



NHS

West London  
NHS Trust

# Candidate information pack

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## Welcome

Thank you for your interest in applying for this post at West London NHS Trust.

This candidate pack contains all you need to apply for the post.

## About West London NHS Trust

West London NHS Trust is one of the most diverse healthcare providers in the UK, delivering a range of mental health, physical healthcare and community services commissioned locally and nationally. The Trust runs Broadmoor Hospital, one of only three high secure hospitals in the country and one of the highest profile mental healthcare settings in the world.

Our medium-secure and forensic services care for patients from across the South of England. The Trust also provides mental and physical healthcare in three London boroughs – Ealing, Hammersmith & Fulham and Hounslow. The Trust employs 3,770 staff, of which 47% are from Black and Asian Minority Ethnic (BAME) background. Our turnover in 2019/20 was £314m.

In recent years there has been a trust-wide step change in culture, performance and ambition. The Trust is now rated as ‘Good’ overall by the CQC, and the rating for our Forensic services has improved from ‘Requires improvement’ to ‘Outstanding’. Rigorous financial management has been central to our ability to deliver service improvements. The Trust has delivered consistent surpluses since 2009, totalling more than £77m. In parallel, we have also improved efficiencies by reducing length of stays and improving patient flow, with almost no out of area placements in recent years.

The Trust is an established key partner and contributor in the development of the evolving North West London Integrated Care System (ICS). The Chief Executive leads for mental health, equalities and engagement across the sector, mirroring her commitment to these issues.

In direct response to the Covid-19 crisis, and in partnership with Central and North West London NHS Foundation Trust (CNWL), the Trust set up a new psychological support service for NHS staff, residential homes, care facilities and the London Ambulance Service. [The Keeping Well service](#), received over 800 referrals in its first 9 months, 54% of which are from Black and Asian Minority Ethnic (BAME) staff.

Collaboration has been the key to our success in recent years, and the launch of Ealing Community Providers (ECP) in July 2019 exemplifies our ambition. ECP is led by West London NHS Trust and brings together 14 organisations, including NHS, Ealing Council and the voluntary sector to deliver community health and care services to local residents. The partnership even extends to a GP practice supporting care homes in Ealing. This is the Trust’s first foray into providing physical healthcare services on a large scale, alongside our traditional roots in mental healthcare.

Our staff rate us highly and in the 2020 staff survey, the Trust received the top score nationally in two categories: immediate managers and quality of care. The Trust has won national awards for its workforce programmes and link Black and Asian Minority Ethnic (BAME) staff development programmes and a new system for a fairer allocation of shifts. More recently, the Trust received an award for workforce innovation to improve staff recognition and was shortlisted for ‘Mental Health Trust of the Year’ 2020 by the Health Service Journal.

## Our Trust Values

**Togetherness:** Ensure teamwork, mutual respect and trust sit at the heart of everything we do here. Our service users and their carers are an integral part of the team

**Responsibility:** Ensure when we say we’re going to do something, we do it. We don’t leave it to someone else to do. Our service users are responsible for engaging in their treatment.

**Excellence:** Ensure we strive for excellence in everything we do. ‘Good enough’ is simply not good enough. Excellent is better. The safety of our service users and our team is our number one priority.

**Caring:** Ensure caring means more than showing compassion to our service users and each other. It's also about having a can-do attitude, stepping up and caring to be the best we can. Because we care, we give praise when it's due.

## Job Description

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**Post Title:** Administrator

**Department:** Intermediate Care

**Responsible to:** Site Manager

**Accountable to:** Business Manager

**Key Relationships:** Ealing Community partners and wider health Economy

**Grade:** AFC Band 3 Full Time

### Job Summary:

- To provide administrative support to the intermediate care teams (inpatient wards, bed managers, Inpatient therapy team, dietician, SALT, community Nursing, Community Therapy, Pharmacy team, End of Life (rapid and planned)
- To contribute to the effective running of the Clayponds site and community teams as needed. This will include providing cover for the reception, switchboard and ward administrators.
- To ensure the successful implementation of a single administration team that supports the clinical as well as the business functions.

