

## Advisor, Seafarer Health

### Role Description:

Support all aspects of medical administration relating to seafarers, case management activities for seafarers who are on medical leave and support seafarers during the medical process, including medical leave, return to work and obtaining medical certificates.

<b>RUI:</b>	1167	<b>Grade:</b>	CUK Level13	<b>Criminal record check required:</b>	Standard
<b>Directorate:</b>	Maritime	<b>Reports to:</b>	Manager, Seafarer Health		
<b>Function:</b>	Maritime Health Services	<b>Team:</b>	Maritime Health Services		

### Accountabilities

- Support the non-medical follow up of medically disembarked and sick on leave seafarers including liaison with third party providers and manning agents.
- Provide status information to enable HR functions to manage seafarer availability.
- Monitor and manage Seafarer Health shared email accounts.
- Manage queries from seafarers.
- Support the activities of the Senior Manager and Consultant, Seafarer Health as directed.
- Assist with medical certification compliance and provide support to governance activities as directed.
- Support data collection activities as directed by the Senior Manager, Seafarer Health.
- Support the day-to-day activities of the Health services department.
- Provide effective liaison with internal and external customers.
- Provide effective communication with seafarers, other departments, and onboard medical teams.
- Liaise and communicate with Fleet HR, Care Team, Accounts, hiring agencies and other departments as required.
- Visit the Company's ships when required.
- Maintain strict confidentiality in relation to medical information

### Proven Behaviours:

**Speaks up** - Speaks the truth, shares ideas and raises concerns

**Respects & Protects** - Respects different perspectives and follows procedures to protect others, the environment and safeguard CUK's reputation

**Improves** - Works together with others and keeps up to date with rules and protocols

**Communicates** - Is open, trustworthy and speaks honestly and with clarity

**Listens & Learns** - Learns from experience & others, looks to continuously develop

**Empowers** - Shows energy and enthusiasm, supports others and shares ownership of tasks

### Health, Environment, Safety, Security (HESS) Responsibilities

- Lead by example by taking care of the health and safety of yourself and others.
- Report all accidents, 'near miss' incidents and work related ill health conditions to your manager/supervisor/team leader.
- Follow safety rules and procedures.
- Use work equipment, personal protective equipment, substances, and safety devices correctly.
- Take part in safety training & risk assessments and suggest ways of reducing risks.
- Appoint shore side risk assessment Subject Matter Expert's as required to review and approve risk assessments.
- Actively promote safe working within your team and encourage safe behaviours.

**General Responsibilities**

- Adheres to Corporate Policies and Procedures, including Code of Conduct, Audit Procedures and any control related responsibility for financial data entered, stored, or reported via business systems within employee's control (list not exhaustive).
- Undertakes ad hoc duties as required.

**Scope****Problem solving:**

- Address and monitor queries and issues with Seafarer Health operations; identify trends and key challenges.
- Identify cost saving opportunities within Seafarer Health.

**Impact:**

- Ensure effective liaison with third party providers and suppliers.
- Liaise and communicate with internal and external stakeholders as required.
- Provide effective communication with crew members on medical leave.

**Knowledge, Experience and Qualifications required:****Knowledge/ Experience – essential:**

- Experience in an administrative role
- Experience in a Customer Services role
- Experience in recording and saving information electronically
- IT literate in Microsoft Office, Outlook, Teams and working with Excel spreadsheets

**Knowledge/ Experience – desirable:**

- Experience within the Maritime Industry
- Experience in data management, compilation of statistics, reports and charts

**Issue Date:**

December 2019

**Issued by:**

Dr Kathryn Ramsdale

**REWARD ONLY****Grade:** CUK Level 13**RUI:**1167**Date Approved:****Initials:**