

Job Description

Title:	Occupational Health Advisor
Directorate:	Workforce
Board/corporate function:	Corporate Functions
Band:	6
Responsible to:	Senior Occupational Health Advisor
Accountable to:	Occupational Health Clinical Nurse Lead.
Hours:	37.5 per week
Location:	Ground Floor, John Astor House, 3 Foley Street, London. W1W 6DN

University College London Hospitals NHS Foundation Trust

University College London Hospitals NHS Foundation Trust (UCLH) is one of the most complex NHS trusts in the UK, serving a large and diverse population. We provide academically led acute and specialist services, to people from the local area, from throughout the United Kingdom and overseas. Our vision is to deliver top-quality patient care, excellent education, and world-class research.

We provide first-class acute and specialist services across eight sites:

- University College Hospital (incorporating the Elizabeth Garrett Anderson Wing)
- National Hospital for Neurology and Neurosurgery
- Royal National ENT and Eastman Dental Hospitals
- University College Hospital Grafton Way Building
- Royal London Hospital for Integrated Medicine
- University College Hospital Macmillan Cancer Centre
- The Hospital for Tropical Diseases
- University College Hospital at Westmoreland Street

We are dedicated to the diagnosis and treatment of many complex illnesses. UCLH specialises in women's health and the treatment of cancer, infection, neurological, gastrointestinal and oral disease. It has world class support services including critical care, imaging, nuclear medicine and pathology.

At UCLH, we have a real 'One Team' ethos, and our values – safety, kindness, teamwork and improving, are central to the way we work. This is supported by our staff, who voted us as the #1 NHS Acute Trust to work for in the whole of England.

Our Vision and Values

The Trust is committed to delivering top quality patient care, excellent education and world-class research.

We deliver our vision through values to describe how we service patients, their families and how we are with colleagues in the Trust and beyond.

We put your **safety** and wellbeing above everything

Deliver the best outcomes	Keep people safe	Reassuringly professional	Take personal responsibility
---------------------------	------------------	---------------------------	------------------------------

We offer you the **kindness** we would want for a loved one

Respect individuals	Friendly and courteous	Attentive and helpful	Protect your dignity
---------------------	------------------------	-----------------------	----------------------

We achieve through **teamwork**

Listen and hear	Explain and involve	Work in partnership	Respect everyone's time
-----------------	---------------------	---------------------	-------------------------

We strive to keep **improving**

Courage to give and receive feedback	Efficient and simplified	Develop through learning	Innovate and research
--------------------------------------	--------------------------	--------------------------	-----------------------

Equality, Diversity, and Inclusion at UCLH

At UCLH, we take equality of opportunity seriously and are committed to being a diverse and inclusive employer, with a culture that creates a real sense of belonging and trust. Respect, inclusion and sensitivity are hallmarks of quality of our care. That is why it is our fundamental aim, to recruit, retain and promote a diverse mix of people from all backgrounds, cultures, and perspectives, who are representative of our local communities to support our world class research, innovation, and creativity. We are proud to have 5 different networks that are owned and led by our staff which give a voice to all our staff to feed up to leadership of the organisation, including the Trust board, thus creating a sense of community and support and help drive cultural change to become a more inclusive organisation.

Our staff networks are:

Black, Asian and Minority Ethnic (BAME) Network
 Lesbian, Gay, Bisexual Transgender, Queer, Intersex and Asexual (LGBTQIA+)
 Women's
 Disability Network
 Mental Health Network

The workforce Directorate

The workforce Directorate is made up of several corporate teams (occupational health and wellbeing, resourcing, medical workforce, workforce intelligence, employee relations and staff experience). The three clinical boards and corporate functions are supported by an HR business partnering function.

The Directorate aspires to make day to day contributions that improve patient care as well as informing UCLH's and future NHS strategies that forecast and meet future challenges for our staff and the services our patients need. We place emphasis on the following in order to support our staff to deliver their full potential: -

- Improve staff experience.
- Improve the quality of education and development.
- Demonstrate that we are an employer of choice.
- Improve working conditions for junior doctors and other staff in training.
- Collaborate with Sustainability and Transformation Plans (STP) and others to design and develop the future health and care workforce.
- Develop our staff to achieve transformational change.

