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Bwrdd Iechyd Prifysgol
Aneurin Bevan
University Health Board

ANEURIN BEVAN UNIVERSITY HEALTH BOARD JOB DESCRIPTION

JOB DETAILS:

Job Title	Admin Controller – Mass Vaccination Centre
Pay Band	Band 6
Hours of Work and Nature of Contract	37.5 hour per week (part time hours may be considered)
Division/Directorate	COVID-19
Department	Mass Vaccination Centre
Base	Mass Vaccination Centre

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Operational Manager
Reports to: Name Line Manager	Shareen Ali
Professionally Responsible to:	Shareen Ali

OUR VALUES:

Ein GWERTHOEDD yw...

Pobl yn gyntaf

Cyfrifoldeb personol

Angerdd am welliant

Balchder yn yr llyn a wnaeth

Our VALUES are...

People first

Personal responsibility

Passion for improvement

Pride in what we do

Am fwy o wybodaeth ffoniwch 01633 623801

For more information please contact the Organisational Development Team on 01633 623801

Job Summary/Job Purpose:

The post holder is responsible for providing day to day operational oversight to the non-clinical roles at the COVID-19 mass vaccination centres (MVCs).

The postholder will be required to act independently within appropriate organisational guidelines, deciding when they need to refer to their manager.

To ensure that all staff are up to date with mandatory training and delivery any additional training needed that is pertinent and specific to their role.

DUTIES/RESPONSIBILITIES:

The Admin Controller for the Mass Vaccination sites will provide operational leadership and have operational management responsibility for a dedicated site. The post holder will act autonomously, guided by national and Health Board policies, procedures and standing operating procedures. This is highly operation role requiring logistical skills and will require the post holder to manage the flow of patients into the centre and problem solve any IT, technical or personal queries that arise with booking patients into the centre. This will involve managing service changes and management and leadership of a team of staff as outlined below:

- **Induction of staff** using a standardised induction pack. This induction will familiarise staff with the venues they will be working in and relevant points of contact, provide information about mandatory and statutory training requirements, standard operating procedures, health and safety requirements as well as human resources information and payroll procedures.
- **Training new staff** using standardised training guide. This includes enabling new staff to understand the requirements to successfully deliver each role, eg, buddying up new staff with those who are more experienced to demonstrate role requirements and to be on hand to answer any immediate questions.
- **Ensuring each role is being carried out as required.** The postholder will be responsible for ensuring that all of the non-clinical roles listed below are carried out as required, including ensuring any updates to roles and standard operating procedures are understood and implemented, and the appropriate PPE is being worn by each member of staff.
- **Being the point of contact between the MVC and booking lead.** There are often late additions to the clinic list each day that the Admin Controller will receive from the booking lead each day. The Admin Controller will ensure that these additions are communicated to front door staff to allow new additions to gain entry, as well as ensuring their details are appropriately recorded onto the electronic system.
- **Being the point of contact between the MVC team and staff line management.** Within each MVC there is a blend of staff; some are employed directly to support the mass vaccination programme, existing ABUHB staff who have been redeployed or choosing to work additional hours or overtime, volunteers and external mutual aid support through local authorities and the military. Any issues to report or feedback regarding staff employed to support the programme should be to the assigned line manager and any other staffing group issues should be reported to the member of the planning team assigned to the non-clinical workforce.
- **Being the point of contact between the MVC and rota management lead.** The rota management lead will share staffing rotas for each MVC. The Admin Controller will ensure

that any discrepancies between the rota and staff attendance each day is communicated back to the rota lead to ensure any issues which as staff absence or additional hours/overtime staff members choose to pick up is address/notified in a timely way.

- **Ensure regular communication with clinic controller.** The Admin Controller will work closely with the clinic controller each day to ensure any issues such as potential vaccine wastage, and any other operational delivery requirements are addressed/eliminated.
- **The assignment of staff to roles and ensuring appropriate breaks throughout the day.** The Admin Controller will ensure that staff are aware of the roles they are assigned to each, provide opportunities (as appropriate) to rotate staff between roles and ensure breaks are provided to each staff member throughout the day.
- **Responding and supporting staff with any electronic system issues.** In the event that the electronic systems being used within the MVC fail, the Admin Controller is responsible for ensuring these issues are resolved and to implement alternative systems, if required, e.g. moving from electronic to paper based systems short term.
- **Ensuring any paper based records are inputted onto the electronic system in a timely way.** The Admin Controller will ensure that any paper records are inputted onto the electronic system in a timely way which will ensure up to date data reporting of vaccine delivery across ABUHB. If additional staffing is required to support this, this will be reported to a member of the planning team who will ensure rapid plans are put in place to support this.

