

Job Description

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| Job Title: | Administration Assistant Patient Experience Team 18 hours per week |
| Band: | 2 |
| Base: | Your primary base will be Leicester Royal Infirmary |
| Reports to: | Senior Nurse Patient Experience |
| Accountable to: | Head of Patient Experience |

Find out more about working with us:

<https://www.leicestershospitals.nhs.uk/aboutus/work-for-us/>

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| Job Summary | To provide administrative support for all aspects of Patient Experience work within UHL. |
| Staff | To work as part of the Patient Experience Team Supporting the Senior Nurse for Patient Experience and the Share Your Experience Lead. |
| Communications | To communicate well with Senior Nurse for Patient Experience, Share Your Experience Lead, Head Of Patient Experience and other members of the Trust as deemed necessary. |

KEY WORKING RELATIONSHIPS

Band 2 Administration Assistant

Head of Patient Experience, Senior Nurse for Patient Experience, Share Your Experience Lead. Liaising with CMG teams and the wider MDT.

KEY RESULT AREAS

Service Delivery & Development

Provide Admin Support for the Patient Experience Team including organising and minute taking of meetings.

Work with the Senior Nurse for Patient Experience and Share Your Experience Lead to deliver on Patient Experience workstreams.

Be confident in using IT systems, including microsoft office and 365

Have the ability to write reports and proof read and format reports.

Possess excellent communication skills.

Have the ability to prioritise own workload.

Governance

To accurately input data on to the computer databases used by the Team.

Patient/Customer Service

To ensure consistently high standards of customer service are delivered

GENERAL

This job description indicates the main functions and responsibilities of the post. It is not intended to be a complete list. You may be required to undertake other duties from time to time as we may reasonably require.

You will be required to maintain compliance with all statutory and mandatory training requirements.

The link to the Trust's policies and procedures is:

<https://secure.library.leicestershospitals.nhs.uk/PAGL/SitePages/Home.aspx>

Job Summary

- This post is a permanent position working 18 hours a week providing Administrative support for the Patient Experience Team.
- Focusing on Patient Experience workstreams, working primarily with The Share your Experience Lead and Senior Nurse for Patient Experience.
- Your duties will include booking appointments and meetings, diary management, saving bedstates, checking friends and family comments, checking for comments for staff members who are eligible for a friends and family prize. Digitalising processes where able.
- Editing papers, assisting the Patient Experience Team with any specific projects that arise.

Management and Use of Information, Resources, Clerical and Administrative Activities

- 1.1 Use health related information only for its intended purpose and in accordance with the Data Protection Act.
- 1.2 Ensure confidentiality is maintained at all times and information relating to patient/users is used only in connection with authorised users
- 1.3 Carry out designated clerical duties as delegated by Senior Nurse for Patient Experience or Share your Experience Lead
- 1.4 Assist and contribute to the efficient use of stock and resources within the Patient Experience Team
- 1.5 Assist in monitoring the comments received from friends and family.
- 1.6 Keep and maintain appropriate documentation on shared drives
- 1.7 Collect, review and present data for reporting purposes
- 1.8 Ensure that lines of reporting to the Share Your Experience Lead and Senior Nurse for Patient Experience are robust and timely.
- 1.9 Contribute to the implementation of Patient Experience initiatives and assist in embedding them in clinical areas

Responsibilities for Continuing Education and Personal Development

- 2.1 Undertake the Trust Corporate and Induction programme appropriate to Role
- 2.2 Ensure all HELM training is kept up to date
- 2.3 Raise any concerns with attending or accessing any training
- 2.4 In collaboration with Line Manager take responsibility for fully participating with the appraisal process, identifying own learning and development needs along with the knowledge and Skills framework
- 2.5 Demonstrate Skills and activities to others in similar roles
- 2.6 Keep up to date with Trust wide issues and initiatives

Department Specific

- 3.1 Communicate with patients and families and carers within hospital settings as required
- 3.2 Work alongside the Patient Experience team assisting with any projects that are being undertaken
- 3.3 Your main base will be the LRI site but you will be required to work at all 3 hospital sites. You will be an integral part of the Patient Experience Team and will be required to work on your own initiative at times.

Maintaining a Safe Environment and Quality

- 4.1 Take responsibility for maintaining own and others health, safety and security.
- 4.2 Carry out duties in accordance with the Health and Safety at work Act 1971
- 4.3 Assist and Maintain a safe and Hazard free area of work.

Clinical Governance, Reduction of Risk, Audit and Research

5.1 Undertake only duties and delegated tasks within your own limitations, level of competence ,skills and training.

5.2 Contribute to the management of risk through assessment processes to ensure that risks are reduced at all times to the lowest minimal levels

5.3 Adheres to Trust policies and Procedures

5.4 Assist with the collection of simple data for audit/research and other purposes as delegated by The Share Your Experience Lead and Senior Nurse For Patient Experience.

Person Specification

Post: Administrative Assistant for Patient Experience Team

Band: 2

| Criteria | Essential | Desirable | Stage Measured at A – application I – Interview T – Test |
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| Commitment to Trust Values and Behaviours | Must be able to demonstrate behaviours consistent with the Trust's Values and Behaviours | | Interview |
| Training & Qualifications | Literacy Level 2 or equivalent Numeracy Level 2 or equivalent It qualification Must have the ability to communicate clearly in the English language Demonstrates a | Office or Admin qualification | Application Form Interview Production of certificates |

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| | <p>commitment to further learning and personal development.</p> <p>Experience of working in an Administrative environment and working with Computerised data systems</p> <p>Computer literate with Knowledge</p> | | |
| Experience | <p>Experience of working in a busy office and customer service environment</p> <p>Experience of using Word, Excel and Outlook</p> <p>Previous Experience Of Managing own workload and prioritising workload</p> <p>Good keyboard skills</p> <p>Fluent knowledge and experience of MS office, including Word, Excel, Powerpoint and Outlook</p> | <p>Experience of working in the NHS</p> <p>Experience in Supporting quality improvement projects</p> <p>Experience using NHS IT Systems</p> | Application Form/Interview |
| Communication and interpersonal skills | <p>Have awareness of own development needs and continuing personal and professional development</p> <p>Excellent interpersonal skills, with the ability to communicate clearly at all levels and work effectively in a team</p> <p>Recognise own limitation and</p> | | Interview |

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| | awareness of when to seek help Able to organise and prioritise work in an adaptable and flexible manner | | |
| Other requirements specific to the role | Able to use the Hospital Hopper (hospital bus service) or own transport to travel between hospital sites | | Interview |