



**CANDIDATE
INFORMATION
PACK**

Dear Candidate,

Thank you for your interest in this post and for taking the time to read this information pack. We hope that this exciting and rewarding role catches your imagination and that you are encouraged to apply.

Lewisham and Greenwich NHS Trust is an Acute Trust with a teaching hospital, which also runs community services in Lewisham. We have an income of around £500 million. We serve a population of 600,000 people, employ 6,000 staff and have 855 beds across our two main hospital sites.

The Trust provides NHS services for local people in Lewisham, Greenwich and Bexley. The Trust comprises two hospitals, University Hospital Lewisham (UHL) and Queen Elizabeth Hospital (QEH), as well as 11 different health centres in Lewisham. In addition, we provide some services at Queen Mary's Hospital in Sidcup.

UHL is situated in the heart of Lewisham borough. It is a teaching hospital that obtained university status in 1997 due to the role it played in undergraduate education and research. QEH, located in Woolwich, provides a broad portfolio of primarily acute services for those living in Greenwich and North Bexley.

We have made many improvements since the Trust was formed in 2013, including important clinical developments at our hospitals. At QEH we've developed a new Ambulatory Care Unit and birth centre, centralised pathology, opened a Clinical Decision Unit alongside the Emergency Department and developed a new discharge lounge. Developments at UHL include a new Ambulatory Care Centre, a Rapid Response Laboratory, a Kidney Treatment Centre under construction, additional theatre capacity and expanded stroke services (consolidated from QEH).

Through our strategy we plan to make a range of further improvements over the next five years. Our vision is to be a consistently high performing and financially sustainable Trust. By joining us now, you can play a role in making this vision a reality.

Our employees put patients at the heart of everything they do – there is a genuine commitment to providing the best services we can for the local population. This is reflected in the positive feedback we receive from patients, and by the number of Trust staff who have won national awards for best practice. You'll find a real sense of togetherness and positivity

across our workforce – we're listening and involving all our staff to improve services and make our Trust a great place to work.

This pack gives information about the role and the Trust values. As part of your background research on the Trust, you may find our website useful:

<http://www.lewishamandgreenwich.nhs.uk/>

The Recruitment Team

Excellence in Healthcare

JOB DESCRIPTION

Post Title: Administrator Specialist Medicine
University Hospital Lewisham

Department: Respiratory

Responsible to: Associate Service Manager

Grade: Band 3

Hours: 37.5 hours a week

Job Summary:

1. To be responsible for general administrative duties
2. To manage clinic appointments on iCare and Rio systems
3. To proactively deal with telephone queries from service users and colleagues
4. Booking lung function tests (Respiratory)
5. Ordering stationery on SBS

Key Result Areas & Performance:

- ☐ To use own initiative to problem solve and prioritise the urgency of work, and to act on behalf of the Team when appropriate.
- ☐ To operate office procedures and systems effectively and efficiently in line with agreed administration performance standards collate and circulate relevant documents and papers to the team when necessary.
- ☐ To draft standard correspondence, reports, documents, notes of meetings and letters generated by the nursing teams, having due regard for consistent and professional presentation using Word or Excel, in line with administration performance standards.
- ☐ To deal sensitively with enquiries from service users with due regard to patient confidentiality.
- ☐ To maintain effective and efficient communication and working relationships internally to the nursing teams in Lewisham & Greenwich NHS Trust to support smooth service delivery.
- ☐ To book meeting rooms and equipment, as necessary

- ☐ To act as a central point of contact for the nursing teams for patients, carers and health professionals.
- ☐ To provide an effective telephone answering service (both internally and externally) and record accurate messages. To prioritise urgent messages, to manage directly routine responses, and to ensure that all messages are appropriately dealt with in a timely manner in line with local policy. To maintain confidentiality at all times.

