



INFECTION PREVENTION AND CONTROL SECRETARY

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

A MESSAGE FROM OUR CEO

Thank you for your interest in this role.

Our Trust's Vision is to provide excellent care for the communities we serve. We are striving to provide high quality, safe care for our patients in an environment which our colleagues are proud to work in.

We are looking for an inspiring, motivated individual who demonstrates our values, and who can provide clear vision and direction as we continue to move forward.

You will know that our Trust is on an improvement journey. Our recent Care Quality Commission inspection demonstrates that we are making progress towards our aim of Getting to Good, despite the challenges of a pandemic. We also know that we have more to do and that we must sustain the changes if we are to keep on improving. We are wholeheartedly committed to this and have plans in place to support this including our exciting Hospitals Transformation Programme. This will support the reconfiguration of where and how we deliver our services and the modernisation of our facilities and infrastructure, so that we can deliver better quality care for all of our communities.

It is a really exciting time to be a part of our Trust. I hope that you will join us to help steer and support us on our journey.

Louise Barnett

Louise Barnett
CHIEF EXECUTIVE OFFICER

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Infection Prevention and Control Secretary
Band	3
Directorate	Chief Nurse Directorate
Accountable to	Lead Nurse – Infection, Prevention and Control
DBS Required?	No

JOB PURPOSE

- To provide a comprehensive, professional and effective secretarial support to the Infection Prevention and Control Team adopting a high degree of confidentiality as may be required within the post.
- To provide a PA/secretarial service to the DIPC/Infection Control Doctor and IPC Team Management.
- To undertake various types of project work and audits, interpreting gathered information into spreadsheets and reports with guidance from the Infection Prevention and Control Team.
- To work independently using initiative and applying a high degree of confidentiality to all work. To undertake non-routine duties without direct supervision.

Knowledge, Training and Experience –

The post holder will be required:

- To provide a comprehensive, professional, and confidential secretarial and administrative support to the members of the Infection Prevention and Control Team, receiving complex information orally, in writing and electronically.
- To be highly skilled and experienced in the full range of secretarial work practices, office procedures and software programmes and to use proficient internet skills to access, research and retrieve data relevant to the team.
- To use knowledge and experience to meet the needs of the team by completing non-routine tasks on a daily basis using own initiative.
- To update skills as necessary and undertake mandatory training courses as required and be willing to undertake further specific post enhancement training as may be required by the Infection Prevention and Control Admin Manager and the Head of Infection Prevention and Control & Maintenance.

Communication and Relationships

The post holder will be required:

- To use excellent communication skills to communicate and develop relationships with a range of people on a variety of matters. This will include work colleagues within the Infection Prevention and Control Department and, Trust Executive Directors, Senior Managers, Department and Service Heads, and other members of staff within the Trust, the Strategic Health Authority, Department of Health, PCT, and outside organisations. Contact with members of the public, service users and carers will also be required.
- To be experienced with a range of communication methods including telephone, fax, email and scanner. To use developed communication skills where there may be a barrier to understanding, and at times to give disappointing news to staff, service users, carers and members of the public.
- To receive, filter, monitor and action incoming communications of all types, take accurate messages, action or pass on issues as appropriate and deal with telephone enquiries in a professional and diplomatic manner.
- To communicate with and calm angry visitors or confused service users, either face to face or on the telephone, and to find them the appropriate help/contact they require.
- To exchange confidential, sensitive information with staff, service users and carers, in person or on the telephone.
- To carry out any other duties as requested by the DIPC/Infection Control Doctor and Matron for Infection Prevention and Control.

Analytical and Judgemental

The post holder will be required:

- To use own judgement to find solutions to staff and site requests/needs through the use of analytical and problem solving skills; handling queries and ensuring that relevant information is imparted and confidentiality is maintained.
- To be responsible for establishing systems and work closely with the Infection Prevention and Control Team, undertaking specific projects or tasks to include income generation initiatives and audit initiatives, the majority of which will be computer based using a wide variety of Microsoft Office packages and the Internet.
- To assist in support work for unannounced visits, gathering information from various sources and assisting with the presentation of associated paperwork.
- To be responsible for the interpretation of gathered information into spreadsheets, graphs and reports.

