

Diabetic and High Risk Foot Service - Clinical Team Support Worker

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 Diabetic and High risk foot service in Northamptonshire has a range of clinical specialist teams covering diabetes, tissue viability, paediatrics, nail surgery and prescribed footwear. We host clinical placements for undergraduate podiatrists. We work across Northamptonshire providing high quality clinical care to those who access our services.

The main role is to provide reception cover at St James Clinic , Northampton . You will be part of a team that supports the delivery of the Podiatry service and plays an important role in the smooth running of clinics. We are looking for someone to provide good quality clinical and admin support to the clinical staff and to act as the first point of contact for the general public.

This role is essential to the smooth running of our clinical teams. You will support service users ensuring they have a smooth transition through the various aspects of their care. You will be responsible managing referrals, scanning in information regarding consultant clinics, referrals and clinical letters. Managing the incoming post and directing it appropriately The post holder will be working in an integrated skilled team and will be an adept communicator. The post holder will need to develop strong links with operational colleagues to understand the needs of the service and work with them on solutions when required.

Clear communication with an open approach is vital to this role and you will be a good listener, you will be the first point of contact for concerns and enquiries from service users. You will be able to communicate in variety of ways to aid understanding, e.g. dealing with people with language or communication difficulties such as deafness.

The clinical team uses electronic patient record, good computer skills are essential, along with familiarity with the Microsoft Office suite. Patience a good telephone manner and attention to detail and the ability to arrange and rearrange the clinical rota at short notice. The ability to listen and diffuse patients concerns as the initial point of contact.

You will provide clinical team and admin support if required, including word processing, to the Podiatrists, Podiatry Assistants and patients/carers according to the clinical timetable.

The post holder will part of a motivated clinical team to ensure the smooth running of the clinic/surgeries within given areas of responsibilities. You will report to the clinical team on site and be accountable to the Clinical Lead.

About you

Behaviours and Values	Knowledge and Experience
<ul style="list-style-type: none"> • Approachable and accessible to colleagues and service users • Ability to work in a flexible way and respond to change. • 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 and service users. • Able to deal with interruptions/queries from service users and colleagues throughout the day. • You will be calm and patient be a good listener • You will enjoy communicating with and helping others 	<ul style="list-style-type: none"> • You will have a good standard of general education to GCSE level • IT skills and experience with System 1 or similar electronic clinical records • You will have experience with health care settings and dealing with the general public • Delivering services to and communicating directly with the public • Experience of producing communications using Word • Demonstrable excellent customer service track record. • Experience of engaging and communicating effectively with people at all levels.
Skills and Abilities	
<ul style="list-style-type: none"> • IT literate • Excellent interpersonal skills and the ability to utilize them to communicate effectively within a multi-disciplinary and team based environment. • Excellent time management and organizational skills • You will be able to contribute to service efficiency in your own area suggesting improvements and changes to working practice • Ability to work independently and organize a varied workload, meeting competing demands of the clinical team and the services users • Ability to maintain confidentiality and represent the Diabetic and High Risk Foot Services core values • Deal with any conflict in an appropriate manner. • Provide administrative support to the team. 	<ul style="list-style-type: none"> • Effective negotiation skills that demonstrates a flexible and client friendly approach. • Ability to occasionally deal with distressing or emotional circumstances such as may occur when dealing with the public • Receiving and responding and initially diffusing complaints. • You will be resilient and equitable when dealing with the public who may be verbally aggressive and rude at times • Ability to work in a busy, environment. • Ability to deal with and plan your own day prioritizing competing demands of the clinical the service user • You will be a key holder and have some responsibility for the security of the building. • Knowledge of local fire evacuation, first aid protocols/policies • You will maintain stock and handle petty cash • Current UK driving Licence

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.*
- *Ability to motivate self and others.*
- *Work in close partnership with the clinical team and the service users/carers.*
- *To ensure a timely and efficient service is provided to all service users by maintaining good practices and ensuring excellent communication and working relationships.*
- *You will be actively involved in the development of practices and policies about your role within the service, to ensure the delivery of a high quality service.*
- *Ensure clinically related administration is carried out in a timely manner, supporting the team and the service user*

BEING AUTHENTIC

- *Ensure the provision of a customer focused that responds and is flexible to the needs of the clinical team and the service user.*
- *Ensuring that equality and diversity considerations are met at all stages of the appointment process; taking account of the needs of different age groups and communication methods*
- *Identify pinch points in patient treatment slot availability to the team and offer solutions.*
- *Encourage open communication*
- *Ensure good clinical governance and patient confidentiality*
- *To be able to identify your own strength and challenges*
- *Participate in the appraisal process setting objectives to meet personal and service development*










TAKING RESPONSIBILITY


- *Highlighting areas of concern to the team lead in a timely manner, diffusing service user concerns if possible as a first point of contact*
- *Responsible for ensuring that all the relevant administrative paperwork for the complete registration of patients scanning and word processing required by the clinical team in a timely way.*
- *Collect and collect data as required by the clinical service.*

EMBRACING CHANGE

- *Participate in and suggest change that will improve service efficiency*
- *Comfortable with a changing environment*
- *Support the team to deliver change especially when this affects the service user*

Benefits

Salary 	Location of work 	Permanent/fixed term 								
Band 2 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.	St James Clinic – occasionally cover may be required at other sites across the county. Must be able to attend regular staff meetings in person Must be able to travel independently to other bases in the Trust across Northamptonshire.	Permanent post								
Hours/pattern of work 	Annual leave and bank holiday entitlement 	Pension entitlement 								
Please see advert.	<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 								

<p>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.</p> 	<p>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.</p>	<p>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.</p>
---	---	---

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.