

Vaccination Support Worker

Department: SPPP
Section: xx
Reports to: Immunisation Specialist
JE Ref: SPPP1061

Grade: CS06

JE Date: 02/11/2023

Job purpose

To work flexibly to provide support to all aspects of the vaccination service. This includes receiving and booking-in members of the public attending vaccination appointments, supporting vaccinators at central clinics and outreach clinics, retrieving patient data and inputting data using a variety of systems, filing, light portering duties including use of wheelchairs when required, collecting vaccines from central Pharmacy and elsewhere, laundry runs, stock control of consumables, waste disposal of sharps and other consumables, supporting the helpline by answering telephone and email queries when required.

Job specific outcomes

1. Provide a broad range of support to the vaccine service, using initiative and judgement and drawing on experience to anticipate need and respond accordingly.
2. To receive visitors/members of the public to vaccination centres and clinics, including outreach clinics, check identity, retrieve and confirm patient data and input data using a variety of systems. Manage the flow of patients/members of the public to the next stage of the process.
3. Work flexibly to ensure adequate stocks of vaccines and consumables are available to the clinic area, including collecting and delivering vaccines in accordance with quality control processes, stock control of consumables including PPE/laundry, arranging for disposal of sharps and other items in accordance with infection control processes.
4. Support the helpline by providing advice and support to members of the public and others with queries, including telephone and email queries.
5. Portering duties when required, for example providing wheelchair support to members of the public from the main entrance of the vaccination clinic to the clinic area, using safe patient handling techniques at all times.
6. Maintain confidentiality of highly sensitive personal information to ensure compliance with data protection requirements.
7. Undertake any other duties to support the work of the vaccination service at any location within the island.

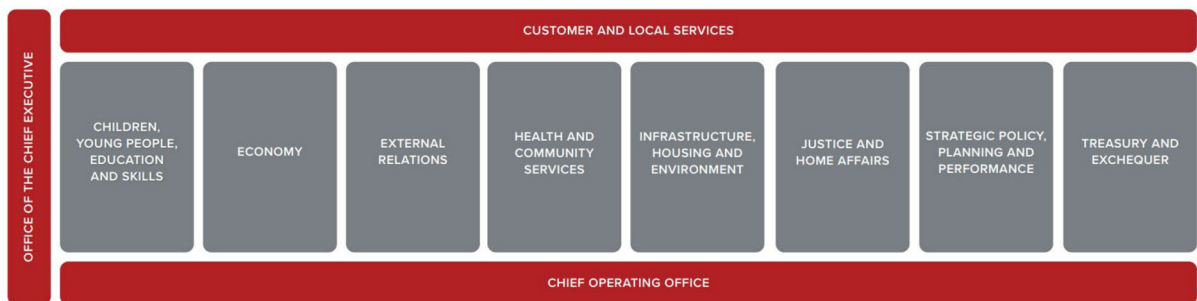
Statutory responsibilities

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

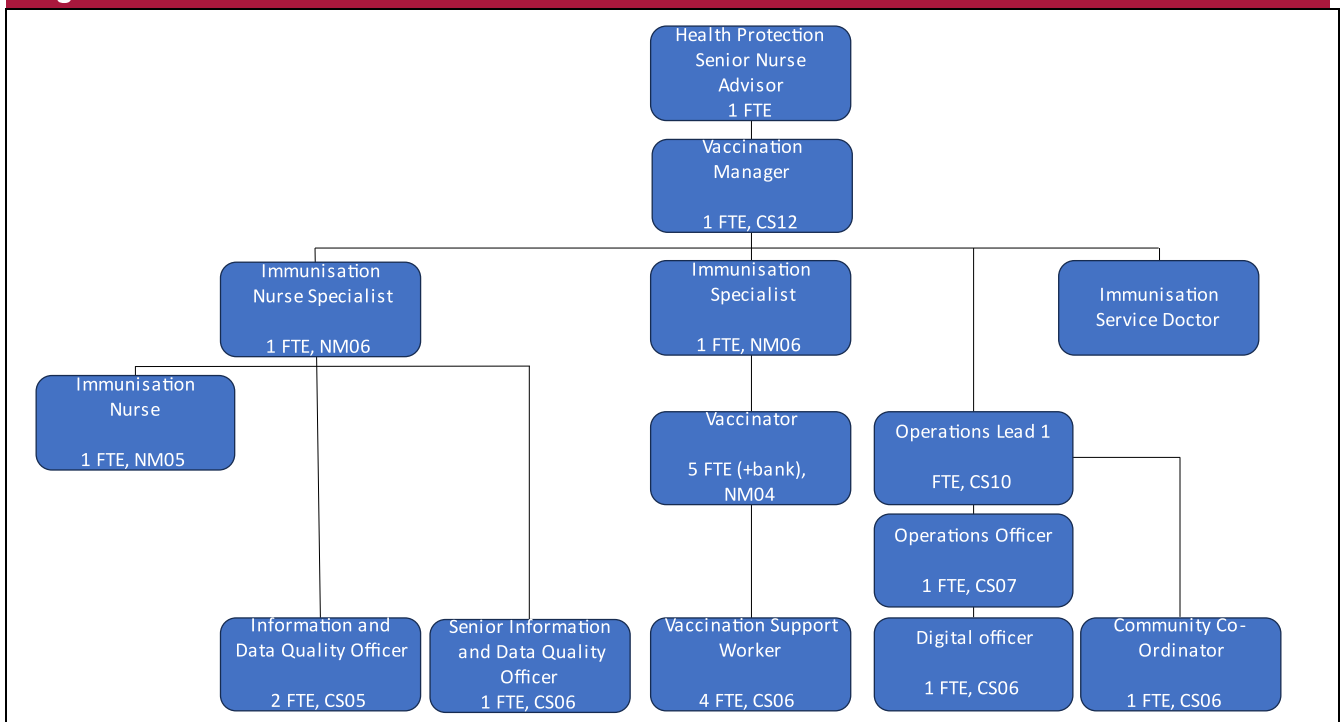


Organisational structure

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
<p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	Educated to A level standard of NVQ level 3, or equivalent experience.	
<p>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></p>	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>	Use of computer systems to enter and retrieve data.	Able to speak a second language
<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.</p> <p>Sensitive to and respectful of user's needs.</p> <p>Organised and self motivated.</p> <p>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.</i></p>	Practical relevant work experience in the provision of a range of support functions.	

<p><i>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>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.