



## **Callum**

### **Trainee Occupational Health Advisor**



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***“I love helping people and making them feel better.”***

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Meet Calum, a trainee OHA. He describes being supported to develop new skills and getting positive feedback from the people he's helped.

#### **What attracted you to PAM OH?**

After completing an advanced diploma in nursing, I was working for the NHS, on the wards doing A-E respiratory assessment. Although I enjoyed that, it was long hours and not much pay as I was effectively on a zero-hours contract. I decided to join PAM OH because as well as the fantastic pay I also get to work flexibly and everyone is really friendly. There were also lots of opportunities for me to develop my career with PAM Academy, the in-house training programme.

#### **What does your week typically involve?**

I spend most my day assessing people who have been referred by their manager because they're off sick or struggling to fulfil their duties at work. I meet with the individual online, or face-to-face, to understand how their health is affecting them at work. Afterwards, I write up a report, signposting them to our other support services, such as counselling and physiotherapy. It's about helping them to recover and helping their manager understand what they can do to support them.

#### **What do you like most about your job?**

I love the social aspect of helping people and making them feel better. My manager is also the best manager I've ever had. Nothing is too big or small. If I'm ever stuck on a case, I can send her a message and she listens and helps or tells me who else can help. I've also benefited from really

good training since starting. The onboarding learning was great and I'm now being trained in health surveillance so I can go onto client sites to make sure people are safe at work.

#### **What have you found most challenging?**

Sometimes it's challenging to get the message across to someone about what they need to do to improve their health, which requires being able to write in an easily understandable way. It can also be challenging to deal with someone who is in a lot of emotional distress, but it's very rewarding when you can help to de-escalate things for them and signpost them towards appropriate support. A few weeks later they often let you know just how much you helped them.

#### **Why would you recommend working for PAM OH?**

If someone is thinking of applying, I'd tell them to just do it. Everyone is very friendly and keen to learn together. The benefits are also amazing. It's great to have paid annual leave and we also have lots of other generous benefits, including PerkBox, which gives you up to 7% off your weekly food shop. We have access to a private GP and you can work very flexibly, which means I can pick up my son from school and fit my appointments around that if needed.



## **Laura**

### **Head of Clinical Operations**

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***“I enjoy being busy and building a team.”***

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Meet Laura, a senior leader. She describes building a team to enter a new industry and working alongside senior management.

#### **What attracted you to PAM OH?**

It's always been in me to care about people, so after completing a Bachelors of Nursing and working on the wards in various disciplines I moved into occupational health where I worked in a number of leadership positions. I was on a career break when I was approached by PAM OH to see if I would set up a new operation in Aberdeenshire, to help them break into a new sector. I love a challenge and knew which people I wanted to recruit, so took on the role.

#### **What do you like most about your job?**

I enjoy being busy and building a team. It's great to be surrounded by others after several years spent working from home and I enjoy working at pace to ensure we have the right set up. The senior management team is not overly hierarchical, and my manager is great. No one is clock watching and you get a lot of thanks and appreciation. Everyone is prepared to roll up their sleeves so we can do things properly and earn our stripes as we enter this new sector.

#### **What does your week typically involve?**

In the six months since I joined, I've recruited six nurses, a doctor and several technicians to service our first client, a large private company employing over 5,000 people. As well as meeting with the client and making sure my team feels happy and supported, I'm also project managing the establishment of our new operation. That can vary from overseeing the renovation of

our new building and deciding on uniforms to creating new policies and procedures.

#### **What have you found most challenging?**

There have been some really tight deadlines, especially when it came to opening our first clinical space. We had just one weekend to turn clinical rooms left by an incumbent into something new, but everyone pulled together to make it happen. The work can be intense at times but there's still a good work-life balance. I've just got back from a second holiday where no one contacted me while I was away, which is very refreshing.

#### **Why would you recommend working for PAM OH?**

Although I've worked in leadership roles for a good few years, I'm a nurse at heart and care about people, so it's very meaningful to be helping people to stay healthy or recover when they get sick on a much larger scale than you can do working one-to-one with patients. The pension and healthcare is very generous and the quality of the courses provided by PAM Academy, our training and development team, is recognised for its quality throughout our industry.



## **Lorraine**

### **Clinical Training Lead**

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***“The team around you are really supportive.”***

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Meet Lorraine, a clinical training lead. She describes making the most of the career development opportunities and her new role training others.

#### **What led you to work for PAM OH?**

I entered occupational health after qualifying as a registered nurse and becoming an offshore medic. I quickly realised I loved the occupational health side of the role and joined PAM OH for its amazing career development opportunities, after completing one of the first degrees in occupational health. I have advanced from being an occupational health advisor to a clinical lead, to one of the clinical training leads at PAM Academy, our in-house training department.

#### **What does your week typically involve?**

I regularly train and induct our newly recruited occupational health advisors and more experienced clinicians to help them advance in their occupational health practice, including the importance of audit. I also develop e-learning packages and I'm currently finalising a new program focused on hearing health in the workplace. Along with my colleagues, I also deliver training on topics ranging from drug testing to mental health at work and develop more courses as the need arises..

#### **What do you like most about your job?**

I really like adapting my approach to meet different people's learning styles. It's great when someone suddenly gets what occupational health is and how varied and essential it is. I also enjoy getting to utilise all my experience from the last thirty years, while still getting to constantly develop myself. PAM OH supports

you to stay up to date with the latest clinical practice and I'm currently doing a doctorate in occupational health, psychology and management.

#### **What have you found most challenging?**

I'm still relatively new to the training role and have gone from being a clinical expert to teaching others. It's a vertical learning curve but no two days are the same and the team around you are really supportive. I also travel a lot as PAM OH is a national, so one day I might be training from home or in Warrington, then travelling again to Milton Keynes. Fortunately, I only work four days a week and have every Wednesday off, so it feels like I work a two-day week.

#### **Why would you recommend working for PAM OH?**

Even though we've grown to hundreds of people, PAM OH still has a family feel. The management support is great and what we do genuinely makes a difference to people's lives. Some of my colleagues have even helped to change government policy. We're also encouraged to stay healthy, with free physiotherapy and dental care, and have a good work-life balance. Next year I'm taking additional holiday leave to go travelling as part of the many benefits that PAM offer.