

# North Bristol NHS Trust

## Job Description

### Job Details

Job Title: Safeguarding Team Administrator

Grade: Band 4

Department: Safeguarding Team

Directorate: Clinical Governance

Location/Base: Safeguarding Team/ Avon Way Southmead Hospital

### Job Summary

Do you have a varied background in administration? Are you comfortable with data management and using a variety of IT systems? Are you creative and innovative in designing and implementing administrative processes? Are you organised and efficient? Are you looking for new challenges. If so, we have the job for you.

The safeguarding team are a dynamic and progressive team of specialists who depend on sound administrative support to deliver an efficient service trust wide. This role is varied and will suit someone who enjoys working in a busy and stimulating environment, who can work as part of a group, and on their own initiative. The post holder will need to possess excellent communication skills and have a professional manner.

Working as administrator to the team, the post holder will be responsible for managing the flow of information from the divisions and external partners, relating to safeguarding, into the safeguarding team and out to key partners as delegated by the Administration Manager and other senior team members. The post holder will be responsible for arranging and facilitating meetings, booking venues, maintaining electronic databases and files, be responsible for maintaining and updating flags for safeguarding concerns in the electronic health record, liaise with partner agencies to ensure documentation meets quality standards, update team member's diaries, and manage administration of correspondence and training materials. The post holder will be required to have contact with a range of individuals and teams within the wider safeguarding team, North Bristol Trust staff, the CCG, Local Safeguarding Partnerships and with other organisations such as, local NHS Trusts and Local Authority organisations.

## Organisation Chart/Accountability



## Knowledge, Training, Experience And Skills Required

### Knowledge

Knowledge and understanding of the NHS and principles of a quality service related to administration.

Knowledge of development and maintenance of computer-based office systems, including databases and Microsoft Office applications.

Knowledge of IT and information systems in Health settings for example CareFlow & Radar.

Knowledge of office systems such as setting up and maintaining electronic filing systems.

Awareness of the General Data Protection Regulations (2018) and managing personal identifiable information in health settings.

Understanding of diary management and room booking.

Knowledge of report formatting and data collection methods.

Knowledge and awareness of the timely manner in which work needs to be done to meet the requirements of a busy trust wide service.

### Skills

Strong interpersonal skills to work effectively with a wide range of staff and teams.

Excellent written and verbal communication skills.

Ability to organise and prioritise own workload to meet defined deadlines.

Ability to work on own initiative and within a team.

Ability to tolerate a workload that is often reprioritised due to changing need.

IT literate using a range of Microsoft office software in particular Microsoft PowerPoint, Excel, Outlook, and Word.

Minute taking. Diary management.

### **Experience**

Experience of providing administrative support within a busy and varied office environment.

Experience of providing administrative support to a team.

Experience of providing content assurance of documents in line with defined standards.

Experience of collecting, organising, and reporting data and other information.

Experience of facilitating meetings to include room bookings, sending invites, managing attendance, and taking and distributing minutes.

Working experience of Microsoft office software in particular Microsoft Excel, Outlook, and Word.

Competent using MS Teams to facilitate virtual meetings.

Experience of electronic patient records systems and placing and removing flags for alerts.

## **Main Duties & Responsibilities Of The Post**

### **KEY RESULT AREAS**

- To provide administrative services to the Safeguarding team
- To manage phone calls and messages directing queries to the appropriate practitioner
- To maintain the safeguarding training diary and manage queries from Learning and Development regarding provision of safeguarding training
- To provide project administrative support for the team, arranging meetings with key stakeholders, drafting templates, and ensuring queries are directed to the allocated lead.
- To maintain and update trust safeguarding related databases and systems.
- To place alert flags on records of adults and children who are at risk of harm as directed by the Named Nurse, Named Midwife or Safeguarding leads.
- To complete a defined administrative assurance for Deprivation of Liberty Safeguards forms
- Liaise with local authority administrative teams to support secure receipt of statutory documentation.
- Provide administrative support to information requests requiring access to person identifiable and sensitive information.
- Planning of events/meetings by booking rooms, creating Microsoft Team meeting invites, managing TEAMS meetings including minute taking, keeping registers of attendance, and producing information packs
- As directed by the lead practitioner compile agendas, maintain action logs,
- Assist with the collating of meeting papers and write up notes/minutes of meetings.

