

JOB DESCRIPTION

JOB TITLE:	Cystic Fibrosis Admin Assistant
BAND:	3
SALARY:	£22,816 – £24,336 per annum, pro rata
HOURS:	15 hrs per week
TYPE OF CONTRACT:	Permanent
DEPARTMENT:	Paediatric Cystic Fibrosis Team
SPECIALITY / DIVISION:	FASS
RESPONSIBLE TO:	Paediatric Cystic Fibrosis Nurse Specialist

JOB SUMMARY:

To work as part of the Cystic Fibrosis (CF) multi-disciplinary team (MDT), under the supervision of the Cystic Fibrosis Clinical Nurse Specialist (CF CNS). To carry out admin duties on a day to day basis and be patient facing, alongside other members of the MDT during CF clinic appointments. Due to the increasing need for support within the CNS team, there may be the opportunity to apply for additional hours within a different specialty going forward.

MAIN DUTIES AND RESPONSIBILITIES:

- Recognise and maintain confidentiality of information in all communication including on-line media relating to patients/clients and their records.
- Be a positive role model when contributing to the ongoing support of Children, Young People (CYP) and their families enabling them to maintain their interest, identity and emotional well-being. Adapts to individual situation and modifies communication appropriately.
- Presents a positive image and demonstrates good customer service, equality, respect, tolerance and sensitivity when dealing with patients/clients, their families and other visitors to the services.
- To provide a first point of contact, answering all telephone inquiries, taking and relaying messages in a polite and helpful manner, and using own judgement to establish the priority of issues and taking action as appropriate. To arrange patient appointments when necessary.

- Answers the telephone in a clear, friendly, helpful and professional manner. Takes messages accurately and refers to CF CNS or other member of CF MDT as necessary.
- Demonstrates a caring approach to CYP and their families. Has good verbal and non-verbal communication skills. Acts as an advocate for CYP at all times.
- Demonstrates competence in the Trust Electronic Patient record system MILLENIUM
- Preparing notes for CF clinics, ensuring they have been updated with microbiology and spirometry results; preparing any relevant educational material; to set up ahead of time to ensure clinic starts on time
- To download home spirometry results and add to Millennium.
- To make follow up phone calls to families who did not bring their child to a clinic appointment and liaise with CF CNS re follow up arrangements.
- To add encounter data for CYP as required to CF Registry.
- To confirm clinic lists with CF CNS and ensure these have been booked as planned.
- To arrange CF equipment servicing as required and liaise with CYP and families regarding supply of equipment and disposables
- To assist CF CNS in delivering CF training to other agencies, such as schools
- Manage his/her own time effectively and perform allocated tasks within a reasonable time frame, knowing when to seek support, assistance and advice from other team members.
- Undertake general clerical duties that may be associated with the smooth running of the department.
- Assist in the cleaning and maintenance of department areas, clinical equipment and stock levels. Reporting faults, breakages or missing items.
- Identify report and take appropriate actions as per level of competence for any untoward incident/accident, problem and risk as soon as possible to the CF CNS.
- Be a supportive role model and contribute to the team as an active team member always demonstrating a flexible and co-operative approach. To attend CF team and regional network meetings.
- Participate with all team members in maintaining and monitoring standards and assisting with audits. Help to identify potential improvements within the environment.

PERSONAL AND PROFESSIONAL DEVELOPMENT:

- Understand own limitations and know where to find advice and assistance
- Be self- motivated and seek ways to flexibly extend own knowledge and skills. Articulates own strengths and weaknesses, actively seeks feedback. Maintains own personal development plan, prepares for own appraisal.
- With assistance identify own training needs and limitations and actively undertake relevant training including all mandatory training. Articulate new knowledge gained and how it can affect work practice.

POLICIES AND EXPECTED STANDARDS

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. The Code of Expectations of Employees in particular set out what you as a post holder are required to follow at all times and you should study

this carefully. Failure to comply with any of the Trust's policies may result in disciplinary action up to and including dismissal.

All staff must have an understanding of their responsibilities in relation to being accountable for knowing who is in and has access to their area of work. Staff must recognise the need to challenge appropriately and understand their duty of care relevant to their position within the organisation. Staff must be familiar with and understand the correct reporting process where there has been a potential breach.

