

JOB DESCRIPTION

JOB TITLE:	Project ECHO Administrative and IT Support Officer
REPORTS TO:	Project ECHO Training and Education Manager North and North East Lincolnshire
BAND:	3

JOB SUMMARY

Project ECHO (Extension for Community Healthcare Outcomes) is an educational model promoting knowledge sharing and good practice amongst healthcare professionals. It is used worldwide to create accessible learning opportunities through interactive videoconferencing training.

The successful applicant will work on a Health Education England funded project with a focus on providing training to hard to reach groups across North and North East Lincolnshire, primarily social care staff. Our learning programmes aim to develop knowledge, confidence and skills to enable staff to provide the best care possible.

As well as being part of the hub team for Northern Lincolnshire, the post holder will be part of a larger team across the Humber, Coast and Vale area with further links to Project ECHO hubs nationally.

The post holder will be responsible for providing administrative support to the project manager and more widely to staff within the ECHO partnership. A significant part of the role is coordination of virtual training sessions using videoconferencing software. The work also involves working with partners from across the health and social care sector to deliver relevant training and engaging with social care staff to promote the project.

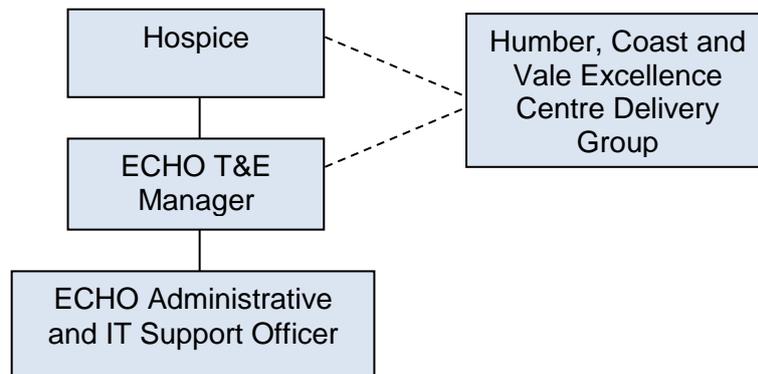
The successful candidate will be jointly based at Lindsey Lodge Hospice, Scunthorpe and St. Andrew's Hospice, Grimsby. Access to your own transport and a willingness to travel is required as the role can involve visits to care providers across the area. However, please note that whilst COVID-19 restrictions apply, this position qualifies for home-working. The hours of work are 37.5 hours per week, Monday-Friday. Part-time hours will be considered for the right candidate.

DUTIES AND RESPONSIBILITIES

- Assist with the delivery of virtual training sessions to health and social care staff
- Set up and store videoconferencing equipment with regards to health and safety concerns
- Provide a first level of user support to resolve technical issues
- Ensure course joining instructions and evaluations are sent out promptly and stored appropriately
- Record attendance and input accurate data using spreadsheets, databases and ECHO's bespoke IT systems.
- Support the development of documentation, communications and guidance that will underpin effective training and education across Humber, Coast and Vale
- Support engagement with the project through telephone and email contact with the target audience. Please note that once COVID-19 restrictions are lifted this may involve visits to care providers across the region
- Promote the project through production of a newsletter and regularly updated website

- Support the evaluation of the programme through collating poll results and generating reports for the management team
- Undertake other project support work as appropriate to the role
- Undertake continuing personal and professional development, maintaining a log or portfolio
- Display behaviours and values at all times that are consistent with those of the organisation
- Adhere to organisation policies and procedures and relevant legislation including the requirements of any relevant professional body

ORGANISATIONAL POSITION



PHYSICAL SKILLS

- Standard keyboard skills obtained through practice, ensuring a high degree of accuracy (e.g. when producing reports etc.)
- Able to use standard IT equipment and standard Microsoft Office packages including Outlook, Word, Excel and PowerPoint

PHYSICAL EFFORT

- The role requires a combination of sitting, standing and walking
- The job is external facing, office based, using IT equipment and will require regular travel, mostly within the defined locality but not limited to it

WORKING CONDITIONS

- General office conditions
- Regular requirement to travel subject to COVID-19 restrictions

HEALTH AND SAFETY

- In addition to the organisations overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.
- As an employee you will be trained in the correct use of any equipment provided to improve safety and health within the organisation. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.
- You are responsible for the implementation and adherence to organisation safety policies and procedures for areas within your remit.

- You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.
- You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.
- You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

INFECTION CONTROL

- In addition to the organisations overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL organisation staff and contractors working within the organisation who are employed to ensure this level of care is provided.
- As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the organisation.

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

PERSON SPECIFICATION

JOB TITLE: Project ECHO Administrative and IT Support Officer

Assessment Criteria	Essential	Desirable	Identified
Experience	<ul style="list-style-type: none"> • Evidence of recent administrative experience • Excellent keyboard skills • Working knowledge and application of MS Office software • Experience of using computer software packages for accurate inputting, reporting and data analysis • Problem-solving experience • Good analytical and numerical skills • Understanding of Data Protection and confidentiality issues • Experience of co-ordinating and prioritising own workload 	<ul style="list-style-type: none"> • Working knowledge of Zoom, Google Forms and OneNote • NVQ 2 or 3 in Business Administration or equivalent • Experience of administering educational projects 	AF CERT IN
Qualifications/Training	<ul style="list-style-type: none"> • Good general education (GCSE or equivalent) • Evidence of on-going and personal development 	<ul style="list-style-type: none"> • Advanced ECDL or equivalent IT qualifications 	AF CERT
Interpersonal Skills	<ul style="list-style-type: none"> • Ability to interpret information requests, analyse data, produce ad hoc management reports • Ability to work as part of a team • Good communication skills with demonstrable experience to communicate sometimes complex information to employees, managers and external agents 		AF INT REF

	<ul style="list-style-type: none"> • Good organisational skills • Determined and confident • Committed to service improvement • Customer focused • Calm under pressure, displaying confidentiality, tact and diplomacy • Problem solver • Ability to travel around Humber, Coast and Vale 		
Organisational Skills	<ul style="list-style-type: none"> • Self-motivated with an ability to deliver work within agreed timescales • Able to work independently, prioritising workload effectively • Ability to work flexibly and adapt to new demands 		AF INT

Key for 'Identified' : AF = Application form, In = Interview, P = Presentation, REF= References, CERT=Certificates