



## The Shrewsbury and Telford Hospital NHS Trust

### Therapy Centre

### Job Description

**Post Title:** Inpatient and ESD Administration Support Worker

**Hours of work:** Full Time, across seven days when required as appropriate to the role.

**Grade:** Band 3

**Base:** Princess Royal Hospital, Telford / Royal Shrewsbury Hospital

**Department:** Therapy Centre

**Manager responsible to:** Therapy Manager

**Line managed by:** Therapy Centre Senior Administrator

#### 1. Post Purpose:

- 1.1 To support the Inpatient and Early supported discharge team in providing a high standard of administration support to enable clinical staff to deliver high quality patient care.
- 1.2 To work as a positive and proactive member of the team
- 1.3 To perform administration tasks as requested by the team with a primary focus on rostering systems e.g. Eroster and Rotawatch.
- 1.4 To hold responsibility for own workload and delivering to required deadlines.
- 1.5 To use the Trust values at all times as a framework for own behaviour and encourage others to do likewise, ensuring the values underpin all that is done by the Therapy teams.

#### 2. Organisational position:

See attached chart.

#### 3. Competency Framework

3.1 This job description should be read in conjunction with the competency framework for the post

#### **4. Main duties and responsibilities:**

4.1 To carry out identified tasks to a high standard in order to support staff to always deliver high quality patient care.

4.2 To deliver Erostering duties in a timely manner to ensure all staff have access to accurate records of their work rota.

4.3 To undertake booking duties for non-patient facing activities for example booking rooms for meetings, cars for therapists to conduct visits etc.

4.4 To ensure the departments have sufficient stock at all times and ordering via the Trust approved systems, e.g. Oracle, to enable therapists to deliver seamless care to patients.

4.5 To ensure all communication methods are up to date such as people link board, communication board/ folder, staff newsletters etc.

4.6 To ensure all new staff have the requisite uniform, induction paperwork, personnel file etc.

4.7 To provide up to date information to team coordinators on staff compliance e.g. statutory and mandatory training.

4.8 To support therapy staff with creation of reports following audit, supporting with audit administration as required.

4.9 To undertake photocopying as required as well as ensuring photocopy machines are stocked appropriately.

4.10 To order patient equipment on an electronic system (TCES) and support stock takes of buffer stock.

4.11 To comply with legislation regarding patient confidentiality.

4.12 To comply with the Trust and Therapy Centre policies, procedures and guidelines.

4.13 To be responsible for the collection of statistical data.

4.14. To be aware of the need to continually maintain own competency in accordance with the therapy competency framework and to maintain a portfolio of evidence.

4.15 To participate in Annual appraisal and Personal Development Opportunities, including regular clinical supervision.

4.16 To attend all Trust statutory and mandatory training as required.

4.17 To be always aware of the safety of patients and staff and to carry out duties in line with the Health and Safety at Work Act.

#### **5. Organisational:**

5.1 To support the team, in organising and planning own caseload to meet service priorities, readjusting plans as situations change / arise.

5.2 To provide training to other staff members regarding role as required.

## **6. Systems and Equipment:**

6.1 To be responsible for the safe use of any equipment needed in order to undertake duties in line with the role.

6.2 To use appropriate equipment within the remit of the post ensuring all items are appropriately decontaminated and cleaned as required.

## **7. Decisions, judgements and freedom to act:**

7.1 To organise own caseload, working within agreed protocols and reporting back to the relevant people as required.

7.2 Work is supervised and reviewed on a regular basis.

7.3 To be responsible for organising own time on a day-to-day basis.

7.4 To respond positively to service change and development, and together with the team members identify areas for future development.

## **8. Communication and relationships:**

8.1 Use a range of verbal and non- verbal communication skills to communicate effectively.

8.2 To develop and maintain the skills required to provide and receive sensitive or contentious information.

8.3 To demonstrate effective listening skills.

8.4 To use information gained to communicate with members of the multi-disciplinary team, respecting the confidentiality of staff/ patient information disclosed.

8.5 To be aware of referral mechanisms to outside agencies both verbal and written and to carry out these tasks when required. The focus will include patient information in order to continue seamless patient care.

## **9. Physical, Mental and Emotional demands of the job**

9.1 To perform tasks involving the handling of loads on a frequent and repetitive basis.

9.2 The workload is frequently complex and challenging and is delivered under significant time constraints.

9.3 To develop and maintain the ability to cope with and prioritise delegated caseload.

9.4 To continually develop own competencies within the competency framework for the role.

9.5 Frequent periods of concentration are required to record patient information ensuring accuracy at all time.

## SaTH Trust Values



### **Health and 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**

The prevention and management of acquired infection is a key priority for the Trust. The post holder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or themselves:

All staff must be aware of infection prevention and control policies, practices and guidelines appropriate for their duties and must always follow these to maintain a safe environment for patients, visitors and staff.

All staff must 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;

Any breach of infection control policies is a serious matter which may result in disciplinary action.

All staff have a responsibility to 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. 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.

### **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 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 Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust 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 to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

<b>Manager</b>	<b>Postholder</b>
Name:.....	Name:.....
Signature:.....	Signature:.....
Date:.....	Date:.....

## Supplementary Information

### Organisational position:

