

University Hospitals Dorset

JOB DESCRIPTION

Job Details

Job Title:	Personal Assistant to Lead Neonatologist & Matron
Band:	4
Directorate:	Acute Paediatrics
Department:	NICU
Base:	NICU - Poole Hospital
Responsible To:	Operational Support Child Health

Job Purpose

- To act as the focal point of communication for a Consultant/Matron and his/her teams.
- To provide a high standard of secretarial and administrative support to the Consultant's/Matron & their teams interacting with other departments, patients and General Practitioners.
- To assist in the organisation of the Consultant's/Matrons workload and ensure effective use of available resources to assist in the smooth running of the department.
- To be responsible for the initiation and prioritisation of own workload.

Communication and Working Relationship Skills

- To provide a complete medical secretarial and PA service, including word processing, filing, audio-typing, scanning, photocopying and the composition of letters. Prepare straightforward responses and requests for the Consultant and designated medical staff as appropriate.
- To be the focal point of contact for patients, relatives, GP's, hospital staff and other professional bodies for written and telephone enquiries on behalf of the consultant and his/her team, exercising discretion to ensure this contact is sensitive and effective.
- Action any requirements that have been requested by the Consultant upon dictating clinic correspondence.
- Liaise with the Outpatients Department regarding patients' appointments and

<p>clinic cancellations in accordance with staff availability and notify necessary parties in accordance with six week clinic cancellation policy.</p> <ul style="list-style-type: none"> • Ensure the prompt return of all tests and reports required in support of consultant correspondence and if necessary, expedite with relevant departments. Inform consultant without delay of all tests/reports marked or notified as urgent. • Use the Trust's computerised systems to enter and retrieve patient-related information as required, including Clinical Record Tracking, CaMIS and Electronic Patient Record. • Arrange study days, conferences and associated meetings as required on behalf of the Consultant(s).

Analytical and Judgemental Skills

- Open and action all consultant/Matron correspondence and respond accordingly. Develop knowledge and understanding of high priority reports to ensure there is no delay. When the consultant/Matron is on annual leave, the postholder will be responsible for incoming clinical requests and deciding when to refer to a more senior person.

Planning and Organisational Skills

- Maintain the Consultant's/Matrons diary and arrange appointments and meetings, co-ordinating non-clinical meetings to fit in with clinical commitments. Identify and communicate potential shortfalls in medical cover within the Consultant's/Matrons team to ensure that appropriate action can be taken by others to avoid or minimise service cancellation.
- Produce associated correspondence, agendas and minutes in relation to Consultant's/Matrons meetings.
- Manage and prioritise workload which requires concentration and working through frequent interruptions and changing of tasks. Set out own priorities without direct supervision.
- Type presentations and input databases using different software applications.
- Arrange study days, conferences and associated meetings as required on behalf of the Consultant/Matron

Responsibility for Patient/Client Care, Treatment and Therapy

- Ensure all 18 week RTT validations are completed in a timely manner and support in achievement of this target.
- Make decisions re expediting/changing appointments, contact patients to change appointments and re-book them. Ensure maximum use of Trust resources through the fully booking of Consultant(s) outpatient clinics.

Responsibility for Policy and Service Development Implementation

- The post holder is required to comply with all Trust Policies, Procedures and Standards and the Poole Approach at all times.
- The post holder is required to maintain confidentiality of information regarding

patients, staff and other health service business in accordance with the Caldicott Guidelines, Data Protection Act and Children's Act and all other relevant legislation as appropriate. Any breach of same will be a disciplinary matter.

Responsibility for Finance, Equipment and Other Resources

- Ensure equipment and resources are utilised to best effect, minimising unnecessary expenditure.
- Ensure all equipment remains in good working order to undertake duties, reporting any faults/defects to line manager as necessary.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

- Assist in the induction and training of new secretarial staff to the department, providing support and guidance.
- Provide supervision to clerical support staff employed within the team.

Responsibility for Information Resources and Administrative Duties

- Requirement to use a computer/VDU more or less continuously on most days.
- The content of medical correspondence will be of utmost confidentiality and occasionally potentially distressing in nature.
- Management of telephone enquiries from patients and patients' relatives may occasionally be challenging or extremely sensitive in nature, requiring a calm and easily understood manner.

Responsibility for Research and Development

- The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

Freedom to Act

- The post holder will organise their own workload and will be expected to take independent action within established policies, procedures, precedents and guidelines. The workload is principally determined by the consultant's own workload.

Any Other Specific Tasks Required

Risk Management

All staff have a responsibility to report any risks and clinical and non-clinical accidents and incidents promptly and to co-operate with any investigations undertaken.

Conflict Of Interest

The Trust is responsible for ensuring the service provided for patients in its care meets the highest standards. Equally, it is responsible for ensuring that staff do not abuse their official position for personal gain or to benefit their family or friends. The Trust Standing Orders require employees to declare any interest, direct or indirect, with contracts involving the Local Health Community. Staff are not allowed to further their private interests in the course of their NHS duties.

Appraisal and Statutory Training

All newly appointed staff will receive an initial appraisal within 6 months of commencing in the post. Thereafter, appraisals will be conducted on an annual basis.

The post holder will undertake all statutory and mandatory training as deemed necessary by the Trust.

CONDITIONS OF SERVICE

As laid down by the University Hospital Dorset, NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general. All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Safeguarding Statement

Poole Hospital NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

'It is the responsibility of every member of staff to maintain the highest standards of data quality for clinical, operational and managerial purposes'

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 10% carbon reduction by 2016.

Criminal Records Disclosure

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health (DoH) and the Department for Education and Skills (DfES) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....
Manager

Signed..... Date.....
Employee

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 changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.