

Job Description for Band 3 Dual Role: Admin & Decontamination Technician.

About us – team NHFT

As a **health and wellbeing organisation** here at **team NHFT** we are dedicated to continually **innovate** and **strive to make a difference** to our community and those working for our Trust, we aim to serve the people of Northamptonshire and surrounding areas with **safe, quality care**. We deliver this from an understanding of our local healthcare needs, economy and the changing demands of our community.

Our mission, **making a difference for you, with you** was chosen by our staff and stakeholders. It means in everything we do and through every service we provide, we want to make a **positive difference in people's lives** – for **those we care for**, **those we work with** and **those who work with us**. **Everyone is part of our team**.

Our core strategy is to be an **employer of choice**, **a great place to work** and be known for a **diverse and inclusive culture** whose staff feel **valued**. We provide a range of NHS services including physical, mental health and specialty services provided in hospital settings and out in the community within schools, GP clinics and patients own homes.

Here at NHFT we pride ourselves on our 54321 roadmap, pictured here which encompasses our **PRIDE values**, **leadership behaviours**, **teams**, **enablers** and **our mission** all of which are driven by **our vision of 'being a leading provider of outstanding, compassionate care'**. We are extremely proud to say this has also been recognised by the Care Quality Commission (CQC) and our CQC rating of **Outstanding for team NHFT**.



This role...

The Specialist Dental Services offers a comprehensive service for children and adults who cannot access care with a general practice dentist. This may be because they have special needs, learning disabilities, health problems, or other things that prevent them from accessing a regular service. We also provide minor oral surgery that cannot be managed safely in general dental practices and an Oral Health Promotion Service.

The post holder will be working in an integrated skill mix team that includes as follows:

- Consultant in Special Care Dentistry
- Specialists in Special Care Dentistry
- Senior Dental Officers - Band B
- Dental Officers - Band A
- IMOS (Oral Surgeons)
- Dentists on training pathways including DCT2, Clinical Fellows and Specialist Registrar
- Clinical Team Lead-Operational Support
- Dental Nurse Team Manager
- Senior Dental Nurses and Extended Duties Dental Nurses
- Qualified Dental Nurse
- Service PA and countywide administrative team
- Oral Health Promotion Specialist

In order to assist with the smooth running of the service, the team require support with both administrative and decontamination duties. The focus of this support will be within the IMOS team, which is a specialist surgical service delivered across several sites: Corby, Wellingborough and Daventry.

Admin roles and responsibilities

- Maintaining administrative records that may be required e.g. patient waiting lists, archiving and to log and process referrals as directed by the Senior Management Team, ensuring appropriate letters with accompanying information leaflets/letters are sent.
- Acting on answerphone messages at the beginning of each day and particularly being responsible for alerting the clinic manager and other clinical staff to urgent messages relating to clinical care and other urgent matters. Switching on the answerphone at the end of each day.
- Receiving, logging and making the initial response to complaints received verbally face to face or over the telephone. This will include explaining the Trust's official complaints procedure and timescales to patients, parents, carers and others who may wish to make a formal complaint.
- Taking and receiving Calls and making appointments. Archiving patients' records/digital records, making new patient records, confirming appointments.
- Maintaining confidentiality of information and ensuring that patients are treated with respect and retain dignity at all times.
- Dealing with point of contact checks to avoid fraud and to complete the necessary paperwork in relation to this.
- Collecting patient's charges in the form of cash/cheques chip and pin and entering these in the appropriate cash book(s). This will involve maintaining a petty cash float. Ensuring the cash book balances and to undertake regular banking of patient's charges collected if appropriate.
- There will be a requirement to comply with Trust policies, procedures, and protocols as these apply to reception/office work.
- Providing typing and secretarial cover as required during periods of absence (Where the post holder has these skills).
- Rota management of admin and liaising with other Band 3 staff if cover is needed across different sites.
- Referral Management systems in its entirety. (RMS Referral Management Systems)
- Data collection gathering when required.
- Scanning of confidential information.
- Compiling Excel spreadsheets if needed.
- Minute taking, attending meetings, and composing agenda items.
- Working across all service sites as and when needed.

