

Job Description



South Tees Hospitals
NHS Foundation Trust

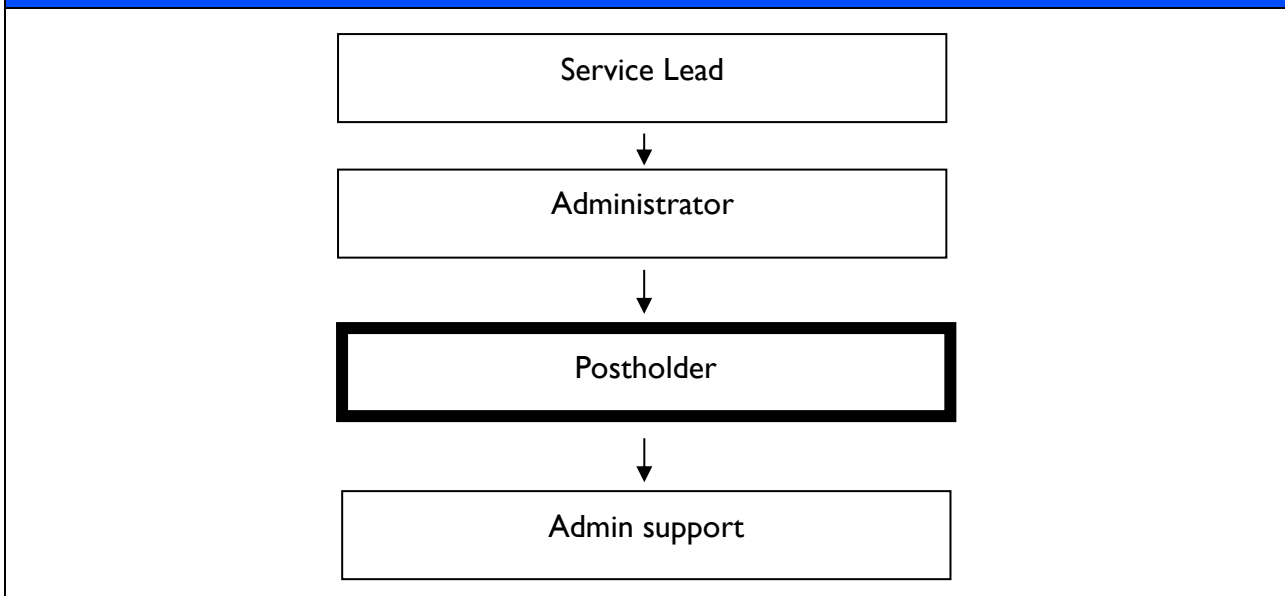
Role Details

Job Title	Administrative & Clerical Officer
Band	Band 3
Department/Service	Children & Young People's Speech & Language Therapy

Organisational Relationships:

Responsible to:	Administrator Children & Young People's Speech & Language Therapy
Accountable to:	Senior Service Manager Women & Children
Professionally Accountable to:	Service Lead Children & Young People's Speech & Language Therapy
Responsible for:	Band 2 Admin support

Organisational Chart:



Job Summary/ Role:

- To assist in the provision of a comprehensive secretarial, clerical and administrative support to the Children's & Young People's Speech and Language Therapy Service in the Women & Children Collaborative within South Tees Hospitals NHS Foundation Trust.
- To coordinate and manage appointments and clinics on a daily basis

- To provide a high standard of clerical support in the proof-reading and sending of specialist letters and reports including safeguarding reports
- To liaise with other departments and external agencies where necessary
- To supervise and train band 2 clerical staff
- To facilitate the smooth running of the department and to take an active role in the ongoing development of the clerical services

Key Relationships:

Children & Young People's Speech & Language Therapy:

- Administrator
- Wider clerical team
- Service Lead and wider clinical therapy teams

Children, young people and their families in the South Tees area and Middlesbrough and Redcar & Cleveland Local Authority areas:

- Dealing with general enquiries about appointments, correspondence, referrals by telephone, email and in person
- Contact may involve barriers to communication such as multi-lingual environments and where English is not spoken, additional learning needs
- Contact may involve interpreters

Wider children's workforce e.g., school staff, nursery/daycare staff, health visitors, other Allied Health Professionals, Local Authority Early Help, Early Years, SEND & Inclusion teams, Social Care teams, interpreters

- Dealing with general enquiries about appointments, correspondence, referrals by telephone, email and in person
- Booking interpreters

Wider Trust colleagues

- Corporate support e.g., Human Resources, Mandatory Training team, procurement, IT
- NHS Property services
- Postal workers, tradespeople

Core Functions:

- Responsible for the provision of an effective and efficient service user administration service including registering referrals, administrative triage of referrals, appointment administration and processing letters and reports whilst maintaining a high standard of written English
- Manage the service user appointment process, including the planning, booking and rescheduling of appointments working alongside the responsible clinician/team lead
- Liaise with various departments internally and externally to ensure the smooth running of the service
- Answer telephone enquiries from other agencies, professionals and families
- Open and appropriately/efficiently disseminate incoming post, correspondence and emails
- Provision of advice and support to other users of SystemOne
- Manage diaries of clinical staff when required

