

Day in the Life Employee Healthcare - Business Support Officer:

- Under the supervision of the Business Support Manager providing business administration support to Kirklees Council's Occupational Health and Wellbeing department (a team of physicians, nurses, physiotherapist, physical activity and lifestyle advisors, and counsellors).
- Responsibility for providing a full reception service (opening, running, and closing down the reception area) for OH team and for any other partner organisations undertaking sessions from the building (i.e. IAPT Psychological Wellbeing Practitioners, Mediation Service).
- Dealing with service users, (managers, clients, HR Officers, members of public) both face to face and over the telephone, many of who can be distressed or upset, demonstrating challenging behaviour, or who have requests which mean working to tight deadlines.
- Advising on needle stick procedures and arranging follow up appointments, along with ensuring hep B status and referring on when appropriate. Completing appropriate documentation and ensuring they are signposted to A&E.
- Working on own initiative, often lone working on reception, but just as able to work within the main office with the wider team as necessary.
- Contact physicians and other associate staff informing them of any cancelled first appointments of the day in order in for budgets to be managed efficiently.
- Daily booking, confirming, cancelling, and rearranging appointments using a bespoke database (COHORT). Liaising with managers/HR regarding these.
- Ensuring associates case notes are ready with all necessary equipment set up in their room (HAVS equipment, consent forms etc.).
- Liaising with internal (HR, pension officers, managers and head teachers) and external health professionals including local NHS Trusts and primary care centres by telephone and email to request and chase up outstanding medical reports. Using assertiveness skills if we are in need of report due to pension, death etc.
- Managing two Outlook email resource accounts, updating spreadsheets on Excel, producing letters on WORD, producing presentations in POWERPOINT as required, as well as scanning documents and filing records.
- Update post book with all correspondence received through post, email, fax and by hand, then file away to the appropriate person.
- Ensuring both internal and external post is prepared and ready to be sent when the collection time is due.

- Medical referrals received – printed out and are updated onto COHORT (personal details, GP details, employment details, management and HR details, management referral details) and placed in triaging.
- Making up of files and slings, and pulling out old cases from archive and updating the spread sheet accordingly.
- Emotional wellbeing referrals, corresponding with the sender regarding approximate time scale for appointment and attaching Care First and IAPT documents.
- For clients that call in great distress, respond using communication skills to ensure they feel listened to, acknowledged and have a plan going forward such as to call their mental health key worker/ CPN or call Care First, facilitate a call for them if they so wish. Understand the role of the Crisis Team and would follow protocol by informing them if necessary. Awareness to pass the call onto another member of the team if relevant.
- Log and input personal and job details on COHORT for pre-placement assessment forms.
- Send pre-placement outcome reports to manager and recruitment within set timescales.
- Advise on the completion of pre-placements over the telephone when future employees or managers call with queries.
- Send out appointment letters to employee, manager and HR, photocopy a copy for file and file away - deal with any queries regarding these.
- Send outcome reports to manager and HR, photocopy copy for file, file away and place employees copy in draw to be sent out in 5 days.
- Contacting employees to arrange initial counselling appointment and update spreadsheet.
- Copying employee's occupational health file for file releases.