The Decontamination Technician role and responsibilities

This element of the role will support clinical activities by ensuring the smooth running and decontamination of instruments following HTM0105 guidance.

- The Decontamination Technician is responsible for providing safe decontamination following best practice protocols.
- Inspection of instruments and equipment on receipt into Decontamination area and at various stages throughout production, storage, and distribution, immediately reporting damaged or missing items/components.
- Dismantle/Assembly of instrumentation following the cleaning and disinfection process and manufacturers recommendations.

- Ensuring that the packaging, wrapping and labelling of instrument sets and supplementary items is done in accordance with legislation and guidance to meet the service needs.
- Understand the different types of sterilisation/disinfection methods use, and the importance of product liability regarding the re-use of these items.
- Carry out quality checks on items to ensure that the devices have been correctly decontaminated and are safe for patient use.
- Carry out the correct action required if the decontamination function is in doubt and report/document any failure to the Decontamination Services Manager.
- Ensure process and cycle data is checked and data uploaded weekly.
- Adhere to the requirements of working within a controlled environment, ensuring the correct Personal protective equipment is worn.
- Maintain and accurately record sterilised/disinfected items using the quality systems that operate within the departments.
- Prioritise items/devices for 'fast tracking' as requested by departmental staff.
- Report and record any defects, accidents, or complaints to the Senior Dental Nurse Dental/ Nurses on site.
- Carry out and document cleaning of equipment, environment and weekly HTM0105 checks.
- Maintain appropriate stock levels as necessary for use within the department to meet activity levels.
- Adhere to HTM0105, Infection Prevention Control and Health and Safety protocols.
- Universal Precautions- Wear appropriate PPE to allow safe handling of contaminated equipment. Exposure to infectious material and bodily fluids.
- Carry out daily washer disinfectant checks in accordance with department Quality Control procedure.
- Receive, document and record on the IT tracking system contaminated equipment, check delivery notes against equipment delivered for accuracy. Prioritise workload. Resolve day to day issues, mislaid/mislabeled equipment, missing patient details.
- Sort and identify instruments using relevant documentation. Check for functionality before choosing the appropriate decontamination process following manufacturer's instructions.
- Raise non - conformance reports where necessary e.g. on discovering missing or damaged instruments and equipment. Contact customer to action appropriately. Follow Trust policy (e.g. sharps) and Datix system for reporting incidents.
- Process the workload within the agreed time and to the required customer service level agreement. Prioritise urgent and emergency workload.

About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> • Ability to work in a flexible way and respond to change within service, organization or based on patient need. • Ability to work in a fast paced and challenging environment. • Reliable and consistent in approach, demonstrating empathy and an open communication style with all team members, fostering this culture across the team. • Encourage others to make decisions of their application of knowledge and skills. • Reliable and consistent in approach, demonstrating empathy and an open communication style with all team members, fostering this culture across the team. • Able to deal with interruptions/queries from colleagues throughout the day. 	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Good standard of general education to GCSE or equivalent • NVQ level 3 or equivalent demonstrable experience • Fluent in written and verbal English • IT skills and experience of working on computer systems. • Clerical/organisational skills • Experience of working in a healthcare setting • Demonstrable excellent customer service track record. • Experience of engaging and communicating effectively with people at all levels. • Understanding of basic hygiene and infection control in relation to a healthcare setting <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Previous Decontamination Technician experience • Previous experience of working within the NHS •
Skills and Abilities	
<ul style="list-style-type: none"> • Ability to work without direct supervision as well as working well in a team. • Excellent time management and organizational skill. • Able to work off own initiative. • A high level of attention to detail • Able to stay calm and focused under pressure. • Able to deal with regular interruptions/queries from colleagues throughout the day. • Good telephone manner and customer service skills 	<ul style="list-style-type: none"> • Ability to work in a busy, sometimes pressurised environment. • Be pro-active to complete tasks to meet deadlines. • Ability to maintain confidentiality. • Ability to work between the hours of 08.00 – 20.00 and occasional weekend shifts to meet the needs of the service. • Ability to travel between bases during work time hours if required. • This post requires Hepatitis B immunisation and other health clearances as stipulated by Occupational Health. • Lengthy periods of VDU and telephone use