Administrative Responsibilities	<ul style="list-style-type: none"> • Responsible for the provision of clerical support to smaller discrete teams within the wider service: referral processing, rota and appointment booking, dealing with telephone & email enquiries, formatting and sending letters and reports, as allocated by the Administrator/Clerical Team Lead • Support clinical Team Leads in the configuration of the team's appointments each half term – entering rotas and appointments on to SystmOne, sending appointment letters to families and school/nursery settings and making any amendments as necessary to these. • Answering queries from the general public, professional colleagues in the wider children's workforce, families already known to the service – telephone and email; utilising excellent communication skills to exchange confidential and sensitive information appropriately • Significant and daily use of SystmOne to record appointments, letters, telecommunications and wider Trust systems eg Datix, e-procurement, interpreter booking systems • Contribute to management of electronic patient records via SystmOne • Processing paper and electronic referrals, creating rotas and booking appointments, some infrequent clerking in of patients attending for appointments • Occasional requirement to coordinate clinic booking, arrange internal meetings • Shared responsibility for taking minutes at internal staff meetings • Shared responsibilities for monitoring and ordering stock such as paper, envelopes and other stationery items; orders prepared for authorisation by service lead • Autonomy in following agreed internal and organisational clerical process for referrals, SystmOne processes, letters/reports, Safeguarding process, Education, Health & Care Plan reports process
Clinical Responsibilities	None
Management and Leadership Responsibilities	<ul style="list-style-type: none"> • shared responsibility for day-to-day supervision of Band 2 including some delegation of work activities but no responsibility for line management • shared responsibility for demonstration of own role or activities to new or less experienced staff <p>Band 3 And Above Champion the Trust improvement and leadership strategy, through attendance at New and Aspiring Leaders and Foundation Quality Improvement.</p>

Policy and Service Development	<ul style="list-style-type: none"> • Implement policies for own work area • Undertake surveys and audits in own work area • Help to develop protocols and procedures relating to own role • Comment & contribute, where appropriate, to service developments <p>Band 3 And Above Champion and lead quality improvement initiatives across your immediate team and within your service</p>
Research and Audit Responsibilities	<ul style="list-style-type: none"> • Contribute to audit of clerical processes • Provide clerical support to clinical audits within the service
Managing Resources Responsibilities	<ul style="list-style-type: none"> • Shared responsibility for general oversight of the service's premises in the absence of Administrator & Senior clinical staff • Shared role as fire warden • Occasional requirement to lift, pull push and/or manoeuvre objects eg boxes of archived paper records, movement of pieces of furniture such as small tables, chairs (up to 15kg) • Shared responsibility for monitoring and ordering stock • Use of SystmOne involved inputting self-generated information as well as information generated by others • Shared responsibility for completing sickness absence forms when sickness is reported by staff
Education and Training	None
The job description and duties may be subject to future review as the needs of the service change.	

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Good understanding of a range of administrative and clerical work procedures and practices, including Microsoft Office • High standard of keyboard skills • High standards of written English to ensure that all documents generated by the department are grammatically correct and reflective of the department's focus on speech and language. • High standard of interpersonal skills to work with a wide range of professionals and families, often dealing with sensitive and confidential information • Ability to deal with occasional emotional or distressing situations either face to face or over the telephone and able to diffuse potentially problematic situations • Proven problem-solving skills for situations such as rescheduling clinics, finding different appointment slots • Ability to deal with frequent interruptions and complex enquiries from service users, their families and other professionals • Ability to work well under pressure with proven skills in prioritisation, planning, organisation and management of daily workloads • Ability to respond effectively and positively to the changing needs of the service 	<ul style="list-style-type: none"> • Understanding of the work and scope of the NHS in order to act as a point of information for the public and other professionals • Knowledge of the work and scope of a children's speech and language therapy service • Knowledge of SystmOne functions 	Application form Interview Test/assessment
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Minimum of 5 GCSEs (or equivalent) including English & Maths at Grade C or 4 or above • NVQ Level 3 in a relevant area or equivalent and relevant administrative knowledge and experience 	Band 3 And Above Attendance at foundation improvement training and the new and aspiring leaders program within first year of role	Application form

EXPERIENCE		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Relevant clerical/administrative experience • Experience in the use of electronic patient administration systems 	<ul style="list-style-type: none"> • Experience of SystmOne • Experience of working in a children's community healthcare setting 	Application form
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> • Be able to demonstrate work and actions that reflect Trust values of 'care', 'respect' and 'support' • Proven ability to appropriately manage occasional distressing or emotional circumstances eg when interacting with anxious parents/carers 		Application Form Interview

General Requirements:

Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

HR Use Only

Job Reference No:



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APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos	X			X		Eg Boxes of paper
Lifting weights/objectives above 15 kilos		X				
Using equipment to lift, push or pull patients/objects		X				
Lifting heavy containers or equipment		X				
Running in an emergency		X				
Driving alone/with passengers/with goods		X				
Invasive surgical procedures		X				
Working at height or in a confined space		X				
Concentration to assess patients/analyse information		X				
Response to emergency situations		X				
To change plans and appointments/meetings	X				X	Daily requirement to manage appointments

depending on the needs of this role						
Clinical interventions		X				
Informing patients/family/carers of unwelcome news	X			X		Informing family of cancelled/changed appointments
Caring for terminally ill patients		X				
Dealing with difficult family situations		X				
Caring for/working with patients with severely challenging behaviour		X				
Typing up of formal minutes/case conferences		X				
Clinical/hands on patient/client care		X				
Contacts with uncontained blood/bodily fluids		X				
Exposure to verbal aggression	X		X			Potential for verbal aggression from families
Exposure to physical aggression	X		X			Very unlikely but possible
Exposure to unpleasant working conditions dust/dirt/fleas		X				
Exposure to harmful chemicals/radiation		X				
Attending the scene of an emergency		X				
Food preparation and handling		X				
Working on a computer for majority of work	X				X	Daily and majority of work on computer
Use of road transport		X				

