



ADMINISTRATION AND CLERICAL OFFICER – BOWEL CANCER SCREENING

INFORMATION FOR CANDIDATES

ABOUT THE TRUST

The Shrewsbury and Telford Hospital NHS Trust (SaTH) is the main provider of acute hospital services for around half a million people in Shropshire, Telford & Wrekin and mid Wales.

Encompassing some of the most picturesque parts of England and Wales, the Trust's catchment stretches from the Cambrian Mountains in the west, to Newport and the fringes of the Black Country in the east.

The main towns include: Bridgnorth, Ludlow, Market Drayton, Oswestry, Shrewsbury and Whitchurch (in Shropshire); Newport, Telford and Wellington (in Telford & Wrekin); and Newtown and Welshpool (in Powys) – all beautiful and unique.

Our main service locations are The Princess Royal Hospital (PRH) in Telford and The Royal Shrewsbury Hospital (RSH) in Shrewsbury which are located 20 minutes drive apart. Together they provide 99% of our activity. Both hospitals provide a wide range of acute hospital services including accident & emergency, outpatients, diagnostics, inpatient medical care and critical care.

We also provide services such as consultant-led outreach clinics at Telford, the Robert Jones and Agnes Hunt Orthopaedic Hospital, Gobowen and the Bridgnorth, Ludlow and Whitchurch Community Hospitals.

We employ more than 6,000 people, and hundreds of colleagues and students from other organisations also work in our hospitals. We benefit from around 1,000 wonderful volunteers, and our main charitable partners are the League of Friends at The Royal Shrewsbury Hospital, Friends of The Princess Royal Hospital, and the Lingen Davies Cancer Appeal which is based at The Royal Shrewsbury Hospital.



OUR VISION AND VALUES

The Shrewsbury and Telford Hospital NHS Trust is an organisation that strives to provide high quality, safe care for our patients in an environment which our staff are proud to work in

Our Vision:

“To provide excellent care for the communities we serve”

Our Values:



OUR VISION

We believe that by adhering to our Vision and working with our Values in mind we can behave in a way which will ensure the right results for the people that matter most – our patients and their families.

OUR VALUES

Our Trust Values provide a guide for our daily lives which we are all expected to uphold, both at work and when we are representing the Trust.

Our Values were developed by staff and our patients, so they represent what is important to us within the organisation and the way we should all behave towards patients, carers, visitors, partners and each other.

You will see our Values throughout the Trust; they are not just words on a page, they represent what we are about here at SaTH. We want patients and their families to say that the care and service they receive from all of us is consistently high-quality, safe, effective, and personalised, so the feelings behind the Values shouldn't come as a surprise to anyone working in the NHS.

The reason why it is important that they are clearly written down is, so we all know what's expected, and none of us are surprised if we are asked to explain any unacceptable behaviour. Ultimately, if we follow our Values, we will provide services that are better for our patients and better for each other.

COLLEAGUE BENEFITS

GENERAL

27 days annual leave entitlement at joining, increasing with length of service, plus 8 bank holidays

Flexible working policies

Generous maternity pay and 2 weeks full pay paternity leave

Colleague recognition scheme and long service awards

Option to buy and sell additional annual leave

Greener travel initiative, including cycle to work scheme and lift share

Childcare information and support available, including onsite nurseries

Discounted bus passes with Arriva

FINANCIAL

Access to various local and national discounts via various external websites

- Blue Light Card
- Health Service
- Discounts NHS

Salary sacrifice schemes for home electronics and bikes

Generous Pension scheme

Access to a financial support booklet

Pre-retirement courses

Free Will writing service

Savings and Loan schemes

HEALTH AND WELLBEING

PSYCHOLOGICAL SUPPORT

- Coaching
- Mental Health First
- Aiders Chaplaincy

PHYSICAL SUPPORT

- Fast track physiotherapy service Free
- eye test vouchers

HEALTHY LIFESTYLES AND EMOTIONAL SUPPORT

- Slimming World referral scheme Staff
- cervical screening service Long Covid support
- Access to wellbeing/rest rooms
- Menopause support including advocates, webinars, toolkits, clinics, and bi-monthly meet ups Men's
- Health - Bi-monthly forums and men's MOT
- Sleep School Wellbeing Support

Discounts with local gyms

LEARNING AND DEVELOPMENT

COACHING AND MENTORING

Opportunities to grow, develop and perform at your best

LEADERSHIP ACADEMY

Leadership and management training for all levels of staff

ACCESS TO ELEARNING COURSES

Many eLearning modules to learn from with access available at home

APPRENTICESHIPS

There are a growing number of apprenticeship opportunities at SaTH across all disciplines