COMMUNICATIONS

The post holder will act as the key point of contact for all business-related issues within the service, ensuring effective liaison/communication between the service and other areas of the Directorate, the Health Board and external organisations. Within the role, the post holder will;

- Effectively communicate with all groups/levels of staff, patients and other groups. The information may be highly complex and sensitive. This may include reporting information to senior management and dealing with staffing issues along with resolving issues with patients attending the centre.
- Have a detailed working knowledge of Health Board policies such as confidentiality, Data Protection Act, Freedom of Information Act, the Caldicott Principles and the complaints process.
- Use a wide range of different forms of communication depending on the circumstances, which will include verbal, written and electronic communication. They will be responsible for communicating business and sensitive information from staff at all levels of the organisation as required.
- Communicate with a range of staff and members of the public, passing on information clearly and succinctly and in a manner which the recipients will understand and which is appropriate. This will include, for example, discussing the process, enquires around the vaccination process etc.
- They will present reports/findings in relating to the service as appropriate, using a range of tools, e.g. through the use of PowerPoint, to internal staff groups.

- Recognise and reflect on barriers to effective communication which may be experienced, explain the relevance and importance of information/requests clearly and demonstrate the ability to deal with anxious or distressed staff in an appropriate manner.
- The post holder may deal with escalated queries from members of staff or the public. This can potentially involve anxious individuals or working with a degree of pressure. Such situations will be managed calmly, addressing sensitive or complex issues with tact and ensuring privacy in the workplace environment.

KNOWLEDGE & TRAINING:

- The postholder will be educated to degree level qualification or equivalent demonstrable experience, together with evidence of continuous professional development.
- The postholder will have excellent verbal and written skills.

ANALYTICAL:

The postholder will be required to frequently collate, interpret and analyse a range of complex data and situations, determining appropriate onward action. This includes the maximising the availability of the vaccine resolving any issues that are impact delivery with the re-allocation of stock and/or staff within the service to meet service demand.

- Work with the Clinical Site Controller to ensure that plans are in place to correlate vaccines and administrative staff to ensure that flow is in place to not waste vaccine. This requirements of liaison with pharmacy in line with DNA rates.
- Monitor vaccination site activity and make judgements in relation to potential solutions. This will include monitoring attendances, DNAs in line with number of vaccinations to be delivered on a daily basis and action remedial solutions. This requires the analysis and interpretation of the number of vaccines and number of staff to be correlate throughout the working day in addition to planning the workforce required against staffing.
- To source and analyse information, presenting findings in a variety of formats appropriate to the audience. For example, reporting on the number of bookings/vaccinations or turnaround time.
- The post holder will monitor the collation of information confirming that the data/information is set out in the format agreed and reports any quality issues as appropriate.
- Investigate queries or issues and make judgements upon their resolution. For example, dealing with discrepancies in vaccination results or conflicting information and assessing the best way forward in terms of resolution. Escalating when appropriate to do so.

PLANNING:

The postholder is responsible for the day to day delivery of the Mass Vaccination Centre.

- To plan activities around the Mass Vaccination Programme, making the necessary adjustments to ensure that the number of people receive the vaccine is maximised against its availability on an ongoing daily basis. Making the necessary adjustments to ensure that this is achieved

- The Mass Vaccination Centre is subject to constant change and priorities are often designated at short notice. The post holder will be expected to react to changes with a 'can do' attitude to ensure that maximum throughput is achieved with minimum disruption to planned services.
- The post holder will take a lead role in the planning of staff resources to, ensure that appropriate staff cover is place to support service delivery.
- To monitor and plan the staffing in the centre and allocate and reallocate of tasks and duties to meet the requirements in respect of demand.
- The post holder will be responsible for the development and implementation of service developments which directly affects the vaccination site.

PHYSICAL SKILLS:

- The postholder will have an excellent range of keyboard and computer literacy skills.

PATIENT/CLIENT CARE:

- The postholder will provide non-clinical advice and guidance as and when required to patients and relatives/carers about appointment waiting times,

POLICY & SERVICE:

- The postholder will propose and implement changes to policies and Standing Operating Practices in relation to the administrative function of the Mass Vaccination Centre.

FINANCE:

- Supporting the Line Manager, the postholder will support the service to achieve the objectives of the Health Board within the resources available.
- Responsible for the verification of hours worked by administration staff
- Ordering of consumables for the vaccination centre
- Responsibility for management of the administration budget for the centre.

