**Job Description & Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| Position: | Stock & Equipment Assistant | Division: | LLR |
| Location: | Anstey Frith House, Leicester | Reporting to: | Lead Receptionist / Operations Manager |

Purpose of the Role

DHU Urgent Care (LLR) CIC is a non-profit making provider of urgent care and out of hours services within Leicester, Leicestershire and Rutland (LLR), a population of just over one million. Leicester City Health is a GP Federation working to ensure the sustainability of primary care and improve patient services in Leicester City. The two organisations have come together to co-deliver primary care services in Leicester City.

This post provides a wide range of medical reception and clerical work support. The role requires a good working knowledge of Primary care & Urgent Care, including a computerised clinic system (e.g. SystemOne).

A commitment to a quality service and excellence in all that DHU Health Care CIC undertakes are integral to the role and the development of the service.

The post holder will participate in promoting and advancing DHU Health Care CIC.

Key Success Measures

* **Compassionate** – we show kindness, consideration and understanding in everything we do – and demonstrate our caring nature to our patient, people, and communities.
* **Accomplished** – we are available day and night – a response, adaptable, professional NHS partner, providing the best advice, care, and treatment for every individual.
* **Respectful** – we recognise the value that individual and team difference bring – welcoming views, listening, being honest, and learning from others’ experiences.
* **Encouraging** – we believe everyone matters, so we inspire confidence in other – promoting ‘speaking up’, fostering career-long learning and development, and supporting improvement ideas.

Key Areas of Responsibility & Accountability

* To assist in the management; ordering; replenishment; storage and quality control of all equipment and supplies (excluding medicines); used across the DHU Urgent Care LLR portfolio of sites and fleet.
* To assist in the delivery; maintenance; and accurate recording of equipment assurance checks in line with quality requirements and agreed schedules of work.
* To assist in the delivery of equipment calibration checks as directed, and in line with quality requirements and agreed schedules of work.
* To support the effective reporting of missing or damaged equipment.
* To support the repair or replacement of missing or damaged equipment.
* To assist in the maintenance of an accurate Divisional Equipment Asset Log (ex IT Eqt).
* To assist in the maintenance and delivery of all required Divisional PAT testing of Electrical Equipment.
* To support the building and maintenance of effective relationships between DHU Health Care and 3rd party landlords or their representatives.
* To assist in the identification; reporting of site related facilities issues.
* To support the delivery / removal / re-distribution of items of equipment from sites as required.
* To ensure compliance with standards in line with agreed policies and procedures; Reporting all incidents, complaints, professional feedback and issues occurring.
* To assist in the delivery of administrative tasks as required.
* Contribute towards the formulation of policies, standards and procedures for LLR as required.
* To actively participate in promoting and advancing DHU Health Care CIC.
* Any other duties requested by management.

Person Specification

The job holder will have;

* Educated to GCSE standard or having specific job requirement experience
* Full driving licence
* Experience in sites and facilities
* Previous Transport facility experience
* Previous experience of working with staff in a busy service environment
* Communication with a variety of people
* High level of computer experience (e.g. Word/Excel and other packages) as well as email systems and other electronic media
* Databases
* Proven organisational skills

Skills and Knowledge

* Excellent interpersonal/ communication skills with a variety of media and all levels of staff with the company as well as external agencies
* Ability to use initiative
* Accurate record keeping
* Excellent telephone manner
* Problem solving skills
* Effective time management – strong organisational skills
* Ability to maintain strict levels of confidentiality

Personal Qualities

* Commitment to role
* Able to work unsocial hours
* Flexibility to meet service/rota needs

Other

* Proven team player
* Diplomatic
* Sense of humour
* Ability to work under pressure
* Conscientious, reliable and resourceful
* Professional attitude to employment
* Physically fit and able to undertake the role
* Eyesight compliance for driving
* Health compliance to DVLA standard 2

Health & Safety

The post holder is required to take responsibility for their own personal safety and that of other persons who may be affected by his/her acts or omissions at work. The post holder is required to comply with DHU Health Care CIC’s Health & Safety Policy and Procedures.

Infection Prevention & Control

Infection Prevention & Control is pivotal in ensuring a safe & clean environment for both patients and staff. IP&C is everyone’s responsibility and strict adherence to the IP&C policy is expected of ALL employees of the organisation.

Safeguarding

DHU Health Care is committed to safeguarding and promoting the welfare of Adults, Children and Young People and expects all staff and volunteers to share this commitment.

Diversity

At DHU Healthcare, we take pride in reflecting the rich diversity of our communities and fostering an environment where every person is valued, respected, and empowered to bring their authentic selves to work, free from discrimination or bias. To read more about our Equity, Diversity, Inclusion & Belonging pledge and see the progress we have made, please [click here](https://dhuhealthcare.com/about-us/equality-diversity-and-inclusion), or alternatively, you can reach out to our ED&I team at EDandI@DHUHealthcare.nhs.uk

Acknowledgment

I acknowledge receipt and confirm my understanding and acceptance of the responsibilities specified in my Job Description.

***Please Note:*** *If you are unclear of any requirement in this document obtain clarification from your line manager.*

|  |  |  |  |
| --- | --- | --- | --- |
| Signature of Post Holder: |  | Date: |  |
| Name: |  |