- Complete administrative checks of patient records to enable practitioners and leads to identify patients who are at high risk. For example, in preparation for Multi Agency Risk Assessment Conferences and from daily encounter
- Reports for child attendances
- Accurate typing of all paperwork, this will include charts, tables, meeting minutes and presentations.
- Prioritise and organise own workload to meet deadlines and promptly.
- Escalate to senior staff when delays are anticipated.
- Photocopy/scan and distribute documents through e-mail using appropriate.
- Managing information in line with information governance measures for email, telephone, and post systems
- Maintain, implement, and constantly improve the electronic filing systems, including archiving of older information in files by financial year.
- To keep master files of all policies, procedures, and guidance
- To work collaboratively with the other team administrator in order to manage urgent work requests and ensure daily activities are covered.
- To ensure confidentiality at all times, when working with electronic systems (databases/emails) and verbal information
- To work independently and use initiative in completing tasks.

## **COMMUNICATION AND WORKING RELATIONSHIPS**

### **Internal**

North Bristol NHS Trust (NBT) Safeguarding team.  
NBT Clinical Governance and patient experience staff.  
Senior managers and staff from all divisions and departments.  
Administrative teams in other divisions and departments.  
Clinical and non-clinical staff at NBT.  
Other agencies as required.

### **External**

Bristol, North Somerset, and South Gloucestershire CCG.  
NHS partner organisations.  
Avon and Somerset Constabulary Lighthouse Safeguarding Unit.  
Local Authority, Children's, and Adults Safeguarding Partnerships.  
Other non-NHS organisations  
Other agencies as required.

## **Working Conditions / Effort**

### **MOST CHALLENGING PART OF THE JOB**

Exposure to discussions and information relating to abuse and harm of children and adults with care and support needs.

To manage own workload, prioritising tasks in line with objectives given and the requirements of the situation and ensuring deadlines are met.

Maintaining the Safeguarding training diary.

Collating data from other departments and producing reports.

Working across divisions and organisations, in a complex and rapidly changing environment.

Managing potentially distressing and highly sensitive information and storing and distributing it securely.

Professional and diplomatic communications at all times

## **EFFORT AND ENVIRONMENT**

### **Physical effort**

Is required to sit for long periods and use a computer.

To stand, bend, walk, and operate a keyboard.

### **Mental effort**

High levels of concentration and attention to detail.

A work pattern that can be unpredictable and requires working to deadlines.

Concentration for in depth analysis.

Arranging meetings and managing interruptions to deal with telephone calls.

Periods of concentration will be required to produce and present reports that will inform others of its performance.

### **Emotional effort**

Regular exposure to distressing/highly distressing or emotional circumstances of patients and carers who are children and vulnerable adults.

Handling of information for serious case reviews relating to safeguarding children: serious harm and death.

To recognise the emotional needs of vulnerable children and families.

To recognise the challenges of working with vulnerable children and adults and the impact this can have on those who work with them.

### **Working conditions**

Office based on-site at Southmead Hospital

## **NBTCARES**



NBT Cares. It's a very simple statement; one which epitomises how everybody across our organisation goes the extra mile to ensure our patients get the best possible care.

NBT Cares is also an acronym, standing for caring, ambitious, respectful and supportive – our organisational values.

And our NBT Cares values are underpinned by our positive behaviours framework – a framework that provides clear guidance on how colleagues can work with one another in a constructive and supportive way.

## Improving the patient experience through your work

Patients are the most important people in the health service and are at the centre of what we do. Patients and carers are the 'experts' in how they feel and what it is like to live with or care for someone with a particular illness or condition. The patients' experience of our services should guide the way we deliver services and influence how we engage with patients every day in our work.

All staff should communicate effectively in their day to day practice with patients and should support and enable patients/carers to make choices, changes and influence the way their treatment or care is provided. All staff, managers and Board members should work to promote effective patient, carer and public involvement in all elements of their work

We have a duty to involve, engage and consult with patients, carers and families about plans for health facilities and the provision of our services. North Bristol NHS Trust wholeheartedly embraces the principles of patient partnership and has made clear its commitment to involve patients in key aspects of its work.