HUMAN RESOURCES:

The postholder will be responsible for providing day to day operational management, induction and training to the non-clinical workforce roles for each MVC. This will include allocation of tasks, review. Initial stages of grievance and discipline, work performance and progress, sickness reporting and complaints as below:

- **Car Park Attendants** – will ensure that venue car parks continue to flow as efficiently as possible ensuring blockages are avoided and flow is maintained; to direct patients from the car park to clinic entrances; monitor social distancing when queuing and to bring any issues or concerns to the Admin Controller.
- **Front Door** – will welcome patients into the clinic ensuring they have a pre-booked appointment and are adhering to social distancing guidance.
- **Meet and Greet** – will screen patients in the clinic and assess patients for symptoms

including temperature taking; direct patients to the Receptionist.

- **Receptionist** – will check-in patients including verification of identity, confirmation of personal details; electronically confirm attendance and direct patient to next available vaccinator.
- **Exit Admin** – where required, ensure patient is aware of their post-vaccination observation period before leaving the clinic.
- **Admin Support/Data Entry** – will be assigned to input records onto the appropriate electronic system the same day with any anticipated delays reported immediately to the Admin Controller.

INFORMATION RESOURCES:

- Ensure data is inputted correctly in a timely manner.
- Development of statistical reports.
- Data cleansing work.
- To ensure and maintain accurate records in accordance with legislation, policies and procedures, respecting and maintaining confidentiality at all times throughout the team. Ensuring information is accurate, relevant and shared appropriately.
- The postholder is responsible for the storage of administration information and ensure that data/information is stored and retrieved in accordance with the Data Protection Act and acts in compliance with Health Board policy.
- Analysing and producing performance and demand statistical reports to report on the efficiency and effectiveness of the Mass Vaccination Centre. This will require the postholder to source and analyse information, presenting findings in a variety of formats appropriate to the audience.

RESEARCH & DEVELOPMENT:

- Within their daily activity, the postholder will be expected to regularly support relevant activity, performance and impact assessment audits, ensuring they are routed into the role as appropriate and act upon audit results.

FREEDOM TO ACT:

- The postholder will be required to act independently within appropriate organisational guidelines, deciding when they need to refer to their manager.
- Working on their own initiative.
- Leadership responsibility and speciality for administration service for the Mass Vaccination Services on a day to day basis.
- Responsible for the daily Management of MVC administration staff referring to the Programme Manager where necessary and when escalation is required

PHYSICAL EFFORT:

- The postholder will undertake their role through a combination of sitting, standing and walking, couple with light physical effort when facilitating workshops, delivering training, etc.

MENTAL EFFORT:

- Due to the dynamic nature of the post, the postholder will frequently be required to undertake work where the pattern is unpredictable, or requires high levels of concentration/analysis. Dealing with staff queries.

EMOTIONAL EFFORT:

- There is a frequent exposure to distressing or emotional circumstances. Examples may include dealing with distressed and angry patients, relatives and carers coming into the centre and where there maybe conflicting advice.

WORKING CONDITIONS:

- The postholder may occasionally be subjected to verbal aggression from patients, carers, etc. The postholder will be required to be independently mobile to attend meetings/travel between centres.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and/or Knowledge	<p>Appropriate degree level and further training experience to post graduate diploma level or equivalent demonstrable experience.</p> <p>Developed knowledge and confidence in the use of IT software packages including Word, Excel, PowerPoint, Email, Electronic Diaries and Internet.</p> <p>Ability to collate, analyse and draw conclusions from data, and present reports in a variety of formats.</p> <p>Good grasp of Health Board policies and Procedures, including HR.</p> <p>Evidence of continuous professional development.</p>	<p>Management or Service Improvement qualification such as ILM Level 3 or willingness to work toward.</p> <p>Experience using Welsh Patient Administration Services (WPAS), Welsh Immunisation System (WIS)</p>	Application form and pre-employment checks
Experience	<p>Experience of managing staff.</p> <p>Experience of managing operational activities.</p> <p>In-depth understanding of data protection, information governance and confidentiality legislation.</p> <p>Excellent organisational skills, with demonstrable experience of managing conflicting and multiple demands.</p>	<p>Experience of using and managing E-Rosters.</p> <p>Experience of working within the NHS.</p> <p>Experience of working in a logistics environment.</p> <p>Experience of report writing and strong IT expertise.</p>	Application form and interview
Aptitude and Abilities	<p>Developed interpersonal skills with the ability to manage multiple stakeholders in a professional and effective way.</p> <p>Excellent verbal communication and presentation skills.</p> <p>Ability to prioritise and work reactively.</p> <p>Ability to work effectively with clinicians.</p> <p>Ability to influence and persuade others.</p> <p>Skilled negotiator and diplomat.</p>	Ability to speak Welsh	Interview

