

JOB DESCRIPTION

Post Title	Administrative Assistant
Base	Shrewsbury & Telford Hospital NHS Trust
Band:	NHS AfC 2
Department	Quality Governance, Women and Children's Division
Reports to:	Quality Governance Lead
Accountable to:	Quality Governance Lead
Key working relationships:	Patients, relatives and carers, medical and nursing staff of all levels, Allied Health Professionals, Managers, Communications team, and other relevant external stakeholders

Job Summary

The post holder will provide administrative assistance and support to the Quality Governance team to assist in ensuring all aspects of quality governance are supported in a timely manner.

Main Duties and responsibilities

- Provide administrative support to the team
- Ensure that all incoming correspondence, both written and by e-mail, is opened, triaged, and brought to the attention of the team for further action.
- Provide administrative support to the team, including typing letters, data entry on the Datix system, taking and transcribing meeting notes, creating training materials, filing and archiving records and making and receiving telephone calls and enquiries.
- Arrange 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 with staff and patients/families.
- Responsible for inputting accurate data onto the Datix system.
- Act as the first point of contact for all internal and external telephone calls to the office. Where possible, signpost callers to the appropriate member of the team in a professional and competent manner. Some callers may be anxious, angry and distressed.
- Take details of verbal messages over the phone or face to face and, where appropriate, escalate more complex concerns to other members of the team.
- Ensure all medical records are tracked using the Patient Document Tracking system.

- Accurate copying, scanning and storing of relevant notes and documents when needed.
- Organise and maintain an efficient and up to-date filing system and ensure that letters, reports and e-mails are filed appropriately.
- Maintain stock control of departmental stationery and other supplies.
- Assist the team in compiling reports, undertaking surveys, audits and other projects relevant to the department.
- 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.
- Role model for the Trust's values and behaviours.
- Provide any other support as may reasonably be required by the Quality Governance Lead

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 Quality Governance Lead or any other member of the 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 and Microsoft Office applications.
- Manage multiple tasks efficiently in a complex, changing, and at times challenging environment.
- Communicate appropriately with a range of people at different levels of the organisation.

Physical, Mental and Emotional Demands of the Post

- 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 may 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; and
- 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 AND 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; and

- 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; and
- 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; and
- 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; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and

- 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 Trust’s 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 Womens and Childrens Admin Assistant.

Manager Name	Post holder Name
Signature	Signature
Date	Date