



THERAPY CENTRE ADMINISTRATION ASSISTANT 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	Therapy Centre Administration Assistant
Band	2
Directorate	Service Delivery Directorate
Accountable to	Administration Operation Manager
DBS Required?	Standard

JOB OVERVIEW

- To work as a member of the Therapy Centre team contributing to the efficient and effective working of the team and establishing professional communication with all members, visitors to the Therapy Centre Department and users of the service.
- Working as part of the Therapy Admin team to provide support in clerical and reception duties.
- Using office equipment to input data that pertains to Therapy activity to inform departmental managers, the Trust and the Department of Health

Scope and Range

The post holder will provide admin and reception cover to all Therapy areas of the admin team as directed by the supervising admin assistant and therapy office manager in accordance with agreed procedures. The post holder may be asked to provide cover to the Royal Shrewsbury Hospital Therapy department in the event of absences of admin team members according to the agreed pooling arrangement.

Main Duties and Responsibilities

- To be responsible for data checking, including GP / Consultant referral form / letter, collating referrals, Tems, Attend Anywhere, registering referrals on Sema and filing referrals in the appropriate section of the waiting list once verified by the relevant Therapy Manager and assembling patient files.
- To ensure non SaTH referrals are re-directed efficiently.
- To produce and send acknowledgement letters to patients following receipt of referrals verified by the relevant Therapy Manager.
- To book new and follow up appointments as appropriate, ensuring accurate entry to the diary, management of the diaries and paperwork whilst patients are part of the waiting list.
- To maintain and collate patient records in the department, shredding appropriate discharge files in accordance with Department of Health.
- To discharge patients on Sema according to the Therapy systems.
- To be responsible for accurate and speedy inputting of electronic data. To ensure as far as possible that the data is up to date for the end of the month activity reports. Updating carrier information as required ensuring an efficient and effective system.
- To liaise with the appropriate Therapy Manager when clinical staff are not working to the systems outlined to ensure that the above is possible.
- To liaise with other departments and other hospitals to ensure accurate information is obtained relating to referrals.
- To be responsible for the typing of patient letters and production of discharge summaries in accordance with the requirement of the Therapist to GP's and referring agents.
- To ensure that patient records are filed correctly, and that filing systems are maintained correctly.
- To undertake regular reception duties as part of the Therapy Centre rota.
- To receive patients and visitors to the Therapy Centre, informing the relevant individual of their arrival in a professional manner.
- To re-arrange patient appointments in the event of a Therapists absence or at a patients request.
- To answer queries within own range of knowledge, using own initiative and seeking assistance where required.
- To take accurate messages (telephone, email, written and retrieving from voicemail) for Therapy staff and action appropriately.
- To photocopy documents as required, collate patient information leaflets across Therapy Services as a whole.
- To ensure all filing systems i.e. Clinical and managerial related are maintained and updated accordingly.
- To foster good working relationships within the Therapy Centre Admin & Clerical team and with other members of staff.
- To be active in renewing department systems and take an active role in department initiatives.

- To review issues and service developments affecting the therapy admin team with the relevant therapy manager and the therapy services admin coordinator.
- To carry out scanning of patient information and other appropriate communication as required.
- To sort and distribute mail as appropriate.
- To assist with patient transport bookings.
- To be responsible for the correct use of the therapy services and other hospital computer systems under the terms of the Data Protection Act.
- To liaise with admin staff to ensure that levels of stock and supplies for stationery and equipment are maintained as indicated by the needs of the service.
- To participate in the appraisal system and the Trust's annual appraisal system and appropriate reviews in line with Trust policy.
- To actively participate in team meetings as appropriate.
- To report any problems with office equipment to the IT group and other department equipment to the appropriate agency.
- To abide by the Trust's Policies and to undertake the Trust's Statutory training to always ensure own and others Health & Safety.
- To participate in appropriate training to develop and update skills in relation to work tasks.

Decisions, Judgements and Freedom to act

- To organise one's own daily work schedule to ensure that work is completed to deadline in accordance with priorities of the Service.
- To work within the departments policies, procedures and guidelines, seeking advice from more senior admin colleagues when required.

Communication and Relationships

- To maintain professional verbal communications with all department users, patients, carers and visitors to the department. This may require handling confidential or sensitive information.
- The post holder will have regular contact with the Therapy Services Department staff, patients and visitors and will have frequent contact with other staff within the hospital and external agencies.
- To liaise with other health professionals and colleagues in connection with patients' referrals.
- The post holder will need to use tact and initiative in dealing with correspondence and all enquires, particularly when speaking to patients and their relatives / carers.
- To participate in Therapy Services Admin & Clerical staff meeting and any appropriate service reviews.

Physical, Mental and Emotional demands of the post

- A high level of keyboard skills to ensure accurate inputting of data onto computers is required daily. A variety of Microsoft application are used in addition to the Trust's PAS system. This will involve frequent sitting postures over a substantial period of the working day.
- Concentration is required for long periods when inputting onto computer to also ensure accuracy.
- Concentration is required within the context of dealing with frequent interruptions and unpredictable work demands.
- The post holder may encounter unpleasant smells related to patients and their relatives, some caused by substance abuse, e.g. alcohol.

- Mainly office-based tasks – the post holder will be expected to work at various workstations within the Therapy Service department.
- To manage infrequently occurring challenging behavior from staff or distressed / verbally aggressive patients or carers in accordance with Trust guidelines, reporting any such incidence to the most senior member of staff.
- The post holder may be required to perform other duties on an occasional basis which are commensurate with the grade and agreed by the post holder and the line manager.



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"> GCSE English and Maths Grade 4-9 or equivalent experience 	<ul style="list-style-type: none"> OCR (RSA) Stage 1 word processing (or equivalent) Level 3 qualification in Business Administration

EXPERIENCE AND KNOWLEDGE

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Administration Experience Understanding of Confidentiality Knowledge of Microsoft Office Packages 	<ul style="list-style-type: none"> NHS Experience

SKILLS

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> Excellent organisational skills Ability to prioritise Able to use own initiative Good communication skills Ability to work effectively as part of a Team Ability to work under pressure Ability to work flexibly 	

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 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

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.

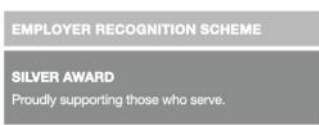
The post-holder is also required to co-operate with measures introduced to ensure equality of opportunity.

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.



Proud to have signed
The Pregnancy
Loss Pledge





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