The Occupational Health and Wellbeing service is in John Astor House, Foley Street, London which is only a few minutes' walk from the Trust's headquarters on the 2nd floor of 250 Euston Road, NW1 2PG. The Service is within 10 minutes' walk from Warren Street station and Goodge Street Station and has exceptional public transport links via rail, underground and bus. Occasional travel may be required to support offsite clinics.

Job Purpose

- To work within a team of Occupational Health professionals providing a need based, safe, effective and quality Occupational Health service to all contracted clients in line with good Occupational Health practice and current Health and Safety legislation.
- To support the Senior Occupational Health Advisors with leadership and development support to junior occupational health clinic nurses.
- To act as a role model to others in all aspects of their work and consistently demonstrate UCLH values of safety, kindness, teamwork and improving.

Key Results Area

The Occupational Health and Wellbeing service (OH&W) aims to support the Government and Trust's Strategies on Health and Wellbeing, sickness absence management, compliance with Health and Safety Legislation and the Equality Act. Also, supporting the Human Resources department on recruitment and retention of staff and working in collaboration with the Governance department to implement the Trust risk management strategies.

The postholder will be required to undertake a comprehensive range of occupational health activities related to:

- Assessment of employee fitness to work.
- Protection of employee health at work

- Promotion of employee health at work
- Support of individuals with disabilities in both gaining and sustaining employment
- To support with the ongoing development of the OH&W Services which includes clear leadership for both managers and employees using the service and organisations with which the Service comes into contact.

The post holder will work according to the NMC Code of Professional Conduct and relevant professional guidelines and carry continuing responsibility for:

- The assessment of employee health at work, health education and health promotion needs.
- The development, implementation and evaluation of occupational health practices.
- The organisation and management of a caseload and relationships with a dedicated part of the Trust (circa 11,000+ substantive employees) plus volunteers, Observers, work experience and external contracts.
- Promotion of and maintaining effective communication.

Main Duties and Responsibilities

- To identify Occupational Health needs and work in partnership with the client to establish a service, which is specifically developed for the organisation in line with current legislation and best practice.
- To record accurate and confidential occupational health information into staff records following all appointments and communication with the department.
- To use Occupational Health knowledge, experience, principles and practice to assess an individual's health capability to perform a particular job role at the pre-placement stage and during employment considering any relevant legislation such as the Equality Act 2010.
- To request additional medical information from specialists and GPs where indicated.
- To inform managers of the findings within the defined department timescales and in line with confidentiality and consent requirements.
- To provide advice and inform managers of relevant adaptations and equipment required to maintain health and wellbeing at work.
- To work in partnership with clients to identify health hazards through the risk assessment process and to support with the implement health surveillance programmes where appropriate.
- To provide management with the outcomes from health surveillance in accordance with OH&W policies and procedures. To ensure clients are informed of the risk and hazards associated with their work activity.
- Using the agreed Occupational Health procedures and guidance to undertake a risk assessment for staff who have sustained a blood or body fluid exposure incident and to advise on any appropriate course of treatment including the need for Post Exposure Prophylaxis. To inform staff of the source/recipient blood results and any implications to working practice.
- To regularly undertake the role of the Duty Nurse Adviser supporting both the existing advice line and the proposed dedicated manager line (details still under discussion). To provide telephone advice to all contracted clients on any Occupational Health concern, which may include pre-placement health issues, health capability to work, infection control and blood and body fluid exposure incidents. To advise on more complex issues as required.
- To identify clients that require a phased return to work and liaise with management

and primary care services in implementing specific programmes for an individual returning to work following a period of sickness absence. To formally advise managers on any work restrictions and adaptations that need to be considered and the approximate length of the phased return. To ensure the manager and client are supported through this process.

