORGANISATIONAL CHART



EFFORT AND ENVIRONMENTAL FACTORS

Physical Effort

Please identify any circumstances that may affect the degree of effort required -

Examples of Typical effort(s)	How Often	How Long
Bending, stretching etc. Lifts light weights with/without mechanical aids. Standing/walking for moderate periods. Driving	Frequent	Short periods
Light physical effort will be required, including a frequent requirement to work in a restricted sitting position.	Daily	Long periods
Requirement to travel to different locations	1 – 2 times a week	Varies

Mental Effort

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 -

Examples of Typical effort(s)	Type	How Often
The duties of this post are highly complex and varied, and the pattern of work is unpredictable.	Prolonged	Frequent
There is a requirement for concentration to carry out clinical assessments, write reports, record patient outcomes, refer onto other services etc.	Prolonged	Frequent
The post holder may be interrupted at any time with questions and queries and may need to re-prioritise work and shift focus to other areas according to demand.	Unpredictable	Frequent

Emotional Effort

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 -

Examples of Typical effort(s)	Type	How Often
Deal with highly emotional, sensitive and stressful issues e.g. dealing with a distressed employee on the telephone or in face-to-face consultation who may have terminal illness, cancer diagnosis, long term sickness etc. and be highly distressed and anxious. Needs to be able to develop appropriate coping mechanisms and advise staff regarding coping mechanisms.	Direct	Frequent
Will encounter some verbal abuse from disgruntled service users.	Direct	Occasional
Requirement for concentration with unpredictable work patterns	Direct	Frequent
Required to concentrate on emails, checking documents, blood results etc.	Direct	Frequent
Required to concentrate on statistics, meet deadlines	Direct	Frequent
Required to concentrate on managing clinical database	Direct	Frequent
Required to concentrate on managing staff	Direct	Frequent
Manage complaints	Direct	Occasional

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 of Typical effort(s)	How Often
There will be extended periods of time sitting at a desk, using a computer, typing reports and researching data	Frequent/daily