- Ability to delegate to others, as required.
- Responsible for safe use of equipment, ensure the care of complex equipment, carrying out quality checks.
- Exposure to highly unpleasant working condition the role involves exposure to infectious material, bodily fluids and contaminated sharps.
- Developed physical skills, where accuracy is essential, assembles packs and carry out quality checks.
- Provide basic clinical technical services, decontamination, and assembly of clinical areas.
- Frequent concentration, work pattern is predictable, level of concentration required to check equipment.
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About the role – linking with our 4 Leadership Behaviours

ENGAGING PEOPLE/WORKING TOGETHER

- Share knowledge and experience within the team to promote learning opportunities for all.
- Sharing knowledge via peer review and supervision.
- Ability to motivate self and others.
- Working with external agencies and partners such, NGH/KGH and promote activities of the specialist dental services.
- To ensure a timely and efficient service is provided to all service users by maintaining good practices and ensuring excellent communication and working relationships.
- Organising the provision of interpreting services when necessary
- Ensuring good infection control is achieved in relation to IP&C and governance Work with Senior Dental Nurse (SDN) to ensure provision of care adheres with standards, legal frameworks

TAKING RESPONSIBILITY

- Support and facilitate the resolution of sensitive queries from patients.
- To support the development of the dental service to enable the delivery of professional, timely and specialist services.
- Liaise with other professionals and services regarding patients where appropriate, on behalf of clinicians, to collect and disseminate information.
- Organise interpreting services when needed.
- Security of premises at the end of working sessions, including a safety check to ensure that equipment is appropriately switched off and disconnected.
- Undertake such duties as may be required, commensurate with the grade and nature of the post.











BEING AUTHENTIC

- Be a role model of the leadership behaviors that build engaged staff and teams.
- Ensure the provision of patient focused care.
- Ensuring that equality and diversity considerations are met at all times.
- Participate in the design and delivery of services based on needs of patients.
- Be a role model of the leadership behaviors that build engaged staff and teams.

EMBRACING CHANGE

- Coach/Mentor and guide junior staff.
- Participate in changing practice by way of peer review and accessing appropriate development for self.
- Able to operate in a climate of continuous change and improvement.
- Actively promote equality and diversity within team and service.
- Promote evidence-based decision making.

Benefits

Salary 	Location of work 	Permanent/fixed term 								
Band 3 You will be paid on the 27 th of each month. If this date falls at a weekend you will be paid on the Friday before this date.	Location TBC Must be able to travel independently to other bases in the Trust across Northamptonshire.	12 months Fixed term								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
37½ hours per week. Hours and days to be discussed.	<table><tr><td>Length of service</td><td></td></tr><tr><td>On appointment</td><td>27 days + 8 days</td></tr><tr><td>After five years' service</td><td>29 days + 8 days</td></tr><tr><td>After ten years' service</td><td>33 days + 8 days</td></tr></table>	Length of service		On appointment	27 days + 8 days	After five years' service	29 days + 8 days	After ten years' service	33 days + 8 days	Details on the benefits of the NHS Pension Scheme can be found here: https://www.nhsbsa.nhs.uk/nhs-pensions
Length of service										
On appointment	27 days + 8 days									
After five years' service	29 days + 8 days									
After ten years' service	33 days + 8 days									
Health and Wellbeing  Because your health matters too	Learning and Development 	Equality and diversity 								
Our Occupational Health and Wellbeing team support our staff through many different channels. Whether you have a physical or emotional issue or want to take positive steps to improve your fitness, this team can help you. 	Our Learning and Development team provide effective and impactful learning solutions for our staff. Our experienced team of facilitators offer a wide range of opportunities from corporate induction, mandatory and role specific training, personal development and leadership training.	We are committed to ensuring people are treated equally and fairly whether at work, during care or out in the community. Equality, diversity and inclusion will always be a core focus and commitment for team NHFT. We have a number of staff networks to support this focus too. These networks are open to all our staff.								

