

Job Description

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| Job Title: | Support Administrator |
| Base: | Department of Sexual Health, Salisbury NHS Foundation Trust, Salisbury District Hospital |
| Band: | 2 |
| Reporting to: | Admin Team Leader |

Our Values

Our values are at the heart of everything we do. You can expect to see them in the way we act and the way we treat each other. Our values make us who we are.

Person Centred and Safe

Our focus is on delivering high quality, safe and person focussed care through teamwork and continuous improvement

Professional

We will be open and honest, efficient and act as role models for our teams and our communities.

Responsive

We will be action oriented, and respond positively to feedback.

Friendly

We will be welcoming to all, treat people with respect and dignity and value others as individuals.

Progressive

We will constantly seek to improve and transform the way we work, to ensure that our services respond to the changing needs of our communities

Main Purpose of the Job

- To assist in providing a comprehensive secretarial and administrative service to the medical and nursing team within the Department of Sexual Health, taking down and distributing minutes as and when required, typing clinical letters and other administrative jobs as and when required
- To assist in supporting and maintenance of in-house sexual health appointment and electronic patient record system, Lillie.
- To respond efficiently and effectively to telephone and email enquiries from patients and other health care professionals and related services.
- To work independently as well as liaising with others, particularly informatics, prioritising and managing own workload quickly and accurately, responding to the needs of the department.
- To provide cover and assistance to reception colleagues as required during periods of leave, absence or increased work demands.



Main Responsibilities and Duties

- Supporting the department with comprehensive secretarial support. Audiotyping of consultant letters using Big Hand and nurse letters and any other correspondence in a professional and timely manner.
- Assisting the admin team leader with using and coordinating of sexual health database, Lillie.
- Assisting the reception team with booking appointments, arriving patients, answering telephones in reception, dealing with queries and liaising with consultants/service manager/nurses/admin team leader.
- Receiving and distributing correspondence and documentation relating to patients via departmental emails or hard copies, ensuring this is achieved in an efficient and timely manner. Assessing and prioritising the urgency of messages for consultants/nurses and to be able to convey the information in a professional and efficient manner.
- Communicating directly with and managing inquiries from patients, GPs and other multi-disciplinary professionals with regards to non-clinical information to ensure a rapid and responsible service.
- Using initiative, planning and organisational skills to maintain an effective and efficient working office. Be able to prioritise workload in order to keep to Trust deadlines. Checking of own work to make sure that the data quality of all work is maintained to Trust standards.
- Providing support to other members of staff as appropriate to ensure effective running of the service.
- Setting up meetings as requested, arranging venues and liaising with health professionals. Assisting the admin team leader with minute taking when required and ensuring agendas and minutes are distributed in a timely manner.
- Assisting the admin team leader with student placement dates, liaising with GP trainees or other healthcare professional trainees and allocating dates for diploma training and shadowing clinics.
- Scanning of documentation electronically, ensuring that patient information is linked to health records correctly and appropriately to maintain confidentiality.
- Assisting with managing stock control - ordering of stock e.g. stationery, etc for the department.
- Assisting the Service manager and Admin team leader with coordinating rota and leave requests for all staff and keeping the diary and Healthroster up to date and ensuring the accurate recording of annual and sick leave.



- Reporting any faults with computer system in line with procedures to IT.

QUALIFICATIONS, SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Knowledge of a range of systems and procedures to NVQ 3 equivalent level
- Advanced keyboard skills required for the processing and manipulation of data/spread sheets/reports/analysis
- GCSE Maths and English or equivalent
- Clerical/Reception experience
- Knowledge of sexual health database, Lillie desirable
- ECDL or equivalent computer literacy with experience of word processing, databases, spread sheets, PowerPoint and e-mail
- Effective communication skills in person and on the telephone, managing barriers of communication, communicating sensitive information using tact and diplomacy when required
- Computer literacy and numerate
- Ability to produce a high standard of work
- Excellent interpersonal skills
- Adaptability and flexibility Confidentiality
- Able to take, input, and communicate accurate and detailed information
- Ability to deal with sensitive issues with staff, patients and their relatives
- Ability to plan, organise and manage own workload and work to deadlines
- Ability to use own initiative and judgement to prioritise workload, find solutions to problems through the use of analytical and problem solving skills
- Ability to follow and implement departmental and Trust policies and procedures, offering and making comments and evaluations where appropriate.

KEY “TASKS” (KEY RESULT AREAS)

ADMINISTRATION

1. Work closely with the Service Manager, clinicians and administrative team, managing the clinic capacity, ensuring cost effective deployment of resources and best possible experience for service users.
2. Use initiative, planning and organisational skills to maintain an effective and efficient working office. Be able to prioritise workload in order to keep to deadlines for Trust and Public Health England.
3. Maintain a good working relationship with colleagues in primary care and other medical professionals, both within the Trust and other hospitals, ensuring prompt responses to enquiries. This includes ensuring clinic letters are typed within Trust deadlines and dealing with telephone enquiries.
4. Ensure a helpful and sympathetic attitude towards patients, their relatives and carers are displayed at all times.
5. To deal with frequent and unpredictable enquiries, both in person, via email and on the telephone, analyse what is required to resolve the issues and offer non-clinical advice as required or obtain necessary information to pass to appropriate colleague or department.
6. Ensure incoming and outgoing mail is processed in a timely manner and dealt with by the appropriate person.
7. Input and retrieve information from in-house and Trust databases, for

example Lilie, Review, Lorenzo. Keep electronic and manual records, ensuring filing systems are maintained in a logical and appropriate manner, and are able to provide statistical information as required.

