

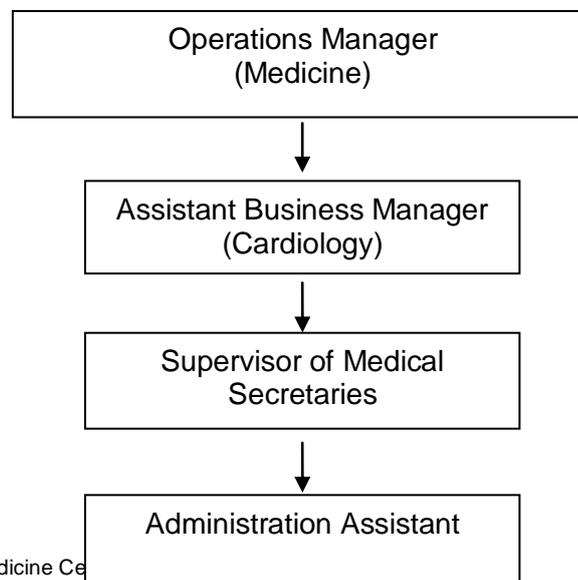
JOB DESCRIPTION

Job Title:	Apprentice Administration Assistant
Band:	Apprenticeship
Salary:	National Apprenticeship rate currently £146.25 (as at 1/4/19) 13 month Fixed Term Contract (with possible opportunity to secure permanent role)
Hours:	37.5 hrs (to be worked Monday to Friday between 8am to 6pm)
Centre:	Medicine
Base:	Cardiology Medical Secretaries Office, Princess Royal Hospital
Responsible to:	Supervisor of Medical Secretaries
Accountable to:	Assistant Business Manager
Date:	January 2019

Job Purpose

- The post holder is to work within the Cardiology Department and provide an administrative support service for the Medical/Support Secretaries, helping to prioritise work to ensure deadlines are met. Induction Training to be given in the Department.
- Develop and maintain effective communication skills to ensure a high quality service is provided when liaising with patients, GP's and all other internal and external contacts.
- To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care.

Organisational Chart



1. Main Duties and Responsibilities

- To use the Trust's Patient Administration System (PAS) SEMA and be responsible for inputting accurate patient data.
- To answer queries within own range of knowledge, using own initiative and seeking assistance where required.
- Answering telephone calls promptly and courteously, assisting the caller or redirecting the call as appropriate.
- To open, sort and distribute incoming correspondences as appropriate.
- Develop and maintain a knowledge and expertise of all Health Records in order provide a comprehensive service to all as required.
- Undertaking photocopying tasks as and when required. Responsible for ensuring photocopier is maintained, liaison with the company engineer and ensuring stocks of peripherals are available.
- To assemble, maintain and collate patients' records in the department as appropriate.
- Maintain an efficient filing system ensuring all information is filed accurately and promptly and in accordance with Trust Policy.
- Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.
- Prepare papers as requested.
- Retrieve Medical records and update tracking system.
- To actively participate in team meetings as appropriate.
- Support other staff as requested in a professional manner with various administration duties.
- Keep up to date with technological developments with regard to developing appropriate skills in the use of current office technology e.g. word processing, spreadsheets, databases, electronic mail, etc.
- Maintain and encourage safe working practices and environment in accordance with local Health and Safety Policies.
- To adhere to agreed policies, procedures and protocols.

2. Main Challenges to the Post

- Be organised and work efficiently in a complex, changing environment.
- Manage multiple tasks ensuring deadlines are met.
- Communicate appropriately with a range of people at different levels of the organisation.
- Be flexible, self-motivated and work with supervision as required.
- View the service provided as Trust-wide and therefore must be flexible with regard to location.
- To participate in reflection, self-evaluation and continuous professional developments including performance review.

3. Professional Standards and Performance Review

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

- participate in statutory and mandatory training as appropriate for non-clinical staff; 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
- participate in the Trust's Personal Development Review process including identifying performance standards for the post, personal objective setting and the creation of a personal development plan.

4. 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.

5. Equal Opportunities

- All duties and responsibilities should be undertaken, at all times, in compliance with the Trust's Equal Opportunities Policy.

6. Data Protection

- Personal data is protected under the Data Protection Act (1999) and the post holder will ensure that it is securely held and that the requirements of the Act are followed.

7. Smoking Policy

- The Trust operates a No Smoking Policy.

8. 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.

9. Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action.

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 staff; 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).

10. 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. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **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** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. 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. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face 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 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; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

11. Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:
 - You are familiar with and adhere to the Trust's Safeguarding Children procedures and guidelines.
 - You attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

12. 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.

13. Continuous improvement

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.
- As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy

13. Statement

This job description will be agreed between the post holder and the manager to whom he/she is accountable to. It may be reviewed in light of experience, changes and developments.

The information being handled by employees of Shrewsbury and Telford NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure including possible summary dismissal.

It is the employee's responsibility to ensure all records (computerised and manual) are accurate and up to date, and that errors are corrected or notified as appropriate.

It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.

All employees are responsible for ensuring they attend the relevant mandatory training as agreed with their manager.

It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them and the manager's responsibility to ensure their staff's compliance.

This job description is a summary of the main responsibilities and is not intended to be an exhaustive list of duties or tasks. It will change and develop in line with organisational needs

JOB DESCRIPTION AGREEMENT

Signed _____ (post holder) Date _____

Signed _____ (manager) Date _____