**Harborne Medical**

**VACCINE SERVICES STEWARD**

**Job Description**

**Responsible to:** Vaccine Services Coordinator

**Accountable to:** Senior Leadership Team

**Job Summary:**

To ensure patients receiving the vaccine are directed in, around and out of the practice in a healthy and safe manner.

**Key Working Relationships**

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

* Vaccinators
* Lead GP
* Data Entry Clerks
* Session Supervisor
* Administration Team
* Patients
* Other practice staff / volunteers

**Duties and Responsibilities:**

**Directing patients**

Greet patients and confirm they are here for the COVID vaccine

Ensure patients queue for vaccines in a healthy and safe manner

Direct patients to practice entrance points, confirming eligibility for vaccine if necessary

Liaise with colleagues to clarify which clinical area to direct patients to and when

Direct patients around the practice, providing advice and reassurance where necessary within the scope of the role

Ensure patients are seated for post vaccine observation

Direct patients out of the building

**Dealing with patient queries**

Raise any queries with the Session Supervisor / Lead GP

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

**Other Responsibilities**

Provide questionnaires, clipboards, pens, etc. to patients

Support the Session Supervisor / 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.

**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:**

Ensure patients do not drive on to practice car park and are directed to adjacent car park

Ensure patients are wearing a mask, offering one if not

Ensure patients socially distance

Guide patients to use hand gel

Wipe down chairs / surfaces / equipment as necessary. Using appropriate infection control procedures, maintaining work areas in a tidy and safe way and free from hazards

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

Using personal security systems within the workplace according to practice guidelines

Identifying 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 potential risks identified to the Session Supervisor / Lead GP

**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.