Partnerships

Internal to the Trust

- ☐ patients, relatives & carers
- ☐ Integrated Respiratory and Diabetes Teams
- ☐ Manager of Adult Specialist Service
- ☐ Community Staff
- ☐ Other clinicians in Lewisham & Greenwich NHS Trust

External to the Trust

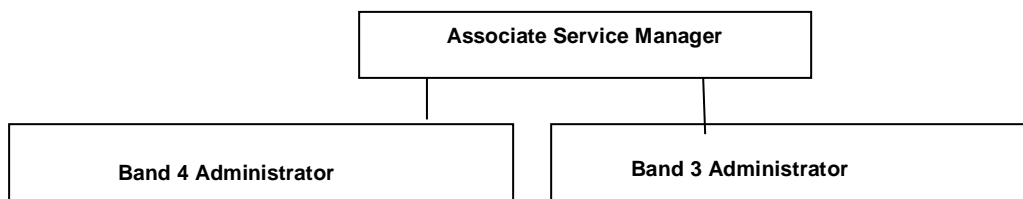
- ☐ To maintain effective and efficient communication and working relationships externally to Lewisham & Greenwich NHS Trust:

General Practitioners/ Practice Nurses/ Practice Reception Staff

General

- ☐ To participate in administration team activities as appropriate (for example team meetings, away days and one-to-one supervision sessions).
- ☐ To work with colleagues developing procedures, guidelines and standards to improve service delivery in order to meet user and service need.
- ☐ To carry out any duties commensurate with the banding of post and broadly in line with this job description, as may be reasonably requested.
- ☐ The Trust aims to maintain the goodwill and confidence of staff, service users and the general public. To assist in achieving this objective, employees are expected to carry out their duties in a courteous and sympathetic manner.
- ☐ The successful candidates will be able to prioritise their work effectively and have a keen eye for detail. They will be a point of contact for patients and other service users and will proactively deal with telephone enquiries from patients and colleagues in a professional manner.
- ☐

Structure Chart



General Information

Review of this job description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder on a regular basis.

Confidentiality

The post holder must ensure that personal information for patients, members of staff and all other individuals is accurate, up-to-date, kept secure and confidential at all times in compliance with the Data Protection Act 1998, the Caldicott principles and the common law duty of confidentiality. The post holder must follow the record keeping guidelines established by the Trust to ensure compliance with the Freedom of Information Act 2000.

Data Protection Act

All staff who contributes to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping Policy. Staff should be aware that patients' care records throughout the Trust will be subject to regular audit.

All staff who have access to patients' care records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with the Trust's Code of Confidentiality Policy.

All staff has an obligation to ensure that care records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an implied basis and also on the basis that, on accepting their job description, they agree to maintain both patient / client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act.

Systems and IT skills requirements

All Trust staff needs to have the essential IT skills in order to use the Trust Clinical Information System as well as other required IT related applications in their jobs. Initial and on-going IT applications and IT skills training will be provided to underpin this requirement.

Health & safety

All staff must comply with all Trust Health & Safety Policies and Procedures. Staff must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.

Professional registration

- i) If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.
- ii) You are required to advise the Trust if your professional body in any way limits or changes the terms of your registration.
- iii) Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action, which may result in the termination of your employment.

- iv) If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore, throughout your employment with the Trust, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

Risk management

All Trust employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

All staff has a responsibility to manage risk within their sphere of responsibility. It is a statutory duty to take reasonable care of their own safety and the safety of others who may be affected by acts or omissions.

All managers throughout the organisation have a responsibility to ensure that policies and procedures are followed, that staff receives appropriate training that a local risk register is developed and monitored on a quarterly basis and any changes reported to the Patient Safety Committee and Integrated Governance Committee.

Managers are responsible for implementing and monitoring any identified risk management control measures within their designated area/s and scope of responsibility. In situations where significant risks have been identified and where local control measures are considered to be potentially inadequate, managers are responsible for bringing these risks to the attention of the Patient Safety Committee and Integrated Governance Committee if resolution has not been satisfactorily achieved.

Infection Control

All Trust staff are responsible for protecting themselves and others against infection risks. All staff regardless of whether clinical or not are expected to comply with current infection control policies and procedures and to report any problems with regard to this to their managers. All staff undertaking patient care activities must attend infection control training and updates as required by the Trust.

