

JOB DESCRIPTION

Post Title	Admin Assistant – Palliative & End of Life Care Team
Base	The Royal Shrewsbury Hospital
Band:	3
Department	End of Life Care
Reports to:	Matron for Oncology & Haematology
Accountable to:	Matron for Oncology & Haematology
Key working relationships:	Patients, relatives and carers, volunteers, medical and nursing staff of all levels, Allied Health Professionals, Managers, Communications team.

Job Summary

- The post holder will provide administrative assistance and support to the Palliative & End of Life Care team at SaTH. The postholder will work alongside two other team members who provide administrative support to the Palliative & End of Life Care team and will be expected to co-ordinate leave to ensure there is sufficient resource available to support the team.

Main Duties and responsibilities

- Provide administrative support to the Palliative & End of Life Care team
- Co-ordinate and support Palliative & End of Life Care team. Answer office phone and contact relevant member of Palliative & End of Life Care team to deal with clinical queries as necessary.
- To ensure all Swan scheme resources are stored in correct locations and maintain stock levels. Support ward teams asking for additional Palliative & End of Life Care team resources
- Ensure that all incoming correspondence, both written and by e-mail, is opened and flagged for Palliative & End of Life Care team
- Provide administrative support to the team, including typing letters, updating ward office rota, booking meetings for Lead Consultant, creating complaint files, taking and transcribing meeting notes, creating training materials, maintaining diaries, filing and archiving records and making and receiving telephone calls and enquiries.
- Under direction of Palliative & End of Life Care team members input data onto the team spreadsheets, databases and team dashboard in order to capture full activity of the team. This will include use of Semahelix, Somerset Cancer Database, Clinical Portal and Gather system.

- In conjunction with other members of administrative support to the Palliative & End of Life Care team to arrange meetings, PEOLC Steering Group and PEOLC Safety Meetings as requested and following liaison with all parties, arrange the venue, a mutually convenient date and time to meet and circulate relevant papers in advance. Where appropriate, take notes/minutes in meetings relevant to Palliative & End of Life Care team
- Responsible for inputting accurate data onto the appropriate database system.
- Complete documents for Swan Fund requests.
- Act as the first point of contact for all internal and external telephone calls to the office. Where possible, signpost callers to the appropriate service or liaise with staff to resolve problems in a professional and competent manner.
- Co-ordinate EOLC volunteers. Sign post them for training. Contact them when a request is made by one of the EOLC Lead Nurse /Specialist Nurses to support a patient and their loved ones.
- Ensure EOLC input records are kept in a locked cupboard and recorded and filed monthly.
- Accurate photocopying of relevant notes and documents.
- Organise and maintain an efficient and up to-date filing system.
- To assist in developing and maintaining user guides and procedures for use by the team, for example swan box files on each ward.
- Restock wards/units with all items of swan resources.
- Filing records, support with audits and audit reports.
- Assist with bookings of mandatory training for the Palliative & End of Life Care team and annual appraisals.
- Assist with organising Palliative & End of Life Care team training – photocopying/room bookings, setting up rooms etc.
- Responsible for maintaining own professional development and to be aware of current practices and developments within the Trust and the NHS in order to fulfil the role effectively.
- Assist the team to achieve CQC requests.
- Role model the Trust's values and behaviours.

Limits of authority

- The post holder is responsible for planning and undertaking their own workload, dealing with queries and making decisions using departmental procedures. Supervision and advice is always available and any issues of concern may be referred to the Matron for Oncology & Haematology, or other member of Palliative & End of Life Care team
- The post holder will deal with enquiries in person, by telephone and electronically, and will liaise with all levels of staff within the Trust, with patients and relatives and external stakeholders.
- The post holder will communicate routine information to managers, staff, patients and relatives requiring persuasive skills, tact and diplomacy.

Systems and Equipment

- To use normal office equipment.
- To be competent in the use of a range of electronic information systems and tools – Excel, Sema Helix, PowerPoint.

Physical, Mental and Emotional Demands of the Post

- To interpret a range of information, some of which may be conflicting and complex, during the handling of formal complaints and concerns.
- To work flexibly, as appropriate, to meet critical, short term and long term deadlines.
- The volume and complexity of work is unpredictable and may vary from day to day.
- The post holder will be exposed to distressing or emotional circumstances when dealing with written and verbal communication from patients and relatives.
- To cope with frequent interruptions during periods of concentration.

Working Conditions

- To work in normal office conditions, including daily, continuous VDU work.
- There will be a requirement to travel between all Trust sites.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Your attention is drawn to the confidential nature of information handled within the NHS. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and could result in a prosecution for an offence or action for civil damages under the Data Protection Act 1998.

HEALTH & SAFETY

As an employee of the Trust you have a responsibility to:

- Take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work.
- Co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to and not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

INFECTION PROTECTION & CONTROL

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- Ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself.

- Be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff.
- Maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development.
- Challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust you have a responsibility to:

- Participate in statutory and mandatory training as appropriate for the post; and maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct.
- Take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates.
- Participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant

authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.

As an employee of the Trust you have a responsibility to ensure that:

- You are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

JOB DESCRIPTION AGREEMENT

- I have read and understood the duties that are expected of me in the role of Administration Assistant for the Palliative & End of Life Care team

Manager Name	Post holder Name
Signature	Signature
Date	Date

