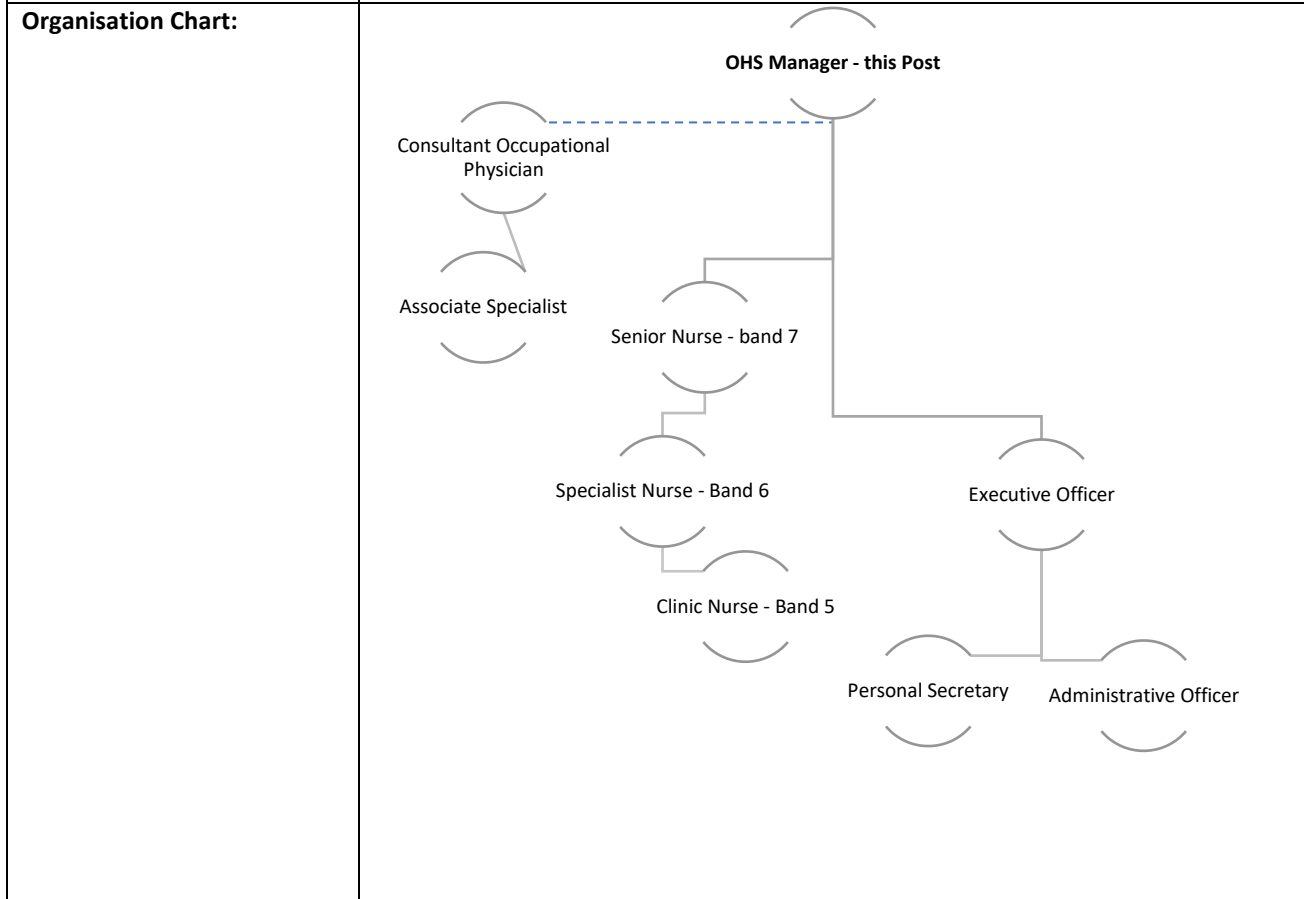


Job Title:	Occupational Health Service Manager
Location:	Occupational Health Service
Accountable to:	Executive Director, Office of Human Resources
Reports to:	Consultant Occupational Health Physician
Pay Band:	8a
Job Reference No:	1157/JE/21



JOB PURPOSE

- The post holder will lead the Occupational Health Team and the provision of Occupational Health Services to the Isle of Man Government.
- The post holder will be responsible for the strategic development and direction of the service. They will be responsible for business and budget planning, service reporting and co-ordination of service delivery.
- The post holder will have line management responsibility as shown in the attached organisational chart and will be responsible for ensuring the continuing professional development of the occupational health team.
- The post holder will hold their own caseload and lead nurse responsibilities as well as providing management and leadership to the occupational health nursing team.