Planning and Organisation

The post holder will be required:

- To manage and organise own time and workload efficiently and adhere to deadlines set by managers to enable the smooth running of the department.
- To organise named electronic diaries, ensuring file and meeting preparations are brought forward. To plan and update diaries as and when necessary and to be aware of and able to make adjustments to plans at short notice.
- To ensure all messages are relayed as quickly as possible to managers. To manage and prioritise incoming mail, chase actions, outputs and outcomes.
- To be responsible for booking, arranging and organising meetings and seminars, linking with professional staff both from within the Trust and other organisations and administering various training events for the managers. To send invitations out to attendees, book speakers, venues and refreshments.
- To prepare and draft agendas in preparation of appropriate meetings, to take detailed minutes of meetings as requested by managers, transcribe and distribute within a reasonable timescale.
- To report and ensure equipment and environment faults are dealt with by relevant persons.
- To update filing and maintain electronic filing system. Initiate systems for the correct and safe storage of information both in paper and computer generated form.
- To establish and maintain effective bring forward filing systems.

Physical Skills

- The post holder will be required to use advanced and accurate keyboard skills to produce top quality documents, reports etc.

Patient / Client Care

- The post holder will be required to have incidental contact with patients, e.g. interface with service users and or their representatives on behalf of the team when absent.

Policy and Service

The post holder will be required:

- To suggest implementing relevant changes to working practices to own work area and to negotiate with others where other work areas are affected.
- To contribute and administer action plans and project plans on behalf of the Matron for Infection Prevention and Control

Financial and Physical Resources

The post holder will be required:

- To order stock and non-stock requisitions, researching equipment/products if necessary.
- To regularly monitor stationery levels ordering as appropriate.
- To maintain and be responsible for maintaining and reporting faults on equipment used by self and by the rest of the team

Human Resources

The post holder will be required:

- To support the managers with the induction and orientation of new staff.
- To provide training in departmental procedures, offering support and advice, also provide effecting training on Microsoft packages /technology to members of the team.
- To provide delegates' packs for any training sessions run by the department.

Information Resources

The post holder will be required:

- To collate information using computer software and assist in the preparation of policies and procedures, reports, audits etc. This will involve background research into various topics using a variety of sources. There is a daily requirement to use computer software to design, create and develop reports, databases, spreadsheets, letters and other documents to meet the diverse needs of the team.
- It is the employee's responsibility to ensure all records (computerised and manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
- When necessary, upload results of statistics onto government websites.
- To be responsible for the accurate storage and retrieval of information according to the Data Protection Act 1984 and Freedom of Information Act 2000 and archiving where necessary.

Research and Development

The post holder will be required:

- To undertake surveys/audits within the Infection Prevention and Control as directed.
- To use proficient skills to access, search and retrieve data relevant to the department's requirements and to assist the team in research and development activities.

Freedom to Act

The post holder will be required:

- To work unsupervised on a daily basis prioritising own workload, using initiative as to what is routine and what is urgent.
- To use agreed guidelines/procedures and developed knowledge/skill/qualifications when working autonomously and managing own work.
- To participate in regular supervision meetings and annual appraisals with line manager.
- To work without direct supervision, using independent judgement and exercise initiative, taking responsibility for the overview and control of a particular block of work within defined guidelines and as required by the Infection Prevention and Control team.

Statement

The information being handled by employees of Shrewsbury and Telford NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure including possible summary dismissal.

All employees are responsible for ensuring they attend the relevant mandatory training as agreed with their manager.

It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them and the manager's responsibility to ensure their staff's compliance



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Core knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience • 4 GCSE's (9 – 4 and above) or equivalent including English Language • RSA Stage 3 typewriting, word processing (or equivalent) 	<ul style="list-style-type: none"> • ECDL • NVQ 3 Business Admin

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience in word processing • Customer Care • Secretarial procedures • Sufficient experience to have developed the skills required for this role • Medical Terminology • Knowledge of good practice and system of work within secretarial/PA field. • Knowledge of Health and Safety in the Workplace • Understanding of confidentiality/data protection issues. • Knowledge of NHS policies 	<ul style="list-style-type: none"> • Knowledge of PAS and laboratory systems

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent command of English • High standard of grammar and spelling • Able to prioritise • Well organised • Good time management • Team worker 	

<ul style="list-style-type: none"> • Patient focused • Calm and confident • Able to use own judgment • Able to concentrate for long periods • Able to communicate sensitively and tactfully • Experience of minute taking 	
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OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Ability to meet the travel requirements of the post • Ability to work at all Trust sites 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

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 PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. 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 colleagues; 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.

- 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 - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. 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, to protect yourself and the Trust from any possible 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 continuous personal development including, 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

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

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 Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to

empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH 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 make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital