**Harborne Medical**

**VACCINE SERVICES SESSION SUPERVISOR**

**Job Description**

**Responsible to:** Vaccine Services Coordinator

**Accountable to:** Senior Leadership Team

**Job Summary:**

For the individual shift, lead and direct relevant staff providing the vaccine clinic.

**Key Working Relationships**

The range of individuals and organisations the post holder may have contact with:

* Vaccinators
* Lead GP
* Data Entry Clerks
* Administration Team
* Patients
* Vaccine Services Coordinator
* Other practice staff / volunteers

**Duties and Responsibilities:**

**Support to plan and coordinate shifts**

Support the Vaccine Services Coordinator to plan the clinics within the scope of the role.

Ensure all relevant forms / paperwork are copied and available

**Leading and directing staff**

Provide advice and guidance to staff delivering the service to ensure this is provided in a healthy and safe manner, including the following:

Welcoming new recruits and ensuring they are clear of their duties

Patient eligibility for the vaccine is confirmed if necessary.

Patients are appropriately directed in to, around and out of the practice in a healthy and safe manner.

Data entry staff are correctly using the vaccine administration platform

Staff are correctly consenting patients

Staff are deployed to areas where needed

Staff are following practice protocols in relation to confidentiality, health & safety, equality & diversity, professional development, quality, communication and service development

**Dealing with patient queries**

Raise any queries with the Lead GP / Vaccine Services Coordinator

Ensure all queries related to recording the vaccine are resolved in a timely manner, signposting to relevant staff where necessary.

**Other Responsibilities**

Support the Lead GP to close down clinical rooms when deemed necessary

Periodically provide audits of patient numbers waiting for vaccines, to enable clinicians to make judgements regarding the numbers of vaccines to make available.

Ensure refreshments and food are provided for staff as agreed with the Vaccine Services Coordinator.

**Confidentiality**

Respect patient privacy and act in accordance with legislation and practice policies and procedures relating to confidentiality and the protection of personal and sensitive data.

**Health & Safety:**

Assist in promoting and maintaining own and others’ health, safety and security as defined in the practice Health & Safety Policy, to include:

Ensure volunteers have completed lateral flow tests where necessary.

Staff are wearing the correct clothing, including hi-vis vests.

Alert Lead GP to any concerns relating to patients

Ensure staff take staggered breaks

Use appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards.

Ensure products for cleaning (gel / wipes, etc.) are available for all staff and patients.

Use personal security systems within the workplace according to practice guidelines

Identify the risks involved in work activities and undertaking such activities in a way that manages those risks

Make effective use of training to update knowledge and skills

Report to the Lead GP / Vaccine Services Coordinator any potential risks identified.

**Equality and Diversity:**

Support the equality, diversity and rights of patients, carers and colleagues, to include:

Act in a way that recognizes the importance of people’s rights, interpreting them in a way that is consistent with practice procedures and policies, and current legislation

Respect the privacy, dignity, needs and beliefs of patients, carers and colleagues

Behave in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights.

**Personal/Professional Development:**

Participate in any supervision / training programme implemented by the practice as part of this employment.

Take responsibility for own development, learning and performance and demonstrate skills and activities to others who are undertaking similar work.

**Quality:**

Strive to maintain quality within the practice, and will:

Alert management and other team members to issues of quality and risk

Assess own performance and take accountability for own actions

Contribute to the effectiveness of the team by making suggestions on ways to improve and enhance the team’s performance

Work effectively with individuals in other agencies to meet patients’ needs

Effectively manage own time, workload and resources.

**Communication:**

Recognize the importance of effective communication within the team and will strive to:

Communicate effectively with other colleagues, patients and carers

Recognize people’s needs for alternative methods of communication and respond accordingly.

**Contribution to the Implementation of Services:**

Apply practice policies, standards and guidance

Participate in audit where appropriate.

This job description is subject to change and amendment by management in consultation with the post holder and is not intended to be a complete list of duties and responsibilities.

The post holder will be required to undertake any other tasks and responsibilities commensurate with the grade.