### Key Result Areas & Performance:

- Responsible for the day to day administration across intermediate care with other members of the team.
- Responsible for supporting colleagues ensuring work is completed within an agreed timeline.
- Able to populate reports and collate data on agreed templates
- This role will act as point of contact for patients and visitors, this will entail being calm, professional and empathetic whilst dealing with potentially sensitive and stressfully situations.
- This role sits within Ealing Community Partners and will act as point of contact for peers and participate in peer support work.
- The function of this role is IT based in line with the service objective of being paper light, this will entail fully utilising system one, Microsoft office (including excel and outlook) and other IT equipment such as telephonetics and projectors.

### Workforce

- As part of the MDT you will be expected to take direction from the wider team and act as part of a seamless administration service.
- Planned work will include; reporting, updating care records, assisting with audits, minute taking and report writing.

- Unplanned work will include; adhoc requests from peers, patients and relatives, responding to requests from ECP colleagues and other duties as required.

**Financial**

- This post does not hold a budget
- The post holder is expected to participate in cost rationalization exercises

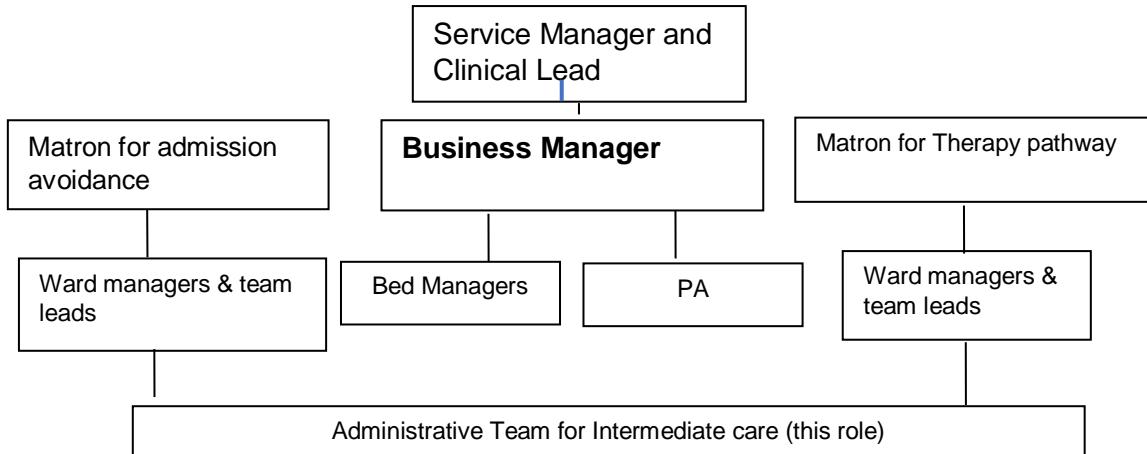
**Partnerships**

- When providing reception support you will be expected to be point of contact for all visitors including staff, to do this you will need to be professional, approachable, empathetic and at times act as advocate for people.

**General**

- The physical skills needed for the job include; typing, using IT equipment, moving across and moving across sites.
- The mental demands of the job include; concentration, calm manner and problem solving
- When dealing with staff, visitor and patients it can become stressful when dealing with emotions, you will be expected to respond to these situations and ask for support when needed.

