

## The Newcastle upon Tyne Hospitals NHS Trust

### Job Description

#### 1. Job Details

<b>Job Title</b>	Admin Support (Transfer Service)
<b>Band</b>	2
<b>Directorate:</b>	Women's Services
<b>Ward/Dept Base:</b>	Northern Neonatal Transfer Service (NNeTS)
<b>Hospital Site:</b>	RVI

#### Essential Requirement

- Minimum of 3 GCSE grade C or above of which one must be English Language or equivalent qualification / experience
- Keyboard and data entry skills
- Good organisational skills
- Excellent communications skills, pleasant and helpful manner
- Excellent telephone manner
- Caring attitude, able to work effectively under direction as part of a multi-disciplinary team
- Ability to work unsupervised

#### Desirable Requirements

- Previous NHS experience
- Knowledge / experience of Microsoft programmes including word, excel & outlook
- BT or equivalent trained operator experience

#### 2. Job Purpose

- To work as part of an administration team, responsible for the daily administrative activities of the Northern Neonatal Transfer Service (NNeTS) Answering all calls for NNeTS connecting calls to the callers requirements utilising the appropriate resources available via the database i.e. extensions, bleeps DECT, pagers mobiles and home numbers.
- To respond to all emergency calls and contact appropriate personnel.
- To provide and maintain an efficient and effective administration service to the ward team.
- Contribute to the delivery of a consistently high standard of patient care as part of the multidisciplinary team.
- Ensures case notes, X-rays and results are available for new admissions, ward rounds and multidisciplinary team meetings.
- To ensure that case notes are correctly maintained following departmental guidelines and compliance with legislation (Caldicot Guidelines etc).

### **3. Dimensions**

- Under the direction of the Lead Nurse undertake administrative duties within the department
- Suitable post for an individual wishing to work in support of the multi-disciplinary team, providing indirect patient care and supporting the multidisciplinary team.
- The contribution of administrative staff is recognised and highly valued, and staff are actively supported with their on-going education and development within the limits of their own potential and ambition to ensure service needs are met.

### **4. Organisational Arrangements**

**Reports to:** Lead Nurse for NNeTS

**Staff responsible for:** Nil

### **5. Knowledge Training and Experience**

- Trust induction
- Knowledge of PAS and case note manager system
- Knowledge of NHS Medical records
- Competent with Microsoft Office for Trust PAS and Directorate Systems
- Customer care training
- Health and Safety training
- Internal training delivered over a number of weeks:
  - Basic Switchboard operation
  - Switchboard related IT systems
  - Emergency response and priority systems within NNeTS
- Ability to retain knowledge on all policies and procedures, ability to understand alarm and emergency systems and prioritise accordingly.
- To attend compulsory updates and induction courses, both within NNeTS and the Trust.
- Busy Switchboard experience former BT trained or equivalent preferred and PC literate with some basic medical terminology.
- When trained the ability to pass on this training in the role of mentor
- Knowledge of computer systems

### **6. Skills**

#### **Communications and Relationships**

- Maintain high standards of communication whilst working effectively as a member of the team
- Ability to communicate with staff at all levels, patients, carers and other outside agencies in a friendly and professional manner
- On a day by day basis will communicate with patients and relatives face to face or via the telephone referring to nursing staff for advice and guidance.
- Report any relevant information or incident regarding patients or visitors to the Senior nurse for NNeTS
- Under the direction of the Lead Nurse make contact with other departments as

appropriate.

- Receives and delivers and transfers information which may be of a sensitive nature.
- To send and receive job related information verbally, in writing and electronically.
- To ensure effective communication with all other health service professionals and departments, arrange appointments, book transport and obtain results.
- To ensure that all admission details for patients being admitted are accurate and dealt with in a timely manner using ledger and electronic recording systems. Admission book, PAS and case note tracking system.

### **Analytical and Judgmental Skills required for the post**

- Ability to understand the needs of others and to communicate with discretion and to advise and negotiate in difficult circumstances.
- Ability to assess, resolve and refer enquiries.
- Ability to judge the urgency of situations and respond accordingly
- Ability to manage both independently and as part of a team.
- Ability to use own judgement and discretion in the disclosure of information held within the Trust database.