- To work with the client to identify any occupational health training needs, to develop and present training programmes which always reflect a professional and quality service.
- To assess and refer clients to the relevant counselling and physio services. Where necessary to liaise with relevant health professionals and external health promotion agencies to support and advise the client on potential solutions to improve their health. To advise on more complex cases as required.
- To prioritise, plan and maintain own client caseload under the management of the contract lead.
- To participate in all required surveillance health-screening tests and to interpret the results in line with OH&W Policy and SOPs. Know when to escalate. To provide advice to managers on the results and the impact this may have on working practice.
- Ensure ongoing self-audit of service delivery and department processes is undertaken and to implement resulting changes to Occupational Health nursing practice. To work with the Senior management team in supporting of auditing methods.
- To support and participate in occupational health programmes and teach, act as facilitator/mentor/preceptor as required to Junior nurses.
- Maintain client clinical records, in accordance with professional standards, ensuring confidentiality of information held, and meeting legislative professional and clinical standards of record keeping.

Clinical

- **Assessment** of fitness to work of an individual in relation to the specific post for which they are to be employed. This is to be carried out in accordance with occupational health best practice standards and may include discussing and processing of some difficult and sensitive information, especially in circumstances where clients may exhibit unfavourable or highly emotional behaviour. High levels of interpersonal and communication skills are required especially where judgements on fitness for work may affect future employment. Also know when to escalate.
- **Protection** of employee health at work including running immunisation clinics; screening programmes, workplace risk assessments; providing advice to management and employees on the measures necessary to protect against any physical, chemical, psychological, or microbiological hazards arising from the work or from the conditions in which it is carried out. Co-ordinate occupational health activities with other health, safety and welfare services utilised by the employer and employee.
- **Promotion** of employee health at work including the planning and undertaking of specific screening programmes; project work and ad hoc occupational health training activity as required.
- **Support** of all individuals who may fall within the Equality Act 2010 to gain and sustain employment through the provision of specialised advice concerning fitness for work; phased return to work involving modification, adjustment, restriction of duties either on a temporary or permanent basis; liaison with other services.

Management

- To support with the develop and implementation of Occupational Health procedures which have an impact on the work area.

- To participate in the review and updates on OH procedures as required. **NHS Foundation Trust**
- To assist the Senior OH advisors and Clinical Nurse Lead in ensuring all clinical aspects of the Occupational Health service are delivered with the available resources, to identify areas which require development, and to work in an objective way to meet the goals.
- To support with the induction of new Occupational Health clinic nurses and junior staff in line with the local procedures.
- To act as a resource for support and guidance for junior team member and escalate where required.
- Undertake and support with the supervision of junior nurses in routine activities and ensure all occupational health activities are undertaken in a safe and secure manner.
- Be able to manage own workload and support with the oversight of the workload of junior members of the clinical team. To identify and raise any concerns especially where specific areas of work are not completed within agreed timeframes and report to the Senior Occupational Health Advisor.
- To provide the required support to the OH&W management team and deputise in absence of the Senior OH advisor where appropriate.
- To sign agency and bank timesheets/ authorise any overtime as maybe required in absence of the Senior OH Advisor.

Communication

- The ability to interview and support clients through the various assessment processes and communicate difficult and at times, contentious information in a sensitive manner.
- Establish and maintain good working relationships with all occupational health & Wellbeing Team.
- Maintain professional relationships with staff from other NHS, private, voluntary and local authority agencies.
- Plan, prepare and deliver specialist Occupational Health advice regarding fitness to work and protection, promotion, support of disability at work, via oral, written & electronic use and deal with difficult, sensitive or contentious issues.
- To provide information and 1:1 support to individual's aimed at maximising their scope for rehabilitation, control of symptoms and improvement of health and wellbeing at work.
- High levels of interpersonal and communication skills are required especially where judgements on fitness for work may affect future employment including ability to persuade, provide reassurance and dealing with staff with special needs or learning disabilities.