**Structure Chart**



## Person Specification

	<b>Essential</b>	<b>Desirable</b>
Qualifications and Training	Level 2 NVQ in appropriate field Or equivalent  EDL	NVQ level 3 in appropriate field
Experience	Experience of providing administrative duties across multiple teams  Experience of liaising with and working closely with health care professionals  Experience of providing public facing advise and  Experience of collecting and collating data  Experience of working with a public facing environment	Experience of developing data collection tools  Experience of providing support across providers  Experience of working 1:1 with health care professional in completing clinical audit
Knowledge and Skills	Knowledge of the local health service remits  Knowledge of and ability to fully utilise Microsoft office including outlook and excel  Knowledge of the multidisciplinary team and roles	
Personal Qualities	Professional manner  Able to prioritise own work and support others  Ability to work seamlessly across teams  Able to resolve problems when they arise and ask for support when appropriate	

## **How to Apply**

Applications should be made via TRAC

**Closing Date:** 8<sup>th</sup> May 2024

**Shortlisting:** 10<sup>th</sup> May 2024

**Interviews:** 21<sup>st</sup> May 2024

For more information and an informal chat please contact:

Tina Dutton – [tina.dutton@nhs.net](mailto:tina.dutton@nhs.net) – 020 3830 5727

## General Information

Main terms and conditions

Salary	(£22,816 - £24,336)
Grade	Band 3
Base	Clayponds Hospital
Hours	<b>37.5 (working 8am to 8pm over a 7-day period including Bank Holidays)</b>

This role involves working Long Days (8am to 8pm). You will have allocated 12/13 shifts per 4-week period and this will include 1 weekend. You will also be allocated to work Public and Bank Holidays on a rota basis.

### 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. You may be required to work at other locations within the Trust as determined by the duties of your post. You may be required to undertake any other duties at the request of the line manager which are commensurate with the role, including project work, internal job rotation and absence cover.

### 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.

### 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 contribute to patients' care records are expected to be familiar with, and adhere to, the Trust's Standards of Records Keeping. 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.

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.

### **Continuous Improvement**

The Trust has adopted a strategy for Continuous Improvement and all members of staff employed by the Trust are expected to play an active role in development and improving services to the benefit of service users.

All employees are required to participate in the annual Personal Development Review activities and any associated training and/or learning opportunities.

### **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.

Employees must contribute to a healthy and safe working environment by adhering to health and safety regulations and Trust policies. Employees must act in a responsible manner to ensure the care of their own health and safety and that of others who may be affected by their omissions at work including, where relevant, capability to successfully complete PMVA training.

Employees must co-operate with the employer insofar as is necessary to enable Health and Safety duties or requirements to be performed and complied with. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of staff, patients and the general public.

### **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 Clinical Risk Management Group and Strategic Risk Management 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 Clinical Risk Management Group and Strategic Risk Management Committee if resolution has not been satisfactorily achieved.

### **Infection Control**

All Trust staff are responsible for protecting themselves and others against infection risks and comply with infection control policies and procedures. It is our expectation that staff will voluntarily receive the annual flu jab, and other vaccines relevant at the time, to protect staff and patients from infection.

### **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 & Duty of Candour**

All staff must be familiar with and adhere to the Trust's safeguarding procedures and guidelines.

All Trust staff have a Duty of Candour to inform their line manager as soon as practicable, when they believe or suspect that treatment or care it provided has caused death or serious injury to a patient. It is a criminal offence for any registered medical practitioner, or nurse or allied health professional or director of an authorised or registered healthcare organisation to knowingly obstruct another in the performance of these statutory duties, provide information to a patient or nearest relative with the intent to mislead them about such an incident or dishonestly make an untruthful statement to a commissioner or regulator, knowing or believing that they are likely to rely on the statement in the performance of their duties.

### **Standards of Business Conduct**

The post holder will be required to comply with the Trust's Standing Orders and Standing Financial Instructions and, at all times, deal honestly with the Trust, with colleagues and all those who have dealing with the Trust including patients, relatives and suppliers.

### **Valuing Diversity and Human Rights**

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.

All employees have responsibility to ensure their practice adheres with both legislation and policies. West London Mental Health Trust and its staff have legal duties under the Human Rights Act 1998. All public authorities have a legal duty to uphold and promote human rights in everything they do. It is unlawful for a public authority to perform any act which constitutes discrimination.

### **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