

## JOB DESCRIPTION

<b>Job title</b>	Risk, Health & Safety Advisor
<b>Sector/Function</b>	Administration, Risk and Quality
<b>Department</b>	Risk & Assurance
<b>Reports to</b>	Peter Lennon, Risk, Health & Safety Manager
<b>Grade</b>	Level 3 – up to £27,000

<b>Job purpose</b>	To contribute to the overall success of the R&A department's objectives and maintain effective service delivery.
<b>Key accountabilities</b>	<p>To provide Health &amp; Safety auditing and troubleshooting functions, give advice and support on Health &amp; Safety related issues to all Turning Point operational services nationwide and to implement Turning Point policies and strategies similarly. To collate relevant response information, deal with accidents and incident reports respond to claim and complaint enquires / reports and coordinate / organise investigation reviews and regional committee meetings, as required. To monitor and review Datix software accident and incident entries on a daily basis, giving advice and making recommendation on remedial or other actions, as required. Maintaining accurate records of actions, responses and progresses for each.</p> <p>Responding to Health &amp; Safety related queries, both verbally and through Datix.</p> <p>To support Turning Point through the provision of accurate Health &amp; Safety advice and the delivery of specific R&amp;A related training, as required.</p> <p>Ensuring timely and accurate provision of support to the department and to operational services, as directed by the Risk, Health &amp; Safety Manager.</p> <p>Dealing politely with all operational services and customers, whilst remaining within procedures.</p> <p>To monitor and enter incident data onto the Datix software system, and to support the production of analytical reports for management decision making.</p> <p>To provide Health &amp; Safety related administrative support for the Risk, Health and Safety Manager, as required.</p> <p>To assist in the production of complex management information reports, as directed by the Risk, Health &amp; Safety Manager.</p> <p>Support in the maintenance and use Datix software, producing accurate timely reports and action plans, as required.</p> <p>Carry out premises Health &amp; Safety Audits, troubleshooting visits and relevant training within Turning Point services, as required.</p> <p>Respond to and answer Health and Safety queries, claims, complaints and Datix queries directed at the team in a timely manner.</p> <p>Update Turning Point Policies &amp; Procedures to reflect Legislative changes, as required.</p> <p>Input incident / complaint data onto the software system, ensuring consistency and high quality data entry at all times.</p> <p>Design, modify, maintain and produce monthly R&amp;A analysis reports</p> <p>Chair and attend regional H&amp;S committee meetings on a quarterly basis, as directed.</p>

<b>Dimensions</b>	Direct reports	None
	Total staff overseen	None
	Internal contacts	All central departments and TP establishments
	External contacts	CQC, HSE, Our Solicitors, Other bodies as required
	Planning outlook	None
	Problems solved	Complex Analytical skills
	Financial authority	None

## PERSON SPECIFICATION

<b>Job title</b>	Risk, Health & Safety Advisor
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<b>Personal effectiveness</b>	<b>Essential</b>	<b>Desirable</b>
	<p>A recognised qualification in Health &amp; Safety</p> <p>Experience of investigating accidents/incidents, handling claims, complaints and compliments received.</p> <p>Previous H&amp;S report writing experience.</p> <p>Previous experience in attending and presenting at meetings</p> <p>Previous experience in a similar high paced Health and Safety support environment and in collating and developing statistical information to support the production of management information reports</p> <p>To ensure that any reports policies and/or documents produced by the Risk, Health &amp; Safety team are presented to a high standard.</p> <p>To chair and attend Committee, Regional and team meetings with other nominated R&amp;A team members.</p> <p>Follow up any actions identified at the above meetings.</p>	<p>An ability to use of Datix incident reporting software.</p> <p>To support the R&amp;A Department in the provision and delivery of our H&amp;S framework and to be a responder to the support helpline for the Risk and Assurance Team</p> <p>To receive risk, health and safety management related enquiries (via helpline or email), and responding to queries or referring to the relevant members of the Risk and Assurance team.</p> <p>Experience in a challenging customer facing role.</p>

Technical effectiveness	Essential	Desirable
	<p>A thorough understanding of H&amp;S Legislation and its application within the care sector</p> <p>Previous experience of acting as a Health &amp; Safety Advisor for a similar department and in answering relevant queries, as required.</p> <p>The ability to complete accurate Health and Safety audit reports using the template provided and to complete troubleshooting visits, in a timely manner.</p> <p>Previous experience in dealing with statutory, registration and other official bodies, both on the telephone and via email.</p> <p>A full, clean driving licence, which is valid in the U.K. and access to a vehicle for work purposes.</p> <p>Good written, oral communication skills.</p> <p>The ability to travel to all TP premises as directed by the Risk, Health &amp; Safety Manager.</p> <p>The ability to work as part of the Health &amp; Safety and Risk &amp; Assurance team, demonstrating support to the department and other central functions.</p> <p>Trained in the use of Microsoft Office systems.</p> <p>A customer focussed approach to both internal and external customers.</p> <p>Ability to work under pressure and meet deadlines.</p> <p>The ability to respond to queries on a timely basis answering them where possible and referring to appropriate legislation or regulations where necessary.</p> <p>To ensure that confidentiality as required under GDPR is strictly maintained reporting any perceived breaches to the line manager.</p> <p>To communicate with external customers/Enforcement Authorities and bodies, as required ensuring that a professional image of Turning Point</p>	<p>An understanding of complaints, claims and compliments procedures in a similar role.</p> <p>Experience of working within the care sector in a similar H&amp;S departmental role.</p> <p>An ability to use of Datix incident reporting software and extract reports from this.</p> <p>Experience of working in a customer facing role, sometimes in pressured situations.</p> <p>The ability to use Microsoft Office applications to a high standard</p> <p>Ability to communicate clearly and concisely with customer group providing information on Health &amp; Safety issues, Claims, Complaints and Datix issues/queries, systems and procedures.</p>

	is maintained at all times. To work effectively and flexibly as part of the R&A team sharing knowledge openly and willingly.	
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Acquired experience & qualifications	Essential	Desirable
	<p>An understanding in the use of Datix incident reporting software.</p> <p>An understanding of claims, complaints and compliment procedures.</p> <p>A recognised Health &amp; Safety qualification</p> <p>Good general education including GCSE English or equivalent.</p> <p>Good numerical and analytical skills.</p> <p>Excellent time keeper.</p> <p>Able to prioritise and organise own workload.</p> <p>Able to work on own initiative, exercising judgement.</p>	<p>A good knowledge of the applied use of Datix software applications.</p> <p>Previous experience of handling claims, complaints or compliments, and adhering to the relevant timescales for each.</p>

Other requirements	Essential	Desirable
	<p>A thorough knowledge of H&amp;S Legislation in a similar environment.</p> <p>A thorough knowledge of GDPR and its application.</p> <p>Previous experience in a role requiring judgement and acting on your own initiative.</p> <p>The ability to use Microsoft Office suite specially Word and Excel.</p> <p>To undertake any other duties as required by the Risk, Health &amp; Safety Manager.</p> <p>To work with colleagues to ensure that the Directorate's Website is updated with latest information, reports etc.</p> <p>Participate in arrangements with other staff in the Directorate for cross cover and ensure that the directorate office is provided with support at all times.</p>	<p>An extensive understanding of the Health and Safety at Work etc. Act and other H&amp;S Legislation, the General Data Protection Regulations - their application and general confidentiality requirements.</p> <p>Advanced certification in the application of Microsoft Office suite software, particularly Excel use.</p>