



Hampshire Hospitals
NHS Foundation Trust

Application & Recruitment Pack



**LIFE CHANGING
CHANGING LIVES**

hampshirehospitalscareers.co.uk

Welcome from Chief Executive Officer



Alex Whitfield

Dear Candidate,

Thank you for your interest in this post and for taking time to read this information pack. We hope this exciting and rewarding role catches your imagination and you are encouraged to apply and contribute to providing outstanding care for the people of Hampshire.

Our vision is to provide outstanding care for every patient. Patient care is at the heart of what we do at our three sites Basingstoke and North Hampshire Hospital, Royal Hampshire County Hospital in Winchester and Andover War Memorial Hospital. Hampshire Hospitals NHS Foundation Trust provides medical and surgical services to a population of approximately 600,000 across Hampshire and parts of West Berkshire.

We provide specialist services to people across the UK and internationally. We are one of only two centres in the UK treating pseudomyxoma peritonei (a rare form of abdominal cancer) and we are leaders in the field of tertiary liver cancer and colorectal cancer.

The trust employs over 8,600 staff and has a turnover of over £450 million a year. As a Foundation Trust, we are directly accountable to our members through the governors. The Council of Governors represent the interests of their constituencies and influence the future plans of the Foundation Trust.

We expect the post holder to uphold the trust's CARE values:

COMPASSION caring about our patients and our staff

ACCOUNTABLE and responsible, always improving

RESPECT for all colleagues, patients and their families

ENCOURAGING and challenging each other to always do our best

We are really excited to hear from you and look forward to receiving your application.

Yours sincerely



Alex Whitfield, chief executive

Job Description

| | |
|---|--|
| Job Title | Ward Managers Assistant & Receptionist |
| Department | Winchester Theatres |
| Division | Surgery |
| Salary Band | 3 |
| Accountable To | Clinical Matron - Theatres |
| JOB SUMMARY | |
| <p>Primary role is to act as receptionist for Nightingale Theatres with various duties included on this role. The post holder will also be required to support the Theatre Administrator and wider theatre team within the service as and when required.</p> <p>Provide a comprehensive, professional and confidential PA/secretarial and administrative service to the Clinical Matron and Senior Theatre Team which optimises their time and enables them to fulfil the clinical element of their roles.</p> <p>The post holder will develop and implement administrative systems which will support the efficient running of the ward.</p> | |
| KEY RESULT AREAS/RESPONSIBILITIES | |

Outsourcing responsibilities / Reception responsibilities.

- To act as the 'Gate Keeper', receiving visitors / company representatives into the department, according to Theatre Policy, ensuring a signed log is maintained.
- To sign for goods delivered into the department, ensuring that these are clearly documented in the goods in / out books.
- To receive all telephone calls at Reception and direct as appropriate.
- To ensure enquiries from visitors / patient relatives are dealt with in an appropriate and supportive manner.
- To maintain and update the HHFT Policy Folders as and when needed.
- On a regular basis alert the Administrator of any issues regarding quality and performance of your assigned workload.
- To process and distribute each morning, in a timely manner, the departmental post to the department personnel.
- To report faulty equipment to the Works Department.
- Take minutes of formal meetings and disseminate to the wider team, as appropriate.
- Responsible for compiling and distributing the daily theatre lists to all appropriate areas
- To ensure that all paperwork needed in the department is kept stocked at all times.

- To undertake adhoc typing for the department.
- To process Private Patient forms in a timely manner and forward to appropriate personnel for processing.
- To ensure all emergency and trauma patients are loaded onto the Nexus Theatre System.
- To unlock Nexus user accounts as requested in the absence of the Theatre Administrator.
- To update the Theatre Programmes in the shared drive, ensuring an on-going record of changes are maintained and available following the Monday morning programme meeting. To update Nexus reflecting these changes.
- To maintain the annual leave, and sickness absence records for the department, both manually, electronically within the 'E' Rostering system, ensuring confidential information is treated in accordance with the Data Protection Act. To generate bank shifts and process on call forms in a timely manner.
- To report the daily 'Sitrep' to Business Intelligence in a timely manner.
- To order stationary, tea/coffee etc. as and when required.
- To maintain an accurate and current filing system, ensuring letters, clinical reports and other notes are filed in the correct relevant files. This may include photocopying various documents and staff records as and when required.
- To work closely with Senior Theatre Team and other relevant staff to identify, develop and implement administrative systems in conjunction with the Band 5 Administrator.
- To assist Senior Theatre Team to manage diaries and appointments.
- To ensure all relevant paperwork is available for ward meetings, staff consultations, appraisals etc.
- To ensure there is a proper system for the collection and storage of complaint, audit and other sensitive information both electronically and in hard copy as indicated.
- To prepare and minute all relevant meetings as requested by Clinical Matron, Senior Theatre Team in conjunction with Band 5 Administrator.
- To prepare and type letters and reports as required.
- To collated annual leave and sickness reports
- To manage the administrative processes for the recruitment of new staff.
- To support Clinical Matron in monitoring ward budgets.
- To support Education Lead to record and report mandatory and any other training relevant to roles.
- To support Clinical Matron and Senior Theatre Team to maintain accurate data on safe staffing and other information and quality systems.
- To assist the Senior Theatre Team with all project work as appropriate.
- To undertake any other duties commensurate with grade and experience.

