

Job Description

JOB TITLE: Clinical Network PA
DIVISION: Medicine
GRADE: AfC Band 4
REPORTS TO: ISDN Business Analyst
ACCOUNTABLE TO: ISDN Senior Manger

NUH VALUES AND BEHAVIOURS



About Nottingham University Hospitals NHS Trust

Every day, our teams at Nottingham University Hospitals NHS Trust (NUH) make a difference. We save lives, we improve lives and we usher in new life. We are proud to play a central role in supporting the health and wellbeing of people in Nottingham, Nottinghamshire and our surrounding communities.

With more than 18,000 colleagues, we are the largest employer in Nottinghamshire and one of the biggest and busiest NHS Trusts in the country, serving more than 2.5m residents of Nottingham and Nottinghamshire and a further four million people across the East Midlands

and beyond.

We provide a range of national and internationally renowned specialist services and we are at the forefront of new surgical procedures and research programmes. We are home to the East Midlands Major Trauma Centre, the Nottingham Children's Hospital and in partnership with the University of Nottingham we host a Biomedical Research Centre carrying out vital research into hearing, digestive diseases, respiratory, musculoskeletal disease, mental health and imaging.

As a teaching hospital, we are instrumental in the education and training of doctors, nurses and other healthcare professionals. We are proud of our strong relationships with universities across the East Midlands, including the University of Nottingham, Nottingham Trent University and Loughborough University.

The last year has been challenging for our teams. Alongside our continued recovery from Covid, our maternity services are subject to an independent review and we must do more to improve our culture. We are more focused than ever on making sustained improvements across our services.

As one of the NHS Trusts identified in the New Hospital Programme, a programme of investment in NHS hospitals, we have extensive plans to improve our hospitals and the services we deliver for patients. As well as the redevelopment of the Queen's Medical Centre and City Hospital, plans for a new 70 bed NHS rehabilitation facility set to be built on the Stanford Hall Rehabilitation Estate near Loughborough, are currently going through the approvals process.

We have recently become home to the latest series of Channel 4's award-winning series 24 Hours in A&E, which takes a look inside one of the country's busiest emergency department at QMC and showcases the dedication, passion and skill of our teams.

This is an exciting time to join NUH and help support our future ambitions.

Role of the department

Integrated stroke delivery networks (ISDNs) are the key vehicle for transforming stroke care across the country. Using a full-pathway approach, they will prevent thousands of patients suffering a stroke, through improved diagnosis and access to treatment in 24/7 specialist stroke units, and increase the availability of high quality rehabilitation and ongoing community care to rebuild patients' lives after a stroke.

The National Stroke Service Model outlines best practice stroke care for the NHS. The model details the overarching objectives and governance of an ISDN as well as outlining the optimal pathway for joined-up stroke care throughout the patient journey.

Job Summary

- Providing confidential administrative support to the North & East Midlands ISDN teams with a set list of core duties and to provide some ad hoc administrative support as required.
- To provide an efficient, confidential and comprehensive administrative infrastructure in accordance with Trust Policies and Procedures.
- To contribute positively to the development of an effective and efficient service maximizing the use of office technology

Key Job Responsibilities

To provide daily administrative support to the North & East Midlands ISDN Teams

Have a high level of knowledge of appropriate software such as Word, Excel, Power Point, Outlook and other Microsoft programmes for diary management, collation of data and report typing. To produce detailed spreadsheets and databases as and when required.

Use initiative and judgement to assist the North & East Midlands ISDN teams by dealing with incoming calls and enquiries from staff and any outside agencies in a prompt and polite manner.

Work unsupervised on a regular basis with responsibility for managing own time.

Plan and prioritise own workload and assist in the prioritisation of the North & East Midlands ISDN Teams workload and time adhering to deadlines for completion of work.

Ensure that the North & East Midlands ISDN teams electronic documentation and hierarchy are maintained in a logical way to aid in the retrieval of files.

Coordinate and attend meetings to include attendees, room bookings, collation and distribution of papers setting up of room and action note taking. This includes organising meetings at different venues coordinating diaries to ensure maximum attendance or arranging the use of teleconferencing facilities

Manage and prioritise own workload and act independently, including resolving conflicting diary appointments and schedules

To deceminate information to stakeholders using a viariety of platforms including websites, social media and futureNHS.

Recognise when management decisions are required and seek input from managers.

Prepare letters, memoranda, reports and confidential correspondence and support the preparation of briefing papers as appropriate.

Maintain the electronic diaries of the North & East Midlands ISDN Teams.

At all times be aware of Trust's stated ambition to work in a more sustainable way and to support and promote the sustainability agenda as part of fulfilling their role.

Operate a networked computer for several hours a day and be responsible for the quality of information produced.

Participate in training sessions appropriate to role.

General Duties

In addition to the key job responsibilities detailed in this job description all employees at Nottingham University Hospitals NHS Trust are expected to comply with the general duties detailed below:

Infection Control

To maintain a clean, safe environment, ensuring adherence to the Trust's standards of cleanliness, hygiene and infection control.

Safeguarding children, young people and vulnerable adults

Nottingham University Hospitals is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All staff and volunteers are therefore expected to behave in such a way that supports this commitment.

Information Governance

All staff have an individual responsibility for creating accurate records of their work and for making entries into and managing all NHS records effectively in line with the Health Record Keeping Policy and other Health Records and Corporate Records Management policies and procedures in order to meet the Trust's legal, regulatory and accountability requirements.

Health and Safety

To take reasonable care to prevent injury to themselves or others who may be affected by their acts or omissions.

To co-operate fully in discharging the Trust policies and procedures with regard to health and safety matters.

To immediately report to their manager any shortcomings in health and safety procedures and practice.

To report any accidents or dangerous incidents to their immediate manager and safety representative as early as possible and submit a completed accident/incident form.

To use protective clothing and equipment where provided.

Whilst the aim of the Trust is to promote a co-operative and constructive view of health and safety concerns in the organisation, all staff must be aware that a wilful or irresponsible disregard for safety matters may give rise to disciplinary proceedings.

Governance

To actively participate in governance activities to ensure that the highest standards of care and business conduct are achieved.

Health and Wellbeing

Employees are expected to take all reasonable steps to look after both their physical health and mental health. To support employees to achieve this NUH offers a wide range of health and wellbeing activities and interventions. The full programme can be viewed at on the staff intranet.

Line managers are expected to encourage and support staff to look after their health and wellbeing, including the release of staff to attend health and wellbeing activities and interventions.

General Policies Procedures and Practices

To comply with all Trust policies, procedures and practices and to be responsible for keeping up to date with any changes to these.

Working Conditions

The post holder is expected to have the ability to work in a safe and suitable home environment for the majority of their role. There is an expectation that the post holder will attend some events and office working days and have the ability to travel to these independently.

Job Revision

This job description should be regarded as a guide to the duties required and is not definitive or restrictive in any way. The duties of the post may be varied from time to time in response to changing circumstances. This job description does not form part of the contract of employment.

Service Review

A strategic review of all Trust services is taking place, as a result of which some services, or parts of some services, may transfer from one campus to the other. This will be decided in accordance with the most appropriate way to provide the best healthcare for patients in the future and all staff will be fully consulted on about the impact of any such decisions.

Job description reviewed by: Kevin Botham – East Midlands ISDN Senior Manager

Date: April 2024