Find out more about us at:

www.bit.ly/24hoursinNHFT

www.nhft.nhs.uk

Confidentiality and Data Protection

Any matters of a confidential nature, including patient and staff records, and any commercially sensitive information must, under no circumstances, be divulged or passed on to any unauthorised person or persons without a legal basis to do so. In accordance with the Data Protection Act 2018, if you are required to access personal data held in any format, you will be expected to adhere to the Trusts Information Governance Policies, copies of which are held on the staff intranet.

Any breach of confidentiality or data protection legislation will result in disciplinary action and may result in summary dismissal.

Infection Control

The prevention and control of healthcare associated infections in service users, staff and visitors is taken seriously by the Trust. All staff employed by Northamptonshire Healthcare NHS Foundation Trust are required to adhere to the Trust infection control policies and procedures.

Employees must be aware of the importance of protecting themselves, service users and visitors and of maintaining a clean safe environment. Any breach in infection control practice, which places service users, other staff or visitor at risk, may result in disciplinary action. Each staff member is responsible for ensuring they identify together with their manager, their infection control training needs in their PDP.

Health and Safety

To carry out the duties placed on employees by the Health and Safety at Work Act 1974 i.e.

- I. To take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.
- II. To co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- III. Not to intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety or welfare in the pursuance of any relevant statutory provision.

No Smoking

In order to protect the health of employees, patients and visitors, Northamptonshire Healthcare NHS Foundation Trust operates a No Smoking Policy. Therefore smoking is prohibited in all of the Trust's buildings, grounds and all Trust-owned or leased vehicles.

Equality and Diversity

To ensure that all duties are carried out to the highest possible standard, and in accordance with current quality initiatives within the area of work and the Trust Managing Diversity and Equal Opportunities in Employment Policy.

Risk Management

To have a commitment to identify and minimising risk, report all incidents and report to manager any risks, which need to be assessed.

Safeguarding Adults and Children

It is the duty of all staff working for the Trust;

- To recognise that promoting the welfare and safeguarding children, young people and adults is everyone's business and access training and supervision as appropriate to the role.
- To support the organisation in ensuring service users are protected from abuse or the risk of abuse and their human rights are respected and upheld.
- To ensure concerns are responded to appropriately in line with the Trust's Safeguarding Adults Policy and the Child Protection Policy and interagency safeguarding procedures.
- To comply with recruitment and other checks as requested by the organisation including undertaking an Enhanced Disclosure via the Criminal Records Bureau.

Professional Registration

All qualified/ professional staff are required to adhere to the relevant Code of Practice (and other guidance issued by them). It is the responsibility of the individual concerned to keep professional registered and updated in accordance with the requirements of the relevant Code of Practice and to follow guidance issues by the professional body.

Policies and Procedures

The post holder is expected to comply with all relevant Trust policies, procedures, and guidelines. Any contravention of the Trust Policies or managerial instructions may result in disciplinary action being initiated.

Review of Job Description/ Person Specification

This is not an exhaustive list of duties and responsibilities but indicates the key responsibilities of the post. The post holder may be required to undertake other duties as may reasonably be required commensurate with the grade and/ or hours of work at the postholder's initial place of work or at any other of the Trust's establishment.

NOTE: This is a description of the job as it is at present constituted. It is the practice of this Trust regularly to examine employee's job descriptions and to up-date them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed.