**JOB DESCRIPTION**

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| **Job title** | Risk, Health and Safety, Information Coordinator | |
| **Sector/Function** | Administration, Risk and Quality | |
| **Department** | Risk & Assurance | |
| **Reports to** | Peter Lennon, Risk, Health & Safety Manager | |
| **Grade** | Grade 3 – circa £25,000 depending on experience | |
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| **Job purpose** | To support the R&A Department in the provision and delivery of our H&S framework and to be a responder to the support helpline for the Risk and Assurance Team in managing incidents and complaints within the incident and customer feedback reporting software system.  To provide a central point of contact for the Risk and Assurance Team on specific matters relating to risk, health and safety and to contribute to the overall success of the R&A department’s objectives and maintain effective service delivery. | |
| **Key accountabilities** | Coordinate the application of Turning Point’s Customer Feedback policy ensuring managers are supported to provide the best outcome to our service users. | |
| With the support of the Risk, Health and Safety Manager co-ordinate the handling of claims, adhering to the relevant timescales for each. | |
| To update, monitor and review the Datix software accident and incident database and entries daily, giving advice and making recommendation on remedial or other actions, as required. Maintaining accurate records of actions, responses and progresses for each. | |
| Responding to Health & Safety related queries, verbally via the helpdesk and through Datix and our risk management support systems. Always dealing politely with all operational services and customers, whilst remaining within procedures. | |
| Responding to Health & Safety related queries, both verbally and through Datix and the team’s helpdesk. | |
| To support Turning Point through the provision of accurate Health & Safety advice and the delivery of specific R&A related support, as required. | |
| Ensuring timely and accurate provision of support to the department and to operational services, as directed by the Risk, Health & Safety Manager. | |
| Support the completion of Health and Safety audits, specifically desktop reviews and sometimes on-site Health & Safety audits. | |
| Support the completion of the annual Health and Safety CHAS (Contractors Health and Safety Assessment Scheme) accreditation application. | |
| Support colleagues to facilitate regional H&S Group meetings, as directed. | |
| To provide Health & Safety related administrative support for the Risk, Health and Safety Manager, as required. | |
| To assist in the production of management information reports, as directed by the Risk, Health & Safety Manager. | |
| Provide relevant training to managers and front-line workers on specific risk, health and safety systems and practice, as required. | |
| Update Turning Point Policies & Procedures to reflect legislative changes, as required. | |
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| **Dimensions** | Direct reports | None |
| Total staff overseen | None |
| Internal contacts | All Risk and Assurance Team members, central support service teams and TP services. |
| External contacts | CQC, HSE, Our Solicitors, Other bodies as required |
| Planning outlook | None |
| Problems solved | Complex Analytical skills |
| Financial authority | None |

**PERSON SPECIFICATION**

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| **Job title** | Risk, Health and Safety Information Coordinator | |
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| **Personal effectiveness** | Essential | Desirable |
| Experience of using software specific to the Health and Safety environment including incident and accident software  Previous report writing experience.  Good time management and organisational skills.  Good communication and interpersonal skills  Ability to work under pressure and meet deadlines.  A customer focussed approach to both internal and external customers. | An ability to use Datix incident reporting software.  Experience of handling risk, health and safety management related enquiries (via helpline or email) and responding to queries.  Experience in a challenging customer facing role.  Previous experience in a similar high paced Health and Safety support environment  Experience of writing reports, policies and/or Health and Safety documents. |
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| **Technical effectiveness** | Essential | Desirable |
| Experience of working within the care sector in a similar H&S departmental role.  Ability to use of incident and accident reporting software and extract reports from this.  A good understanding of H&S Legislation and its application within the care sector  Trained in the use of Microsoft Office systems.  The ability to respond to queries on a timely basis answering them where possible and referring to appropriate legislation or regulations where necessary.  Experience of GDPR to ensure that confidentiality as required under Data Protection is strictly maintained reporting any perceived breaches to the line manager.  Ability to communicate clearly and concisely with customer group providing information on Health & Safety issues, Claims, Complaints and Datix issues/ queries, systems and procedures.  Able to prioritise and organise own workload. | A proven background of understanding complaints claims and compliments procedures in a similar role.  An ability to use of Datix incident reporting software and extract reports from this.  Experience of working in a customer facing role, sometimes in pressured situations.  Ability to travel to travel to TP premises if necessary  Previous experience in dealing with statutory, registration and other official bodies, both on the telephone and via email.  Experience of working effectively and flexibly as part of a team sharing knowledge openly and willingly. |
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| **Acquired experience & qualifications** | Essential | Desirable |
| An understanding in the use and update of Datix or similar incident reporting software.  Good general education including GCSE English or equivalent.  Good numerical and analytical skills.  Able to work on own initiative, exercising judgement. | A good knowledge of the applied use of incident and accident software applications.  Previous experience of handling claims, complaints or compliments, and adhering to the relevant timescales for each.  A recognised qualification and/or experience in Health & Safety |
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| **Other requirements** | Essential | Desirable |
|  | Advanced certification in the application of Microsoft Office suite software, particularly Excel use.  A full, clean driving licence, which is valid in the U.K. |