



ONCOLOGY ADMIN SUPERVISOR

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	Oncology Admin Supervisor
Band	4
Directorate	Service Delivery Directorate
Accountable to	Oncology & Haematology Co-ordinator
DBS Required?	Standard

JOB PURPOSE

This post holder will work within the Oncology Departments at the Shrewsbury & Telford Hospitals. The postholder will be leading and managing the A&C team and is expected to work accurately under pressure with the ability to manage and prioritise their own workload and the A&C Team. They will be providing and receiving information which may require tact, diplomacy and persuasive skills as there may be barriers to understanding either due to a cultural difference or knowledge of the process. They will also be an integral part of the team in being able to undertake any aspects of the work. This will involve the postholder working within reception, the booking office, undertaking clinic management or ward clerking on a regular basis. The postholder will be required to work between the Royal Shrewsbury and Princess Royal Hospitals.

1. Main Duties and Responsibilities

- 1.1 To provide leadership and management for the day to day running of the Administrative and Clerical team (A&C team) within the Oncology & Haematology Centre, Royal Shrewsbury Hospital ensuring the A&C team are delivering the highest possible standard of work.
- 1.2 To have robust understanding of the patient administration and outpatient clinic systems and of the case notes systems and to be able to deliver all aspects of the administration service if staffing levels require this.
- 1.3 To demonstrate a significant level of initiative in the organisation of own workload and of the Admin & Clerical Teams, taking decisions and progressing a range of delegated tasks to a satisfactory conclusion, with minimal advice or instruction
- 1.4 Oversee the co-ordination and distribution of workload across the A&C team and report to the Oncology & Haematology Co-ordinator. To organise and supervise the A & C staff who deliver the administrative support function covering:-
 - Reception and booking-in function for Oncology Out-patient
 - Reception and booking-in function for Chemotherapy Day Unit
 - Clinic preparation for out-patients
 - Clinic management function whereby new and follow-up out-patient appointments are made in line with the national cancer targets, taking the relevant action required ensuring that appropriate targets are achieved, identifying potential breaches as determined by waiting time initiative targets
- 1.5 To work in conjunction with the Oncology & Haematology Co-ordinator and take a lead role in using the existing IT including Sema Helix and Chemotherapy E-Prescribing systems to maximise efficiency and effectiveness. This will include attendance at the Sema Helix User Group Meetings.
- 1.6 Respond appropriately to contentious, sensitive and difficult enquiries from patients, relatives, other trust staff and external agencies to ensure a satisfactory conclusion. Dealing with occasional distressing situations whilst ensuring that an ethos of excellent customer service exists throughout the A & C team, whether dealing face to face with patients or communication by telephone or letter.
- 1.7 To take the lead role within the department in setting up and maintaining the Sema Helix/Chemo E-Prescribing systems including involvement in initial planning and implementation. When indicated, to discuss with the Oncology & Haematology Co-ordinator ways of improving and modifying the system and work methods.
- 1.8 Communicate appropriately with a range of people at different levels of the organisation. To work alongside the Consultant Oncologists, Clinical Nurse Specialists, Day Unit Manager and

Oncology & Haematology Co-ordinator to ensure that there is efficient and effective utilisation of out-patient clinics and elective admissions..

- 1.9 To support the management of projects and service developments including streamlining the administrative systems and processes and embed a LEAN approach
- 2.0 To take an active part in the recruitment of the Oncology & Haematology Admin & Clerical Team and provide induction, on the job training and complete appraisals for all staff.
- 2.1 To appraise A & C team staff and manage the initial stages of the performance management and disciplinary procedures
- 2.2 To train and supervise staff on an ongoing basis to ensure accurate high quality patient interaction, typewritten material and data entry.

3 Managerial Responsibilities

- 3.1 The post holder will organise the A & C support to departments and their own work within the framework of the department's requirements, exercising own judgement to prioritise the work to ensure that deadlines are met. To organise /plan duty rota ensuring that the units are adequately staffed at all times
- 3.2 To organise/manage allocation of annual leave for clerical staff, ensuring that the unit is covered at all times
- 3.3 To manage staff absence in accordance with Trust policy, ensuring accurate records are maintained.
- 3.4 Take lead role for organising personal development plans/ individual performance review for A&C team. To organise a robust induction programme for new A & C staff and deliver training to ensure competencies are gained and maintained.
- 3.5 To be responsible for office equipment, re-ordering of office supplies and signing and uploading of staff timesheets.
- 3.6 To ensure that administrative procedures conform to Trust policies and procedures specifically, patient records, confidentiality, complaints procedures, health and safety issues and risk management, proposing changes where necessary.

3. Environment

- Be aware of physical effort with regard to sitting for long periods and the transfer of substantial numbers of medical notes

- Exposure to frequent interruptions to routine, relating to telephone calls and personal requests and demands
- Be aware of the prolonged exposure to Visual Display Units (VDU) and the associated health and safety risks.
- Responsible for the safe evacuation of clerical / secretarial / patients and carers in reception accordance with the local / Trust fire guidelines.

4. General

- Implement and adhere to agreed policies, procedures, protocols, including national initiatives and proposed changes on improvements to departmental working practices.
- View the service as Trust wide and therefore must be flexible with regard to location.
- Participate in reflection, self-evaluation and continuous professional developments including performance review.
- Contribute to ongoing projects as required.
- Contribute to safe working practices and environment in accordance with local Health & Safety.
- To participate as an appraisee in annual appraisal and personal development opportunities.
- To receive appropriate training and develop and update skills in relation to requirements of the post
- To attend statutory training on an annual basis

5. Physical, Mental and Emotional Demands of the Post

- Occasional analysis of a range of information in order to identify trends or highlight potential issues.
- Coping with frequent interruptions during periods of concentration.
- Occasional exposure to verbal aggression.
- Contact with distressed and terminally ill patients

6. Working Conditions

- To work in normal office conditions, including regular VDU work.
- To travel occasionally between all Trust sites.



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"> • Knowledge of Microsoft Office packages e.g. PowerPoint, Word, Excel and other IT skills acquired through training and practical experience • 4 GCSE's (C and above) or equivalent <p>OCR (RSA) Stage 1 word processing (or equivalent)</p>	<ul style="list-style-type: none"> • OCR (RSA) Stage 2 word processing (or equivalent) • Working towards ECDL • NVQ 3 Business Admin

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • General office procedures • Previous NHS experience • Knowledge of PAS software programmes ie sema / Careflow, Clinical Portal, Aria, Somerset • Previous office experience • Knowledge of good practice and system of work within the administrative field • Experience of booking and scheduling appointments • Previous experience of E-prescribing systems • Knowledge of Health and Safety in the Workplace • Understanding of confidentiality/data protection issues. 	<ul style="list-style-type: none"> • Experience of line managing staff • Knowledge of Trust HR Policies • Knowledge of NHS policies. • Knowledge of NHS cancer pathways • Knowledge of SQL reporting • Knowledge of RTT pathways

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good command of English • High standard of grammar and spelling • Able to prioritise • Well organised • Good time management • Reliable • Team worker • Patient focused • Calm and confident • Able to use own judgment • Able to communicate sensitively and tactfully with patients and carers 	

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.





The Royal Shrewsbury Hospital

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Minicom: 01743 261213

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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