Secondment and acting-up opportunities

Support to complete qualifications such as NVQ, Masters etc. whilst on the job



JOB DESCRIPTION

Job Title	Administration and Clerical Officer – Bowel Cancer Screening
Band	Band 2
Directorate	Service Delivery Directorate
Accountable to	BCSP Programme Manager
DBS Required?	None

JOB PURPOSE

PRINCIPAL RESPONSIBILITIES: To be responsible for having all relevant documentation available for patients participating in the Bowel Cancer Screening Programme (BCSP). Ensure all databases and Patient Administration System (PAS) are maintained accurately including creating clinic appointments and endoscopy waiting list entries. Retrieving patient's case notes, distributing, filing and maintaining accurate records throughout the screening process. To perform any other duties as allocated by Band 4 BCSP Co-ordinator / Programme Manager / Senior Specialist Screening Practitioner

MAIN DUTIES:

BCSP Administrative Duties

- Monitor new referrals on national Bowel Cancer Screening System (BCSS).
- Locate BCSS patients on SaTH Trust PAS (Sema) and update demographic details where appropriate. Prepare patient documentation creating new case notes if required.
- Create and maintain accurate referrals on Somerset Cancer Registry for all new appropriate patients.
- Request medical notes. Book notes in / out adhering to screening centre and SaTH guidelines. Ensure medical notes are dispatched in a timely manner to clinic areas for nurse clinic and colonoscopy appointments.
- Use SaTH PAS (Sema) to book Pre-assessment Clinic, Colonoscopy and Flexible Sigmoidoscopy appointments as appropriate. Close episodes or book surveillance activity according to findings following screening / appointments.
- Maintain clinic appointments and cash up as appropriate according to outcome from clinical team.
- Maintain clinic and colonoscopy diaries ensuring new patients/cancellations are actioned appropriately. This includes accurate reflection of colonoscopy point allocation to ensure effective utilisation of allocated lists.
- Monitor BCSP patients' pathway whilst they are participating in the screening programme, ensuring all databases are updated accurately.
- Create episode notes regarding the patient pathway on national BCSS system.
- Print screening centre clinic / procedure lists and distribute as required.
- Distribute patient's notes and results, post procedure, to relevant secretaries, medical records or appointment departments as required.
- Appropriate filing of documented evidence into patients notes and uploading of relevant documentation to clinical portal.
- Send out patient questionnaire forms and input responses onto BCSS database.

- Record and prepare minutes of internal meetings when required in conjunction with the BCSP co-ordinator.
- Respond to telephone calls from patients / carers / professional staff, ensuring that queries are dealt with promptly and courteously, and appropriate action taken. This includes communicating directly with patients and relatives in challenging or sensitive circumstances where necessary (telephone and face to face).
- To be initial point of contact for liaison with Regional Bowel Cancer Screening Hub (Rugby) and direct phone calls as appropriate.
- Liaise with other SaTH departments with regard to screening centre activities and patient information including medical secretaries, x-ray, medical records and appointment staff.
- Dispatch relevant patient documentation to General Practitioners.
- Ensure adequate supplies of stationery, consumables and office equipment as appropriate.
- Photocopying material and preparing episode packs.
- Support the BCSP Co-ordinator to maintain the BCSP surveillance lists and local database, using in house SQL reports when appropriate.
- Assist in collecting screening centre data as designated by the BCSP Co-ordinator.
- Support the BCSP Coordinator in the development of performance reporting to the National Screening Programme, strategic groups and the wider health community.
- To participate in Health Promotion activities as deemed necessary by the Programme Manager.
- Assist in the induction and in-house training of new members of staff.
- Be flexible, self-motivated and work with minimum supervision to maintain effective working relationships across multidisciplinary teams.
- The post will be based at Shrewsbury however the post holder may be required to work across sites as directed by the Programme Manager / BCSP Co-ordinator, but appropriate notice will be given.

General Administrative Duties

- Distribute incoming mail to appropriate staff members.
- Respond to external visitors, ensuring they are directed to relevant personnel.

- In the absence of senior staff, ensure smooth running of office.
- Participate in educational / awareness training sessions as identified by the BCSP.
- Respond to other duties as delegated by BCSP Coordinator / Programme Manager / Senior Specialist Screening Practitioner.
- Carry out other duties as appropriate to the post.
- To provide administrative support to the Specialist Screening Practitioner team including booking of clinic rooms for both regular and ad hoc consultant appointments.

Environment

- The post holder will be aware of physical effort with regard to sitting for long periods to input data and the manual handling issues related to patient needs.
- Exposure to constant interruptions to routine due to variable and fluctuating demands of the post.
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
- Frequent exposure to working in a stressful environment which includes exposure to emotional or distressing circumstances.
- Exposure to endoscopic procedures may be of a disturbing nature.



