

Community Co-ordinator

Department: SPPP
Section: xx
Reports to: Operations Lead
JE Ref: SPPP1058

Grade: CS06

JE Date: 02/11/2023

Job purpose

To provide wide ranging efficient, accurate and confidential support to the Vaccination Service by co-ordinating community outreach clinics, care-home visits, arranging for vaccinators to visit individuals in their own homes, and other bespoke bookings including ad hoc 'rock up' clinics.

Job specific outcomes

1. Provide a broad range of support to the vaccine service, using initiative and judgement and drawing on experience to anticipate business needs and respond accordingly.
2. Co-ordinate the arrangements for members of the vaccination team to visit a range of locations including care homes, individuals in their own homes, and other bespoke bookings including ad-hoc 'rock up' clinics.
3. Attend the location as required, input appropriate information into patient record database; when required, undertake analysis and produce non-standard reports to provide the business with the information it needs to support decision-making.
4. Collect vaccines and supplies from central Pharmacy, as required, ensuring safe handling and record keeping in accordance with protocols.
5. Ensure stock control of consumables including PPE/laundry, collecting and delivering as required.
6. Maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
7. Monitor the Vaccine Helpline Escalation (VHE) inbox, ensuring that issues are resolved in a timely and effective way, referring upwards as required.
8. Manage bespoke bookings, queries and cancellations, ensuring that effective communication takes place at all times.
9. Undertake any other duties to support the work of the vaccination service at any location within the island.

Statutory responsibilities

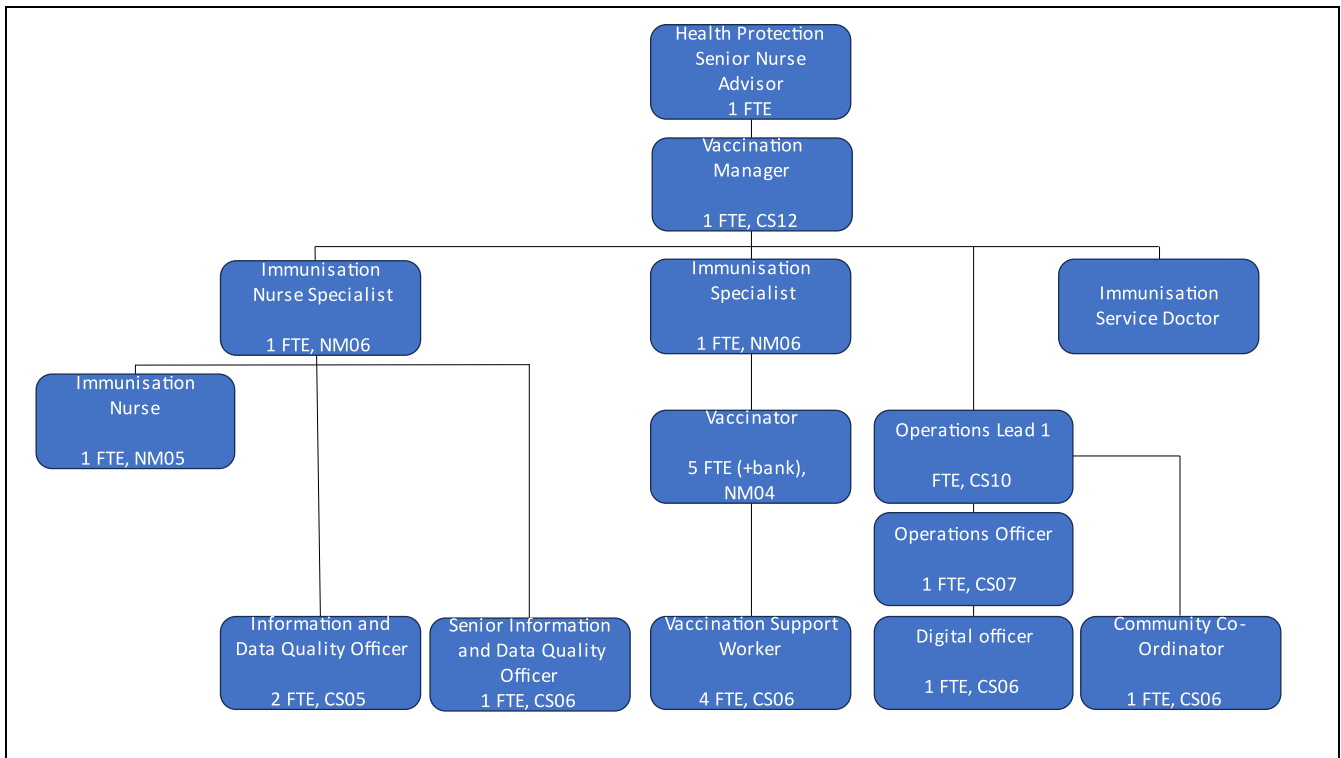
Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

Organisational structure

Government Departments



Organisation chart



Person Specification

Specific to the role

Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.

It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i>	Educated to A level standard of NVQ level 3, or equivalent experience.	
Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i>	Knowledge of supporting clinical services in a business capacity.	Knowledge of medical terminology

<p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Use of computer systems to enter and retrieve data. Proficient in using computer applications eg Microsoft Office.</p>	<p>Able to speak a second language</p>
<p>General Skills/Attributes <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Strong communication skills, primarily for giving and receiving information. Sensitive to and respectful of user's needs. Organised and self motivated. Able to deal with routine challenges autonomously, some with a moderate level of complexity.</p>	
<p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Practical relevant work experience in the provision of a range of support functions. Ability to manage a varied workload.</p>	

Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.