KNOWLEDGE, TRAINING & EXPERIENCE REQUIRED TO DO THE JOB

- Registered Nurse with NMC registration / Public Health Nursing / equivalent Occupational Health Qualification.
- Additional specialist knowledge gained through both additional study and experiential learning and be willing to undertake Masters degree level study appropriate to the role
- Significant experience of working within the Occupational Health Field. Proven track record of managing within a SEQOHS accredited Occupational Health Service.
- Teaching qualification or demonstrable experience of teaching, training, and presenting.
- Able to demonstrate use of evidence based Occupational Health practices.

MAIN DUTIES & RESPONSIBILITIES

Leadership

- Leadership of the Occupational Health Team.
- Responsibility for Occupational Health service, strategic planning and service development.
- Representing the Occupational Health Service and providing advice at key meetings.
- Leadership of the Service in retaining SEQOHS accreditation.

Line Management

- Line management responsibility for the Senior Occupational Health Nurse and Office Manager.
- Co-ordination of service delivery and ensuring appropriate staffing levels and skill mix to meet service plans and objectives.
- Development and monitoring of the service annual action plan.
- Ensuring clinical practice within the Department meets good practice / evidence based guidelines.

Budget

- Delivery of the service within the service budget.
- Planning for and providing business cases for any required development.

Clinical

- Undertaking clinical duties to maintain clinical skills and contribute to service delivery.
- Lead nurse responsibility for specific government departments.
- Act as the service lead for wellbeing across Government as a whole.
- Responsibility for ensuring the continuing professional development of the clinical team.

CLINICAL

Holds own clinical case load, mainly more complex referral work in regular weekly clinics. Supports and reviews the clinical work of the nursing team. Acts as lead occupational health nurse to agreed government departments. Although role is not primarily to undertake routine clinical work the post holder is required to maintain competency in this area so can cover for leave and train and support the other nurses in this aspect of their work.

- Provides evidence based or good practice care for employees referred to the service. Making decisions regarding fitness to work and referral to the Associate Specialist /Consultant where a medical opinion is required.
- Interpret results from clinical investigations (e.g. serology following immunisation and results of audiometry) and make appropriate recommendations, or referral.
- Assesses written referrals from Managers and make decisions regarding clinical need.
- Provides a full range of occupational health clinical services in line with agreed service policies and procedures.
- Provides specialist advice in the form of written reports to managers and employees.
- Responsible for completion of own clinical records within occupational health case notes and OPAS database ensuring these comply with service standards, Data Protection Act, Access to Health Records Act.
- Provide specialist occupational health advice and information to clients, managers, and colleagues.
- Responds to medical emergencies arising during clinical activity e.g. anaphylaxis and provides immediate life support and first aid
- Acts as the service lead on wellbeing at work and an expert resource for colleagues and employers.

PROFESSIONAL

Ensures own continuing professional development and leads, supports and facilitates the continuing professional development of the occupational health team:

- Ensures the continuing professional development of the Occupational Health Team reflecting service needs and the service development plan.
- Abides by the NMC Code of Professional Conduct.
- Maintains own professional and personal development as identified through the appraisal process or in response to department needs and meets revalidation requirements. Ensures that own knowledge of occupational health issues remains current.
- Acts as a professional role model and mentor for clinical colleagues.

TRAINING, EDUCATION & RESEARCH

Provides training to the occupational health clinical team and develops and delivers training for employers and staff to whom a service is provided:

- Responsible for the training and supervision of the Occupational Health Nursing Team and supporting the development of the Administrative team.
- Responsible for delivering training and education regarding occupational health and wellbeing to employees and managers to whom a service is delivered, as well as colleagues from other specialties.
- Identifies and interprets legislation, research findings and guidelines and implements those which are relevant to the service on the IOM, e.g. UK Department of Health, NICE guidelines.
- Makes formal presentations to managers and staff on occupational health related matters, including external agencies.
- If service commitments allow initiate and support research projects to be undertaken by the OH service

PLANNING & ORGANISATIONAL SKILLS

The strategic and operational planning of the service is a key function of this post:

- Plans and co-ordinates the provision of occupational health services to client organisations, prioritising service delivery according to need, service level agreements and available resources.
- Develops and monitors service level agreements and any resulting service action plans.
- Supervises Occupational Health Nurses in planning their clinical workload to ensure that service standards are met.
- Plans and co-ordinates departmental audits and quality review surveys.
- Organises and chairs case conferences for complex cases involving managers, Human Resources, Trade Unions as relevant.