Quality

- To be active in the quality, efficiency and productivity programme, identifying areas where efficiency savings can be made and productivity and quality improved.
- Contribute to the on-going development of the Occupational Health and Wellbeing Service to achieve SEQOHS accreditation.
- Conduct and participate in the monitoring and auditing of occupational health clinical activities and ensure these are undertaken in the most efficient and effective manner. This will include, computer based and document review processes, customer and client surveys.
- Act in a calm and professional manner always, affording courtesy to all who may come in contact through the course of his/her/their work.
- To support with ordering, maintenance and storage of clinical equipment, pharmacy and other clinical supplies.
- Meets professional protocols and local clinical governance requirements.

General

- To adhere to the UCLH values and always adopt a professional approach to customer care.
- To comply with the Trust's Equal Opportunities Policy and treat staff, patients, colleagues and potential employees with dignity and respect always.
-
-
- To take personal responsibility for promoting a safe environment and safe patient care by identifying areas of risk and following the Incident, Serious Incidents and Near Misses reporting policy and procedure.
- To take personal responsibility for ensuring that UCLH resources are used efficiently and with minimum wastage.
- To comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, use of personal protective equipment and safe disposal of sharps.
- To be aware of and adhere to all Trust and local policies and procedures, the Health and Safety at Work Act and GDPR/DPA 2018.
- Ensure own actions support equality, diversity and rights, and are compliant with the Trusts policies and contributing to the OH&W Service being sensitive to individual needs, beliefs and values.
- To participate in the Trust appraisal systems to identify areas where your own professional development can be achieved.
- Regular attendance to team meetings and working groups as required.
- To always maintain confidentiality.

Other

The job description is not intended to be exhaustive, and it is likely that duties maybe altered from time to time in the light of changing circumstance and after consultation with the post holder.

You will be expected to actively participate in annual appraisals and set objectives in conjunction with your manager. Performance will be monitored against set objectives.

Person Specification

REQUIREMENTS	HOW WILL CRITERIA BE ASSESSED? APPLICATION (A) / TEST (T) / INTERVIEW (I) / REFERENCES (R)				
	ESSENTIAL / DESIRABLE*	A	T	I	R
<u>Knowledge & Qualifications</u> <u>Qualifications:</u> Registered Nurse Specialist Practitioner in Occupational Health to certificate, Diploma or Degree level or demonstration of equivalent knowledge and skills.	(E) (E)	A A			
<u>Experience</u> Extensive experience as qualified registered nurse (minimum 5 years). Significant OH nursing experience (minimum 3 years). NHS Occupational Health experience Some Management experience.	(E) (E) (E) (E)	A A A A		I I I I	R R
<u>Skills & Abilities and Knowledge:</u> Up-to-date knowledge of Occupational health issues/legislation/directives Highly developed verbal communications skills to include presentation skills and basic counselling.	(E) (E)	A A		I I	

Excellent personal organisational skills	(E)				
Knowledge of clinical governance and its relevance to OH	(E)	A		I	
	(E)			I	
Understanding of equal opportunities and the relevance of managing diversity to occupational health	(E)			I	
Up to date Vaccination and Phlebotomy Training	(E)	A			
Keyboard, word processing skills and ability to learn new OH systems.	(E)	A			
Conduct and participate in the monitoring and auditing of occupational health clinical activities.	(D)	A		I	
A good understanding of Infection, prevention and control measures and contact tracing.	(E)	A		I	
<u>Attitude and Aptitude</u>					
Demonstrated ability to work autonomously and as a member of a multidisciplinary team.	(E)	A		I	
Good Interpersonal skills	(E)	A		I	
	(E)	A		I	
Flexible approach to ever changing demands of the service.					
Effective Role model, demonstrating UCLH values, of Safety, Kindness, Teamwork and Improving.	(E)	A		I	
Demonstrated ability to maintain confidentiality.	(E)	A		I	
Demonstrate Understanding and commitment to Equality, Diversity and Inclusion.	(E)	A		I	
Act in a calm and professional manner especially during challenging and high activity periods.	(E)			I	R