Financial Regulations

All staff are responsible for the security of the property of the Trust, avoiding loss or damage of property, and being economical and efficient in the use of resources. Staff should conform to the requirements of the Standing Orders, Standing Financial Instructions or other financial procedures including the Code of Conduct and Accountability and the Fraud and Corruption Policy.

Safeguarding Children

All staff must be familiar with and adhere to Trust child protection procedures and guidelines.

General

- The post holder may be required to work at any of the Trust's sites in line with the service needs.
- The post holder must at all times carry out his/her responsibilities with due regard to the Trust's Equal Opportunities Policy.
- This job description describes responsibilities, as they are currently required. It is anticipated duties will change over time and the job description may need to be reviewed in the future.
- All staff has a responsibility to participate in the Trust's Performance Appraisal Scheme and to contribute to their own development and the development of any staff that they are responsible for appraising.

Valuing Diversity

It is the aim of the Trust to ensure that no job applicant or employee receives less favourable treatment on the grounds of sex, sexual orientation, marital/partnership status, race, religion, age, creed, colour, ethnic origin, disability, part time working status and real or suspected HIV/AIDS status and is not placed at a disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end the Trust has a Single Equality Scheme and it is for each employee to contribute to its success.

No smoking policy

There is a smoke free policy in operation in the Trust. In accordance with this policy smoking is positively discouraged and is not permitted anywhere within the buildings, on the premises or grounds.

Designated smoking areas or smoking rooms are not permitted. Support is provided for staff members who wish to stop smoking.

Waste disposal

All staff must ensure that waste produced within the Trust is segregated and disposed of in such ways that control risk to health, or safety of staff and the public alike in accordance with relevant legislation and procedures contained within the Trust policy

Role Model the Trust Values

We want to make sure that we serve local people in Lewisham, Greenwich and beyond as effectively as possible. As well as continuing to attract and support good staff, we need to make sure that the culture in the organisation – or rather *“the way we do things”* – is right. Our values are:

- We treat everyone with respect and compassion
- We work as a team to improve quality
- We take responsibility for our actions
- We work together for patients and colleagues
- We learn, develop and share knowledge

PERSON SPECIFICATION

	Essential	Desirable
Qualifications and Training	<p>GCSE English Language or equivalent</p> <p>Good basic Education</p> <p>Clear handwriting, Spelling & Grammar</p> <p>Numerate</p>	
Experience	<p>Administrative experience.</p> <p>Experience of working in a multidisciplinary team.</p> <p>IT skills – Email, Word and Excel and a willingness to learn new software packages.</p> <p>Accurate typing.</p> <p>Experience of managing competing and varied demands.</p>	<p>.</p> <p>Willingness to learn how to use the Clinical Information system for Respiratory</p> <p>Experience of booking appointments</p> <p>Experience of working within the NHS / Medical Terminology.</p>
Knowledge	<p>Ability to use initiative and work unsupervised.</p> <p>To have a systematic and methodical approach to work with</p>	

	<p>attention to detail.</p> <p>Ability to demonstrate good organisational skills and to prioritise/manage own workload in a demanding environment.</p> <p>Ability to develop and implement new and existing systems in the department.</p> <p>Ability to meet deadlines.</p> <p>Ability to use internet to gather information for a wider range of uses</p>	
Personal Qualities	<p>Commitment to delivering a high-quality administration service.</p> <p>Responsive to change and ideas, adapt to new systems.</p> <p>Ability to work flexibly.</p> <p>Ability to work under pressure.</p> <p>Ability to recognise when to seek support.</p> <p>Ability to deal tactfully and sympathetically with members of the public and professionals.</p> <p>Ability to demonstrate good interpersonal skills, oral and written communication skills.</p> <p>Ability to demonstrate appreciation of the Trust's Equal Opportunity Policy.</p> <p>Ability to demonstrate an understanding and respect for</p>	

	confidentiality.	
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Occupational Health	Does this post require EPP clearance?	Yes/No
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Post Holder's name/s:

Post Holders' Signature/s:**Date:**

Manager's Name:

Manager's Signature:**Date:**