COMMUNICATION

- Communicate effectively with staff, clients and managers across all professions and all government departments, adapting communication style as necessary, being mindful of the dual duty of care e.g. employee/employer.
- Represents the Occupational Health service at Department meetings and senior leadership/management team meetings.
- Promote engagement with Occupational Health and uptake of services.
- Support team members where results of screening tests may be particularly unwelcome, being sensitive to employees and ensuring this is in an understandable form.
- Liaise with General Practitioners and Specialists to obtain medical reports when required.
- Develop and maintain effective working relationships with other senior managers; Infection Control; Risk Management; Health & Safety Advisers; General Practitioners and Hospital Consultants.
- Produce written formal reports to managers following clinical and risk assessment.
- Produce service quarterly and annual reports which communicates results of surveys and audits.
- Address and respond to service complaints.
- Responsible for the legal and clinical content of information contained on service website and in any literature / service information leaflets produced.
- Ensure that there is an effective system of communication within the occupational health team.

MANAGERIAL/LEADERSHIP

Responsible for the strategic and operational management of the occupational health service:

- Departmental budget holder and signatory and ensures the effective use of resources.
- Leads service related projects as required.
- Develop and review the Occupational Health Service plan.

<ul style="list-style-type: none"> • Develop occupational health business cases and contingency plans. • Responsible for the recruitment, induction, management, training, appraisal and professional development of the Occupational Health Nursing Team • Responsible for attendance management of Occupational Health Team. • Ensures that the Occupational Health Service fully complies with the Department of Health's Health and Safety Policy including completion of risk assessments. • Responsible for effective planning, use, maintenance and development of Occupational Health Service premises and specialist equipment. • Responsibility for any major clinical and operational decisions which might arise including responding to ministerial or press enquiries in partnership with the Consultant Occupational Health Physician.
<p><u>CLINICAL GOVERNANCE</u></p> <ul style="list-style-type: none"> • Leads the process of continuous quality improvement of Occupational Health Nursing, through audits and ensuring that the service maintains SEQOHS accreditation. • Leads the development and updating of policies and protocols within occupational health and contributes to government and Department policies requiring occupational health input. • Responsibility for implementing and maintaining the service complaints policy.
<p><u>SYSTEMS & EQUIPMENT</u></p> <ul style="list-style-type: none"> • Maintains a working knowledge of all equipment used within occupational health as well as maintenance, purchase, and disposal of the equipment, e.g. spirometer, audiometer. • Ensures equipment is safe for use, stored correctly, decontaminated where required, and maintained according to manufacturers instructions. • Responsible for the sourcing, purchasing and implementation of new equipment. • Ensure that the service database is effective and meets the needs of the service.
<p><u>DECISIONS & JUDGEMENTS</u></p> <p>Required to work as an independent practitioner with autonomy for clinical decision making in own area of responsibility:</p> <ul style="list-style-type: none"> • Regularly reviews Occupational Health Service activity statistics and income and make relevant changes to practice and service development. • Manages changing priorities within the department bearing in mind that this may be in case of a major incident or bacterial/viral outbreak. • Uses highly developed judgement skills, specialist knowledge, and experience when assessing and advising clients in crisis or difficult situations e.g. mental health crises, following sensitive blood tests e.g. HIV.
<p><u>CONFIDENTIALITY</u></p> <p>In the course of your duties you may have access to confidential material about patients, members of staff or other business of the Department. On no account must information relating to identifiable patients be divulged to anyone other than authorised persons, for example, medical, nursing or other professional staff, as appropriate, who are concerned directly with the care, diagnosis and /or treatment of the patient. If you are in any doubt whatsoever as to the authority of a person or body asking for information of this nature, you must seek advice from your manager. Similarly, no information of a personal or confidential nature concerning individual members of staff should be divulged to anyone without the proper authority having first been given. Failure to observe these rules will be regarded by your employers as gross misconduct which could result in disciplinary action being taken against you. In the case of information held on computer systems, you may be held personally liable if you in any way knowingly contravene the appropriate terms of the Data Protection Act 2018.</p>
<p><u>HEALTH & SAFETY</u></p> <p>It is the duty of all employees to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.</p>
<p><u>SAFEGUARDING</u></p> <p>The Isle of Man is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects staff to share this commitment.</p> <p>Staff must work in accordance with all health and social care policies relating to safeguarding.</p>
<p><u>CARE</u></p>

We pride ourselves on being committed, appreciative, respectful and excellent. CARE represents what we are about, what we stand for and what we value. All our recruitment, performance management and development is based on our CARE ethos.

JOB DESCRIPTION AGREEMENT

I have read and agree with the content of this job description, and accept that the role will be reviewed annually as part of the development review process.

Job Holder's name (please print)

Date:

Job Holder's signature:

Line Manager's name (please print)

Line Manager's signature:

Date:

APPENDIX

PHYSICAL, MENTAL & EMOTIONAL DEMANDS OF THE JOB
AND WORKING CONDITIONS

Physical Effort <ul style="list-style-type: none">📍 Moves equipment off site, this includes bending and lifting.📍 Driving to other worksites and clients workplaces - weekly.📍 Standing and walking long distances around various sites, some of which can be on uneven ground, up ladders or down manholes - monthly.📍 Daily use of keyboard skills.	
Mental Effort <ul style="list-style-type: none">📍 Requirement for frequent periods of intense prolonged concentration during the day. This includes clinical and non-clinical work.📍 Requirement for face to face contact with clients during clinics of up to four hours duration.📍 Requirement to deal with potentially angry, hostile, anxious, potentially suicidal clients on a regular (weekly) basis.📍 Coping with interruptions to planned work in order to deal with unexpected work demands.	
Emotional Effort <ul style="list-style-type: none">📍 Required to give staff unwelcome news to clients e.g. results of infections screens/blood tests.	
Working Conditions <ul style="list-style-type: none">📍 Requirement to visit potentially hazardous workplaces e.g. Sewage Works, Animal By-products Plant, Incinerator.📍 Exposure to inclement weather and extremes of temperatures while visiting off-site workplaces (occasional).📍 Work with blood and body fluids (weekly).	
AGREEMENT OF ABOVE DESCRIPTION <p>I have read and agree with the above description.</p> <p>Job Holder's Name (please print)</p> <p>Job Holder's Signature:</p> <p>Line Manager's Name (please print)</p> <p>Line Manager's Signature:</p>	<p>Date:</p> <p>Date:</p>

Cabinet Office, Office of Human Resources
Occupational Health Service Manager
Person Specification

CRITERIA FOR SELECTION	ESSENTIAL REQUIREMENTS	DESIRABLE REQUIREMENTS	METHOD OF ASSESSMENT
QUALIFICATIONS	<ul style="list-style-type: none"> Registered Nurse with NMC registration / Public Health Nursing / equivalent Occupational Health Qualification (OHND or BSc OHN or BSc PHN). Specialist knowledge gained through both additional study and experiential learning and be willing to undertake Masters degree level study appropriate to the role. Significant experience within the Occupational Health Field. Proven track record of managing within a SEQOHS accredited Occupational Health Service. Teaching qualification / demonstrable experience of teaching, training, and presenting. Able to demonstrate use of evidence based Occupational Health practices. Management qualification. Continued additional specialist learning gained through ongoing relevant specialty training with evidence of ongoing enhancement of clinical and managerial skills. 	<ul style="list-style-type: none"> Health and Safety Qualification. 	cv Pre-employment checks
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Experience of managing a SEQOSH accredited Occupational Health Service. Experience of service development, managing and implementing OHS strategies, quality improvement and dealing with budget constraints. Experience of budget management. Current knowledge of relevant professional policy. Evidence of advanced specialist clinical skills and ability to work outside traditional boundaries. Evidence of contribution to practice and service development. 	<ul style="list-style-type: none"> Evidence of leadership and change management. Previous experience working within an NHS Occupational Health Service. Current knowledge of NHS policy. 	Interview Portfolio
SKILLS & ABILITIES	<ul style="list-style-type: none"> Excellent written and communication skills. Ability to articulate a vision of OH. Strong leadership and motivational skills. Able to undertake and assess clinical practice at an advanced level. Clear understanding of working within and developing clinical policy guidelines. In depth knowledge of clinical governance. In depth knowledge of clinical risk management. Excellent interpersonal skills. Computer literate. 		Interview Portfolio



	<ul style="list-style-type: none"> • Highly developed organisational and time management skills. 		
PERSONAL ATTRIBUTES	<ul style="list-style-type: none"> • Highly self-motivated. • Ability to work alone, unsupervised and as part of a team. • Strong relationship building skills. • Flexible and adaptable. • Resilient. • Ability to travel to different sites. 		Interview Portfolio
OTHER RELEVANT REQUIREMENTS	<ul style="list-style-type: none"> • Proven ability to develop, inspire and motivate colleagues, service users, managers and employees. • Satisfactory Police Check. 		Interview Pre-employment checks