PERSON SPECIFICATION

The following pages contain a description of the qualifications, skills, experience, knowledge and other attributes a candidate should ideally possess to successfully perform this role.



QUALIFICATIONS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> 4 GCSE's (Grades 9 – 4) or equivalent including Maths and English 	<ul style="list-style-type: none"> NVQ in Business Administration or Customer Services

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Experience of Customer Care General office processes experience Knowledge of software programs Knowledge of Microsoft Office packages eg PowerPoint, Word, Excel and other IT skills acquired through training and practical experience. Knowledge of Health and Safety in the Workplace Understanding of Confidentiality/ data protection issues. 	<ul style="list-style-type: none"> Knowledge of PAS systems SEMA Helix Experience of NHS working practices Previous office experience Extensive experience of electronic scheduling. Knowledge of NHS policies

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • High standard of grammar and spelling • Able to prioritise. • Well organised • Patient focused. • Able to use own judgment. • Able to communicate sensitively and tactfully with patients and carers. • Understanding of confidentiality/data protection issues 	

OTHER

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • The post-holder will be required on occasions to perform tasks outside of the designated department, therefore flexibility is key • A requirement may be made to operate on another site within the Trust 	

GENERAL CONDITIONS

As they undertake their duties, all our people are required to uphold and demonstrate the Trust's core values of: Partnering, Ambitious, Caring and Trusted. Collaboration and partnership are also central to our approach in delivering our fundamental activities of patient care, teaching, and research.

HEALTH & SAFETY

As an employee of the Trust, you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety

INFECTION PREVENTION AND CONTROL (IPC)

The prevention and management of acquired infection is a key priority for the Trust. As an employee of the Trust, you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices, and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and colleagues; and
- maintain an up-to-date knowledge of infection prevention and control, policies, practices, and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy)

INFORMATION GOVERNANCE

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently, and effectively. You are required to comply with the Trust's Information Governance policies and standards.

- Confidentiality and Security - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- Disclosure of Information - To ensure that information is only shared with the appropriate people in appropriate circumstances, care must be taken to check the recipient has a legal basis for access to the information before releasing it. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment, to protect yourself and the Trust from any possible legal action.
- Information Quality and Records Management - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

PROFESSIONAL STANDARDS AND PERFORMANCE REVIEW

As an employee of the Trust, you have a responsibility to:

- participate in continuous personal development including, statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a personal and a professional responsibility within the Trust to identify and report abuse.

As an employee of the Trust, you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role

SOCIAL RESPONSIBILITY

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills, and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust, you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

CONTINUOUS IMPROVEMENT

The Shrewsbury and Telford Hospital NHS Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower colleagues at all levels have the confidence, capability, passion, and knowledge, to test changes and make improvements at SaTH and in the communities we serve.

Following a successful five-year partnership with the Virginia Mason Institute in the USA, SaTH continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you make improvements, while also providing training at various stages of your time at SaTH, as part of your continuing professional development.

EQUAL OPPORTUNITIES AND DIVERSITY

The Shrewsbury and Telford Hospital NHS Trust is striving towards being an equal opportunities employer. No job applicant or colleague will be discriminated against on the grounds of race, colour, nationality, ethnic or national origin, religion or belief, age, sex, marital status or on the grounds of disability or sexual preference.

Selection for training and development and promotion will be on the basis of an individual's ability to meet the requirements of the job.

The Shrewsbury and Telford Hospital NHS Trust the post-holder will have personal responsibility to ensure they do not discriminate, harass, bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

NO SMOKING POLICY

There is a no smoking policy in operation within the Trust. Smoking within the Trust's premises or within the Trust's grounds is not permitted.

MISCELLANEOUS

This job description is an outline of the key tasks and responsibilities of the post and is not intended to be an exhaustive list. The job may change over time to reflect the changing needs of the Trust and its services as well as the personal development.



EMPLOYER RECOGNITION SCHEME

SILVER AWARD

Proudly supporting those who serve.





The Royal Shrewsbury Hospital

Telephone: 01743 261000

Minicom: 01743 261213

Address:

The Royal Shrewsbury Hospital

Mytton Oak Road

Shrewsbury

SY3 8XQ

Getting to The Royal Shrewsbury Hospital

The Princess Royal Hospital

Telephone: 01952 641222

Minicom: 01952 641222 Ext: 4995

Address:

The Princess Royal Hospital

Apley Castle

Telford

TF1 6TF

Getting to The Princess Royal Hospital