## Infection control

Compliance with all infection control policies and procedures will form an integral part of the practice of all staff working in a clinical environment. Each staff member will be responsible for familiarising themselves with the Infection Control Manual in the clinical areas and on LINK the Trust's Intranet site. Staff must keep up to date with new policies and subsequent implementation in practice.

Staff must seek support and advice from Infection Control in all instances where cross infection is likely to have occurred or when managing situations involving patients with infections where guidance provided in the Policies is not applicable.

All staff must contact the Occupational Health Dept if they are suffering from any form of infection which may put patients and other staff at risk.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying

### Health and Safety/Security

It is the duty of every employee to work in such a way that accidents to themselves and to others are avoided, and to co-operate in maintaining their place of work in a tidy and safe condition, thereby minimising risk. Employees will, therefore, refer any matters of concern through their respective line managers. Similarly, it is each person's responsibility to ensure a secure environment and bring any breaches of security to the attention of their managers.

## Commitment to health and safety, no smoking, equal opportunities and harassment and bullying (cont.)

### No-Smoking Policy

As an NHS employer, the Trust has a duty to its staff and patients to protect them from the health hazard that smoking represents. Consequently, in line with the public health white paper, *Choosing Health*, the current policy will be that smoking will not be permitted anywhere on Trust property including all buildings, grounds and within leased/owned vehicles of the Trust. This applies to all staff, patients and visitors of the Trust. Failure by staff to comply with this requirement may result in recourse to the disciplinary procedure. Employees also have a responsibility to remind members of the public, visitors and other staff to refrain from smoking on Trust premises and to inform the appropriate manager if they witness repeat non-compliance.

### Equal Opportunities

North Bristol NHS Trust has given its full commitment to the adoption and promotion of the key principles of equal opportunities contained within current legislation and the Trust's Equal Opportunities Policy.

All staff hold personal responsibility for the application of this policy on a day-to-day basis and should not undertake any acts of discriminatory practice during the course of their employment. Similarly, all staff have a responsibility to highlight any potentially discriminatory practice to their line manager, human resources department or trade union/professional associations.

Copies of the Equal Opportunities Policy are available in the Personnel Policies and Procedures file in every department and on the intranet.

### Harassment and Bullying

We believe that all people, whether staff, patients or visitors, are entitled to an environment in which the dignity of the individual is respected.

We are also firmly committed to promoting an organisational culture which values diversity and equality of opportunity and to preventing discrimination in all aspects of its employment practices and services. We regard harassment and bullying as totally unacceptable forms of behaviour that will not be tolerated or condoned.

## Confidentiality and freedom of information

Information relating to patients' records, diagnosis and/or treatment of patients, staff records, or information concerning contracts, tenders and other commercially sensitive matters etc. are considered to be **confidential** and must not be divulged without prior authority other than in accordance with the provisions of the Trust's Policy on raising concerns about Health Care Services as may be amended from time to time. Breaches of confidentiality will result in disciplinary action, and may result in dismissal. Managers are also required as a condition of this Contract to represent the views of the Trust in any dealing they may have with Trust employees, their representatives, the media, general public or other organisations in which he/she may come into contact.

However, as a public body, the Trust has a requirement to publish particular information. Therefore, in addition to the above confidentiality requirements you must also comply with all aspects of the law concerned with information handling. For this purpose, the relevant legislation is the Freedom of Information Act 2000. This Act places a legal duty on all staff to comply with the rights of the public to access information. Any altering, destroying or concealing of information held by the Trust with the

intention of preventing the legitimate disclosure of all or part of that information will result in disciplinary action, and may result in dismissal.

## Safeguarding

North Bristol Trust are committed to safeguarding and promoting the welfare of children, young people and adults and to protecting them from all risks of harm. The organisation expects all staff to work to national and local children and adult safeguarding policies and procedures. The trust expects all staff and volunteers to be dementia aware and to support the care of people with dementia. All staff are expected to share this commitment and meet the competencies relevant to their role.

## Job Description Agreement

Completed by.....

Authorised by..... Date.....

*This job description is a guide to the duties you will be expected to perform immediately on your appointment. It is not an exhaustive list, and such duties may well be altered from time to time to meet changes in the Trust's requirements. Any such changes will be commensurate with the grade of the post and will be discussed with the postholder prior to the changes being made*