

JOB DESCRIPTION

POST: Operational Support Services & Systems
Coordinator

BAND: Band 3

ACCOUNTABLE TO: Operational Support Services & Systems Administrator

KEY WORKING RELATIONSHIPS:

Internal

Liaison and communication both oral, written and electronic methods with NHS Trust staff at all levels.

External

Liaison and communication both oral, written and electronic with neighbouring NHS Trusts, Clinical Commissioning Groups, Local Boroughs, Department of Health and other agencies.

JOB PURPOSE

The post holder will provide a comprehensive support service carrying out general reception and clerical duties including excellent customer care, disability awareness and data inputting to ensure the smooth running of service delivery, within The Wheelchair Hub.

Hounslow and Richmond Community Healthcare NHS Trust (HRCH) provides a wide range of healthcare services for the population of London Boroughs of Hounslow and Richmond upon Thames.

This service forms part of the Operations Directorate, which has a wide range of responsibilities to manage, co-ordinate and deliver community services on behalf of the Trust. These include Children and Family Services, Intermediate Care, Therapies, Adult and Older People Services, Outpatients.

KEY RESPONSIBILITIES

General duties:

1. To demonstrate excellent customer care and receive all visitors of the department with courtesy and efficiency, directing them as appropriate and acting as a first point for enquiries.

2. To demonstrate excellent telephone manner, dealing with enquiries and recording messages accurately, when required.
3. To monitor the generic email account, dealing with queries and directing them as appropriate.
4. Review and update reception information and web content, as required for the benefit of the public and staff.
5. Liaise with health professionals to develop and manage the appointment booking system, to support smooth running of appointments and visits.
6. To demonstrate disability awareness, identify users requiring special access such as interpreting services or specialist equipment such as hearing loops and book interpreters or equipment for appointments.
7. Provide a comprehensive clerical support to all professionals based in the clinic/department in line with administrative procedures.
8. To data input all referrals to the service onto the BEST database system daily. To use SystmOne and Summary Care Record as and when required.
9. Management of incoming and outgoing post daily.
10. Carry out photocopying, scanning and laminating duties for clinicians.
11. Implement and maintain the electronic, clerical systems and the transfer of patient information within the Trust and external wheelchair services.
12. To take responsibility for ordering stationery for the service, using procedures in place to maintain stock levels.
13. To manage receipt of office furniture, stationery and equipment that are received at the site. Providing cover for deliveries as required.
14. To act as the contact and liaison point for maintenance requests to the Estates Department and outside contract services.
15. To assist in ensuring Information Governance policies and procedures are upheld within the service setting.
16. To assist in ensuring that Health & Safety policies and procedures are followed within the service setting , conducting site inspections as required.
17. Responsible for Fire Co-ordinator duties in the service, as per fire procedures.
18. To assist in keeping the office and reception areas tidy at the end of each day.
19. To participate in training and development as required.
20. To help implement new systems and procedures within the service, including paperless or paper light systems.
21. To work in co-operation with all administrative staff within the Trust to encourage teamwork to support and help each other to maintain a smooth running, professional service to the public and professional staff.

PEOPLE MANAGEMENT RESPONSIBILITIES

- Co-ordinate work between clinical and technical teams to ensure they work cohesively and to best practice to support the organisation's vision and values.
- Manage and develop any direct reports, as assigned.
- Ensure self and the team have been annually appraised and meet their mandatory training requirements and any other relevant Trust KPIs.
- Keep up to date with professional knowledge and own continuing professional development

VALUES

All staff are expected to act as a role model to others and consistently reflect and demonstrate the Trust values of *care, respect and communication* in all aspects of their role.

CONFIDENTIALITY

All employees must not, without prior permission, disclose any information regarding patients or staff. In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable for disciplinary proceedings in accordance with the Trust's Disciplinary Policy. No confidential information may be read, discussed, disclosed or passed on unless it is necessary in the pursuance of the legitimate duties of the role.