	Management of difficult situations. Ability to teach and deliver training. Ability to develop good and effective employee relations. Awareness of personal and political sensitivities, and ability to adapt accordingly.		
Values	Commands respect and has credibility with clinicians and peers. Able to work under pressure and use own initiative.		Application Form Interview References
Other	Ability to travel between sites. Able to work flexibly in line with service need.		Application form and interview

GENERAL REQUIREMENTS

Include those relevant to the post requirements:

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.
- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk

Management, Health and Safety and associate policies.

- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **Data Protection:** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Legislation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB or Trust Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB/Trust to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics: age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB/Trust is committed to ensuring that no job applicant or employee receives less favourable treatment on any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.
- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** In this role you will have * direct / indirect contact with* patients/service users/ children/vulnerable adults in the course of your normal duties. You will therefore be required to apply for a Criminal Record Bureau *Standard / Enhanced Disclosure Check as part of the HB/Trust's pre-employment check procedure. *Delete as appropriate.
If the post holder does not require a DBS Disclosure Check, delete as appropriate.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against

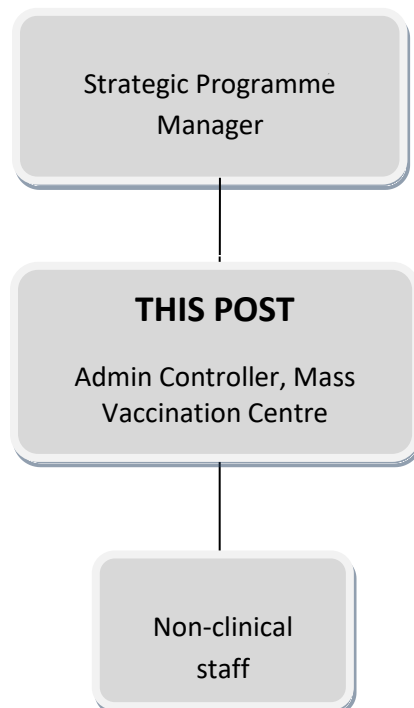
the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board/Trust Infection Prevention & Control Policies and Procedures.

- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board/Trust sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Job Title: Admin Controller – COVID19 Mass Vaccination Centre

Organisational Chart



Job Title: Admin Controller, Mass Vaccination Centre

Supplementary Job Description Information

Physical Effort

This factor measures the nature, frequency and duration of physical effort (sustained effort at a similar level or sudden explosive effort) required for the job.

Examples of Typical effort(s)	How often per day / week / month	For how long?	Additional Comments
Computer based work. Typing most of the day. Minimal physical effort.	5 hours a day		
Monitoring emails on the computer and completing other IT activities throughout the day. Effort would consist of sitting at their desk using a mouse and keyboard.	Daily	5 hours	
Travel to Mass Vaccination Centres.	Once a month	1 hour	

Mental Effort

This factor measures the nature, level, frequency and duration of mental effort required for the job, for example, concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Attending meetings in person and virtually. Meetings require full concentration and engagement.	1 per day	1-2 hours	
Managing staff members in regards to giving duties and dealing with any HR related issues.	Daily	1-2 hours	
Managing E-Rostering system using initiative and skills to prioritise rota.	Weekly	2-3 hours	
Calculating solutions to ad-hoc operational issues that come in regularly throughout the day.	Daily	2-3 hours	

Emotional Effort

This factor measures the nature, frequency and duration demands of the emotional effort required to undertake clinical or non clinical duties that are generally considered to be distressing and/or emotionally demanding.

Examples of Typical effort(s)	How often per day / week / month?	For how long?	Additional Comments
Staff management – listening to emotive issues from staff members which may be personal.	Monthly	Infrequently	

Working Conditions

This factor measures the nature, frequency and duration of demands on staff arising from inevitably adverse environmental conditions (such as inclement weather, extreme heat/cold, smells, noise and fumes) and hazards, which are unavoidable **(even with the strictest health and safety controls)**, such as road traffic accidents, spills of harmful chemicals, aggressive behaviour of patients, clients, relatives, carers.

Examples of Typical Conditions	How often per day / week / month?	For how long?	Additional Comments
Working in an office based environment with a team of other admin staff.	Daily	7.5 hours per day	
Ability to be independently mobile	Varies	Varies	