CUSTOMER CARE FOR PATIENTS AND/OR SERVICE USERS

COMMUNICATION

- To ensure all telephone and verbal enquiries from patients, public and staff in a polite, sympathetic and courteous manner.
- Communicate regularly with the Clinical Matron, Senior Theatre Team and Band 5 Administrator. keeping them informed as appropriate and escalating issues in a timely fashion if required.
- Communicate and liaise with medical, nursing and clerical staff across the Trust.
- Participate in Trust and team meetings.
- To be effective, clear and accurate when using all forms of communication throughout the Trust.
- Work independently making decisions within own role with minimum supervision.
- Appropriately manage sensitive and confidential information in a timely manner, using effective communication skill.
- Communicate sensitively, confidentially with empathy and in an understandable form to meet the wide ranging physical and emotional needs of patient, careers, families and staff.
- Prepare minutes of meetings and distribute as required.
- To comply with Trust Policy on confidentiality and data protection.

PLANNING AND ORGANISATION

- Plan, organise and manage own workload adhering to standard operating procedures.
- To ensure time critical data is uploaded in a timely manner.
To assist if required in organising and planning case conferences, ensuring patient, carers/ staff and the correct range of professions / agencies are included.

BUDGETARY AND RESOURCE MANAGEMENT

- To promote effective and efficient use of department and Trust resources.
- Assist in the implementation of any cost reduction programmes as required by the Clinical Matron.
- Responsible for monitoring use of administrative equipment and resources.
- Maintain appropriate stock levels to support administrative functions.
- Input audit data for ward onto the relevant databases.
- Ensure accurate and timely data entry and collation to contribute to the provision and analysis of information i.e. Nexus, sickness and annual leave.
- Create and use records on a manner that complies with legislation, professional standards and organisational policies for record keeping.
- To comply with Trust Policy on confidentiality and data protection.
- Participate in audit and research as requested, for instance in the preparation of local staff survey questionnaires and collation of results.

TEACHING, TRAINING AND RESEARCH RESPONSIBILITIES

- Identify and undertake appropriate training in line with the post holder's personal development plan.
- Support staff as required with arranging training.

Support Educational Lead with collating staff training records, monitor statutory, mandatory training data for all wards.

TRUST VALUES

Our values help us in what we do and how we do it. It is important that you understand and use these values throughout your employment with the Trust to define and develop our culture.

The post holder will be:

- **Compassionate, caring about our patients.**
- **Accountable and responsible, always looking to improve.**
- **Respectful for all and show integrity in everything.**
- **Encouraging and challenging each other to always do our best.**

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. Hampshire hospitals NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Appendix A to this Job Description and Person Specification details key information you should be aware of.

ORGANISATION STRUCTURE

Clinical
Matron



Person Specification

Job Title: Ward Managers Assistant

Training & Qualifications

Essential

- Good standard of general Education including English Language, maths GCSE minimum grade C/5 and/or
- Customer Care Training or
- NVQ3, Diploma or
- ECDL Certificate or
- Working to the equivalent standard
- Or equivalent knowledge and skills gained through any combination of alternative study, or employment experience

Desirable

- Diploma of Medical Secretaries Formal or
- Secretarial / senior administration training or relevant Customer Care experience

| Experience & Knowledge | |
|---|--|
| Essential | Desirable |
| <ul style="list-style-type: none"> • Experience of working with IT systems e.g. Word/Excel/Access/ PowerPoint • Experience of being in a busy environment • Experience of adhering to targets • Experience of organising own work | <ul style="list-style-type: none"> • Experience of working in an NHS environment or public sector • Knowledge of medical terminology • Advanced computer skills |
| Skills & Ability | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Excellent verbal and written communication skills including excellent telephone manner • Problem solving skills and using own initiative • Experience of a variety of computer systems including data entry, word processing, data analysis | <ul style="list-style-type: none"> • Experience of producing presentations using MS PowerPoint |