Data Protection Legislation also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

HEALTH AND SAFETY

The post holder is required to make positive efforts to maintain his/her own personal safety and that of others by taking reasonable care, carrying out the requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with Trust policies on Health and Safety.

All staff must attend mandatory/statutory training and ensure any risk observed is reported in the appropriate way.

RISK MANAGEMENT

The postholder will operate in accordance with the trust Risk Strategy to ensure that patients, visitors and staff are protected from harm and that systems are in place to ensure that all risks are proactively managed to safeguard against impropriety, malpractice, waste or failure to provide value for money.

The postholder will identify risks to their own and the Trust's objectives and add these to the risk register as required at the appropriate level. Directors are responsible for the identification, assessment and management of risk within their own area of responsibility. They are responsible for managing their risks on the BAF and TRR. They have authority for current risks of 12 and over. They are also accountable for day to day management of services and the risks inherent within that operation.

DATA PROTECTION

In line with national legislation, and the Trust's policies, you must process all personal data fairly and lawfully, for the specific purpose(s) it was obtained and not disclosed in any way incompatible with such purpose(s) or to any unauthorised persons or organisations, unless a lawful exemption applies.

The post holder must be familiar with and comply with the all Trust Policies on Data Protection, Confidentiality, individual rights, Information Security and know how to deal with a request for access to personal information and to how to report any data breaches. All staff will complete the mandatory Data protection training

The post holder must be familiar with and comply with the Data Protection Principles contained within the Data Protection legislation and the Caldicott principles of information sharing.

EQUALITY AND DIVERSITY

The aim of Hounslow and Richmond's Community Healthcare NHS Trust's policy is to ensure that no job applicant or employee is discriminated against, either directly or indirectly, on the grounds of race, colour, creed, sex, marital status, sexual orientation, disability, age, nationality, religion or belief, ethnic or national origins.

Hounslow and Richmond Community Healthcare NHS Trust is committed to promoting equality and diversity and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs.

Staff have a responsibility to treat colleagues, clients and members of the public with respect. Acts of harassment or discrimination are deemed to be gross misconduct in accordance with the Trust's Disciplinary Policy.

This applies to all staff working in Hounslow and Richmond Community Healthcare NHS Trust.

RESEARCH GOVERNANCE

Hounslow and Richmond Community Healthcare NHS Trust manages all research in accordance with the requirements of the Research Governance Framework. As an employee you must comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance.

INFECTION CONTROL

Hounslow and Richmond Community Healthcare NHS Trust considers compliance with the Infection Control Policy and Procedures, including hand hygiene, to be the responsibility of all employees who work in clinical areas. Failure to do so will result in disciplinary action being taken against an employee in accordance with the Trust's Disciplinary Policy.

PERSONAL DEVELOPMENT

All employees are required to participate in the Appraisal and Personal Development Planning (PDP) process which identifies development and learning needs.

As an employee of a health promoting NHS all staff should be aware of the borough's public health priorities. These priorities should be reflected, where appropriate, in your work plan in a quantifiable form.

SAFEGUARDING ADULTS AND CHILDREN

All staff are required to ensure that they have the required level of safeguarding training appropriate to their role within the organisation and abide by the Trust's Safeguarding Adults and Safeguarding Children policy.

PROFESSIONAL / MANAGERIAL CODES OF PRACTICE

The NHS Code of Conduct for NHS Managers outlines the central standards of conduct expected of NHS Managers and seeks to guide them in the work they do and in their decision making. The Code is also intended to assure the public of the high professional standards and accountability within NHS Management.

The Code applies to all Chief Executives and Directors in the NHS and also to other Senior Manager positions with a similar responsibility and accountability. The Code applies to this post and the post holder will be required to abide by its terms.

COUNTER FRAUD

Staff are expected to report any incidences of potential fraud to the Counter Fraud Helpline on 0800 028 40 60.

HOUNSLOW AND RICHMOND COMMUNITY HEALTHCARE NHS TRUST