8. Adhere to policies and statutory health and safety requirements of Salisbury NHS Foundation Trust.
9. When required, assist with booking new and follow up appointments, and cover reception desk and provide cover for admin team leader as and when required during annual leave, sickness, etc.
10. Prepared, on occasion, to carry out other duties to maintain service provision as requested by Service Manager. This may include working at a different location or at different times than usual.
11. Reporting incidents and participating in reviewing procedures to prevent or reduce risk of further incidents.
- 13 To maintain patient safety through rigorous and consistent compliance With Trust policies for the prevention and control of infection, including hand hygiene. To undertake mandatory annual training/updates in infection prevention and control.
- 14 To follow Trust policy and take part in audits when required.
- 15 To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection. By following Trust policies in relation to safeguarding adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

COMMUNICATIONS AND WORKING RELATIONSHIPS

- Work closely with Service Manager, Clinicians and Admin Team leader within Sexual Health.
- Communicate with patients, patients' relatives, GPs, Consultants, technicians and outside agencies such as Idox IT systems and Public Health England.

Patient/Client Care

- Patient/Client Care – contact with patients in person and over the telephone. Providing non-clinical information to patients.

Budget Responsibilities

Not applicable – this is not a budget-holder post.

Other Factors

WORKING CONDITIONS AND EFFORT

Physical effort

The post holder will need to spend on-going periods of time within an office environment sitting in a restricted position at a VDU and Keyboard.



Mental Effort

To concentrate on completing tasks during periods of frequent interruption from staff and service users and switching attention/task as requested.

To manage deadlines with unpredictable work patterns.

Emotional Effort

To have the ability to deal with upsetting information given or detailed in reports needed to be typed, e.g. terminal illness etc.

Imparting information to service users that they may find upsetting e.g. cancelling appointments.

To personally manage the effect of upsetting information given by service users or people in a distressed or challenging state.

Working Conditions

Regular and continuous use of VDU equipment.

Additional Information

The Trust may ask you to undertake other duties, as required, which are not necessarily specified in the job description but which are commensurate with the grade of the post. If this results in significant changes to the job description, it may be subject to a banding review, in line with the Trust's Control of Banding policy.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A of this Job Description and Person specification details key information you should be aware of.





Person Specification

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| Job Title: | Support Administrator |
| Base: | Department of Sexual Health, Salisbury NHS Foundation Trust |

The following criteria will be assessed from information provided on your completed application form, during the shortlisting and assessment process, and by your referees.

| Criteria | Essential | Desirable |
|---|---|--|
| Trust Values | We will expect your values and behaviours to reflect the Values of the organisation: Person Centred and Safe Professional Responsive Friendly Progressive | |
| Education, Qualifications and Training | Good standard of education (e.g. GCSE or equivalent in Maths, English) Advanced keyboard and computer skills ECDL or equivalent | Knowledge of a range of systems and procedures to Degree or equivalent level |
| Experience | Minimum of 2 years previous clerical experience including Audio Typing Proven experience with IT applications | Knowledge of sexual health database Lilie Knowledge of computerised requisitioning Knowledge of Patient Administration Systems |
| Knowledge and Skills | Excellent telephone manner Numerical ability Excellent communication skills, both written and verbal Able to manage and prioritise own workload Able to take, input and communicate accurate and detailed information Able to work as part of a busy administration team and also able to work autonomously Produce work to a high standard | |



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| <p>Other Job-Related Requirements</p> | <p>Accept confidential nature of post</p> <p>Approachable and motivated</p> <p>Ability to relate and empathise with clients and members of the general public</p> <p>Excellent interpersonal skills</p> <p>Able to remain calm under pressure</p> <p>Mandatory training</p> <p>Evidence of personal and professional development</p> <p>Criminal record check satisfactory to the organisation</p> | |
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Appendix A

Additional information applicable to all posts

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal. You must adhere to the Trust Data Quality Policy and be fully versed in the responsibilities outlined for your job role.

These obligations are in line with common law duty of confidentiality, Caldicott Principles. Data Protection Act 2018 Freedom of Information Act 2000.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality and Safety

Patient, service/facility user and staff safety is paramount at Salisbury NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events.

The post holder should be aware of current health and safety policies of the Trust and are required to co-operate with management and safety representatives on matters relating to the Health and Safety at Work Action, including the Radiation Protection Supervisor. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting and Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offence for someone barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone barred from working with vulnerable adults or children are liable for prosecutions.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control, including hand hygiene policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment. To undertake mandatory annual



training/updates in infection prevention and control.

Government and Risk

Adhere to Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory “duty of candour”. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Data Quality

The Trust recognises the role of reliable information in the delivery and development of its service and in assuring robust clinical and corporate governance. Data Quality is central to this and the availability of complete, comprehensive, accurate and timely data is an essential component in the provision of high quality health services. It is therefore the responsibility of all staff to ensure that where appropriate, information is recorded, at all times, in line with the Trust’s Policy and Procedures for Data Quality.

Safeguarding

To safeguard and promote the welfare of children and young people in compliance with Trust and staff responsibilities under Section 11 of the Children Act 2004; to follow Trust safeguarding children and child protection policies and guidelines and undertake appropriate mandatory training and updates in safeguarding children/child protection.

By following Trust policies in relation to Safeguarding Adults, staff will ensure that they work with other agencies to protect all adults from abuse at any time.

Seasonal Respiratory Vaccinations

We continue to encourage and support our staff to participate in the seasonal respiratory vaccination programme in order to protect themselves, colleagues and their patients.

Training and Personal Development – continuous professional development

There is a requirement for all Trust employees to take part in an annual appraisal; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students/trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.



Flexible Working

We support flexible working and will consider requests taking into account the needs of the service.