| | |
|--|------------------|
| <ul style="list-style-type: none"> • Excellent Interpersonal skills allowing effective communication between all internal and external customers. • Ability to work to tight deadlines and stay calm under pressure • Ability to analyse complex situations and make appropriate decisions | |
| Other Specific Requirements | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • Flexibility and adaptability to changing situations • Friendly and approachable manner • Ability to act diplomatically and sympathetically, maintaining confidentiality at all times • Ability to work in a team as well as on own initiative • Self-motivated • Ability to empathise with people in difficult situations • Aptitude and confidence for working in a rapidly changing environment • Well organised, able to prioritise and to take responsibility • Ability to deal with frequent interruptions that may require being called away • To undertake any in-house training that is required • Attention to detail • To undertake any in –house training that is required • Calm under pressure • | |

Post holders signature:

Date:



Hampshire Hospitals
NHS Foundation Trust

Managers' signature: **Date:**

Appendix A

ADDITIONAL INFORMATION APPLICABLE TO ALL POSTS

Confidentiality

During the course of your employment, you may see, hear or have access to information on affairs of patients and staff. Post holders may only use such information as appropriate to carry out their normal duties.

Post holders must not disclose personal, clinical or commercial information to any unauthorised third party; any such disclosure will be investigated and may lead to disciplinary action and possible dismissal.

These obligations are in line with common law duty, the Caldicott principles on patient data, the Data Protection Act, the Freedom of Information Act and other legislation which apply both during employment and after the termination of employment.

Equality and Diversity

The post holder must comply with all Trust policies and procedures designed to ensure equality of employment and that services are delivered in ways that meet the individual needs of patients and their families.

The post holder must promote equality, diversity and human rights for all and treat others with dignity and respect. No person whether they are staff, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Quality & Safety

Patient, service/facility user and staff safety is paramount at Hampshire Hospitals NHS Foundation Trust. The post holder will promote a just and open culture to reporting of incidents and adverse events. To ensure the practice of self and others is at all times compliant with both the safeguarding children's policy and guidance and vulnerable adult's policy.

The post holder should be aware of current health and safety policies of the Trust. They must attend all mandatory health and safety training. They are also required to maintain a safe working environment for patients, visitors and employees and report any accidents or dangerous incidents promptly. They should use protective clothing and equipment where provided.

Vetting & Barring Scheme

The Vetting and Barring Scheme was created to ensure that the Trust has the most robust system possible for preventing those who seek to harm children, or vulnerable adults, from gaining access to them through work or volunteering.

It is a criminal offense for someone Barred from regulated activity working with vulnerable adults or children to seek this employment. Any employer who knowingly pursues the employment of someone Barred from working with vulnerable adults or children are liable for prosecution.

Infection Control

To ensure the practice of self and others is at all times compliant with infection control policy and procedures. Hand hygiene must be performed before and after contact with patients and their environment.

Governance and Risk

Adhere to all Trust policies, procedures and guidelines. Follow professional and managerial codes of conduct as applicable to the role. Take active steps to prevent theft or fraud in the workplace.

Duty of Candour

The post holder is also required to ensure compliance with the statutory 'duty of candour'. This is a legal duty to inform and apologise to patients if there have been mistakes in their care that have led to significant harm. It is aimed at helping patients receive accurate, truthful information from health providers achieving a wholly transparent culture.

Safeguarding

Employees must at all times treat all patients with dignity and respect and ensure that vulnerable adults and children are safeguarded from abuse and neglect within the provisions of the Trust's Policies.

MCA

All employees are required to have regard for the Mental Capacity Act code of Practice, regardless of their role within the organisation. Employees are responsible for ensuring that they use the Act as appropriate in the course of their day to day duties. Training is available to staff, as are materials to help support employees to embed the provisions of the Act.

Training & Personal Development – Continuous Professional Development

There is a requirement for all Trust Employees to take part in the annual appraisal process; this can be in the capacity of facilitating staff appraisals and participating in their own appraisal and development plan.

The post holder must take responsibility in agreement with his/her line manager for his/her own personal development this includes attending all Trust Statutory and Mandatory training allocated for the role.

In addition the post holder must be aware of their education responsibilities within their area of work. All Healthcare Professionals have a responsibility to support and educate students / trainees and other learners in practice.

Sustainability and Carbon Reduction

Every member of staff is encouraged to take responsibility for energy consumption and carbon reduction and is expected to incorporate the agenda of sustainability, carbon and health in their daily work.