### **Planning and Organisation skills required for the post**

- Ability to prioritise work within established guidelines
- Must be able to work individually or part of a team.
- Ability to address emergency situations and respond accordingly within well established procedures.
- Ability to record accurately ever -changing information and handle appropriately information with regard to the whole of the Trust.

### **Physical dexterity skill requirements**

- Advanced keyboard skills and IT skills

## **7. Key Results Areas**

### **Patient/Client Care**

- To provide and constantly maintain a high quality admin support service.
- Face to face contact with patients and relatives advising on a variety of non-clinical issues e.g. patient waiting area, parking
- To observe patient confidentiality at all times.
- Ensure patient information is checked by Lead Nurse and filed in patients' case notes and forwarded as appropriate to ensure timely management of patient care in community by either fax or post.

### **Policy and Services Development**

- Adheres to Directorate and Trust policies and procedures relevant to own area.
- In conjunction with Lead Nurse, adapt own working environment according to directorate policies.
- In conjunction with Lead Nurse ensure the Directorate security policy and procedure is always adhered to in particular for violent and aggressive visitors/relatives and child protection issues.
- Awareness of fire, health and safety issues and protocols for emergencies.
- To operate within the dimension determined by the Caldicott guardian.

### **Financial and Physical Resources**

- Ensure safety of patients' cash and valuables in line with Trust Policy.
- Contribute to prudent stock control/maintenance ensuring ward stock is ordered in a timely manner.

### **Human Resources**

- Comply with Dignity & Respect at work Policy.
- Comply with the Trust Health & Safety Policy and attend updates.
- Demonstrates duties to new starters
- Contribute to administrative education of staff as appropriate
- To act as a role model to those new to the service.

### **Information Resources**

- Data entry of patient records on to computer systems, Trust PAS
- To be competent with Microsoft Office including Outlook to facilitate the receiving and sending of work related communications.
- Daily checks of e-mails and service correspondence.
- Photocopy documents as directed by the nurse in charge.
- Connecting calls to the callers requirements utilising the appropriate resources available via the database i.e. extensions, bleeps, DECT, pagers, mobiles and home numbers.

### **Research and Development**

- Participates in audits and surveys relating to staff or user satisfaction when requested
  - Assists in collection of information for clinical surveys and audit
  - Pull case notes, current and archived, for clinical surveys and audit
- To attend relevant promotional events related to NNeTS as required and identified by departmental manager.

## **8. Freedom to Act**

- Works within the Trust & Directorate standard operating procedures and policies, where manager is available for reference.
  - Problem solving – advising patients and relatives on non-clinical matters.
  - Adheres to Trust policy for patient and staff security and IT Security.
  - Use initiative to pursue the completion of calls to the best of the post holder's ability utilising appropriate resources available including personal knowledge and experience where applicable and within the constraints of the policies and procedures of the Trust.

## **9. Effort and Environment**

### **Physical**

- Manual handling of notes, stationery and other stock.
- Stretching, bending and climbing on kick stool and ladders for retrieval and filing of case notes.
- Walking to and from other departments, medical records/secretaries for collection of case notes.

### **Mental**

- Coping with interruptions from all levels of staff for advice and queries
- Role will require a large amount of concentration to accommodate multi-tasking; listening – searching – and directing calls.
- Working under pressure.
- Ability to think clearly and remain calm, concise and polite under any circumstances that may arise

### **Emotional**

- Indirect exposure to information in relation to medical case notes. Ensuring Caldicott guidelines are maintained.
- Occasionally required to support distressed patients and or relatives on the telephone and face to face.
  - Ability to manage abusive and verbally abusive callers and direct accordingly
  - Ability to remain calm and focused

### **Working conditions**

- Requirement to use VDU equipment on a daily base
- Post holder based in the NNeTS at the RVI
- Working in a busy and often noisy environment
- Working in an area where the space is restricted