OUR VALUES & BEHAVIOURS

All staff are required to adopt and follow the Trust values and behaviours at all times. Our values and behaviours are:



New staff will be presented with a leaflet outlining the values and behaviours expected of them at trust induction.

CONFIDENTIALITY & INFORMATION GOVERNANCE

All post holders must comply with all relevant legislation & Trust Policy with regards to Confidentiality & Information Governance, including the Data Protection Act (1998) ensuring that no information obtained through work is communicated to any persons other than those requiring it to complete their duties.

SAFEGUARDING ADULTS & CHILDREN

All Trust staff have a responsibility to safeguard adults & children which includes an understanding of the relevant Trust & Local Safeguarding Adults & Children's Board Policies.

HEALTH AND SAFETY

Employees must act at all times in line with relevant Trust Policies & the Health and Safety at Work Act (1974) to ensure a safe environment for patients, visitors and staff.

HEALTHCARE ASSOCIATED INFECTIONS (HCAIs)

All Employees are responsible for ensuring that:

- your practice so far as is reasonably practicable, protects patients, staff and other persons against risks of acquiring HCAIs;
- Where patients present with an infection or acquire an infection during treatment, that they are identified promptly and managed according to good clinical practice to treat the infection and reduce the risk of transmission.

- You follow all Trust policies, procedures and processes to meet the duties set out in the NHS Hygiene Code and assist in their full compliance by all staff within your department.

HEALTH & WELLBEING

The Royal United Hospital is committed to promoting the Health & Wellbeing of its staff. The Trust is a smoke free site; smoking is not permitted anywhere in the grounds. The Trust has a Stress Management Policy, which staff should familiarise themselves with to ensure that they have adequate support for the management of their own, and their colleagues stress. The Trust has an onsite Employee Assistance Programme (EAP) which is available to all staff, offering support to staff & their families.

EQUALITY & DIVERSITY

The Trust values Diversity and actively works towards promoting Equality both in terms of its healthcare provision and within its current and potential workforce.

PATIENT AND CARER EXPERIENCE

The Trust continuously aims to improve the experience of patients and carers using the RUH. All staff are expected to follow the guidance contained in the Patient Experience Strategy for the RUH;

The 3 main points to remember are:

- 1) Communicate clearly with people;
- 2) Involve patients and carers in their care and with the hospital;
- 3) Seek out and use patient and carer feedback in all services.

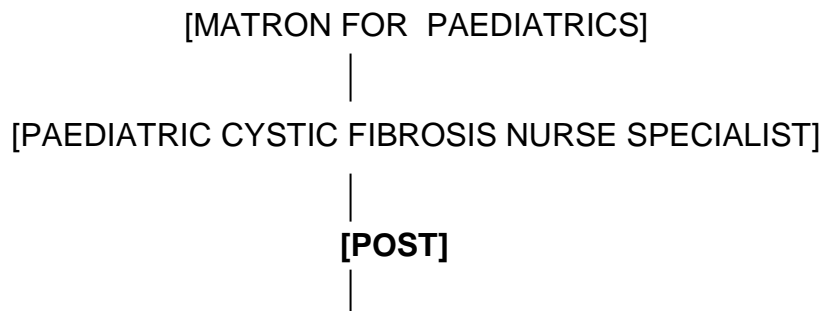
Also refer to the Carer Policy, Respect behaviours and references to improving experience contained in policy and guidance; all staff will be aware of Equality and Diversity and will assist with accommodating people with special needs. Your individual behaviour can make a significant difference to patient and carer experience.

FLEXIBILITY

This job description is intended to provide a broad outline of the main responsibilities only. The post holder is required to be flexible in developing their role in agreement with their designated manager. In addition they may be required by their manager to carry out any other duty commensurate with their banding and expertise.

DIMENSIONS

STRUCTURE CHART



ANNUAL LEAVE ENTITLEMENTS:

Length of Service	Annual leave and public holidays
On appointment	202.5 hours plus 60 hours (27 days + 8 days) pro rata for part time staff
After five years' service	217.5 hours plus 60 hours (29 days + 8 days) pro rata for part time staff
After 10 years' service	247.5 hours plus 60 hours (33 days + 8 days) pro rata for part time staff

NOTICE PERIODS:

Band	Notice Period
Band 1 – 3	4 weeks
Band 4	6 weeks
Band 5 – 6	8 weeks
Band 7 – 9	12 weeks