

# SHAPE YOUR STORY

## Recruitment Information Pack



**Community Heart Failure  
Administrative Post  
A&C 4**



## Our Vision

To be a high-performing group of NHS hospitals, renowned for excellence and innovation, providing safe and compassionate care to our patients in east London and beyond.

## WeCare about our ambition for excellence

Our WeCare values shape everything that we do, every single day. They are visible in every interaction we have with each other, our patients, their families and our partners.

WeCare about everything from the appointment letters our patients receive, to the state of our facilities when they walk through the door, to the care and compassion they receive when they are discharged. WeCare that the people who join our trust will hold the same values as we do, so our values are embedded within our recruitment and selection processes. WeCare that you feel valued working here, so our values also guide our training and development and performance and talent management. WeCare about working with suppliers that live and breathe our values too.

We have come a long way on our journey to delivering safe and compassionate care. By embracing these values as the way we behave around here, we will achieve our ambition for excellence.

Value	Key behaviours
<b>W</b> <b>WELCOMING</b>	<ul style="list-style-type: none"> <li>Introduce yourself by saying "Hello, my name is ..."</li> <li>Smile and acknowledge the other person(s) presence</li> <li>Treat others as you would wish others to treat you</li> <li>Ensure the environment is safe and pleasant for our patients, our colleagues and our visitors</li> </ul>
<b>E</b> <b>ENGAGING</b>	<ul style="list-style-type: none"> <li>Get involved in making improvements and bring others with you</li> <li>Encourage feedback from patients and colleagues and respond to it</li> <li>Acknowledge efforts and successes; say thank you</li> <li>Use feedback to make improvements, and empower colleagues to do this without needing to seek permission</li> <li>Appreciate that this may be a new experience for patients and colleagues; help them to become comfortable</li> </ul>
<b>C</b> <b>COLLABORATIVE</b>	<ul style="list-style-type: none"> <li>Give time and energy to developing relationships within and outside own team</li> <li>Demonstrate pride in Team Barts Health</li> <li>Respect and utilise the expertise of colleagues</li> <li>Know your own and others' part in the plan</li> </ul>
<b>A</b> <b>ACCOUNTABLE</b>	<ul style="list-style-type: none"> <li>Always strive for the highest possible standard</li> <li>Fulfil all commitments made to colleagues, supervisors, patients and customers</li> <li>Take personal responsibility for tough decisions and see efforts through to completion</li> <li>Admit mistakes, misjudgements, or errors; immediately inform others when unable to meet a commitment; don't be afraid to speak up to do the right thing</li> <li>Do not pretend to have all the answers; actively seek out those who can help</li> </ul>
<b>R</b> <b>RESPECTFUL</b>	<ul style="list-style-type: none"> <li>Be helpful, courteous and patient</li> <li>Remain calm, measured and balanced in challenging situations</li> <li>Show sensitivity to others' needs and be aware of your own impact</li> <li>Encourage others to talk openly and share their concerns</li> </ul>
<b>E</b> <b>EQUITABLE</b>	<ul style="list-style-type: none"> <li>Value the perspectives and contributions of all and ensure that all backgrounds are respected</li> <li>Recognise that individuals may have different strengths and needs, and that different cultures may impact on how people think and behave. Be curious to find out</li> <li>Work to enact policies, procedures and processes fairly</li> <li>Be open to change and encourage open, honest conversation that helps foster an inclusive work and learning environment</li> <li>Remember that we all have conscious and unconscious bias; get to know what yours are, and work to mitigate them</li> </ul>



## Job Particulars

<b>Job Title</b>	Community Heart Failure Administrator Post
<b>Pay Band</b>	<b>A&amp;C 4</b>
<b>Location</b>	<i>Newham Hospital (reporting to Barts Heart Centre)</i>
<b>Reports to</b>	A&C 5 Administrative Team Leader & Community Heart Failure nurses
<b>Responsible to</b>	Service Manager & General Manager for Cardiology Networks

## 1. Job Purpose

The post holder will play a key role in implementing a professional administrative support process for our Community Heart Failure nursing team. Actively improving processes and ensuring that these are adequate for the service needs. Ensuring the provision of an excellent administrative service is provided at all times. Key functions of this role:

In summary, the post holder will:

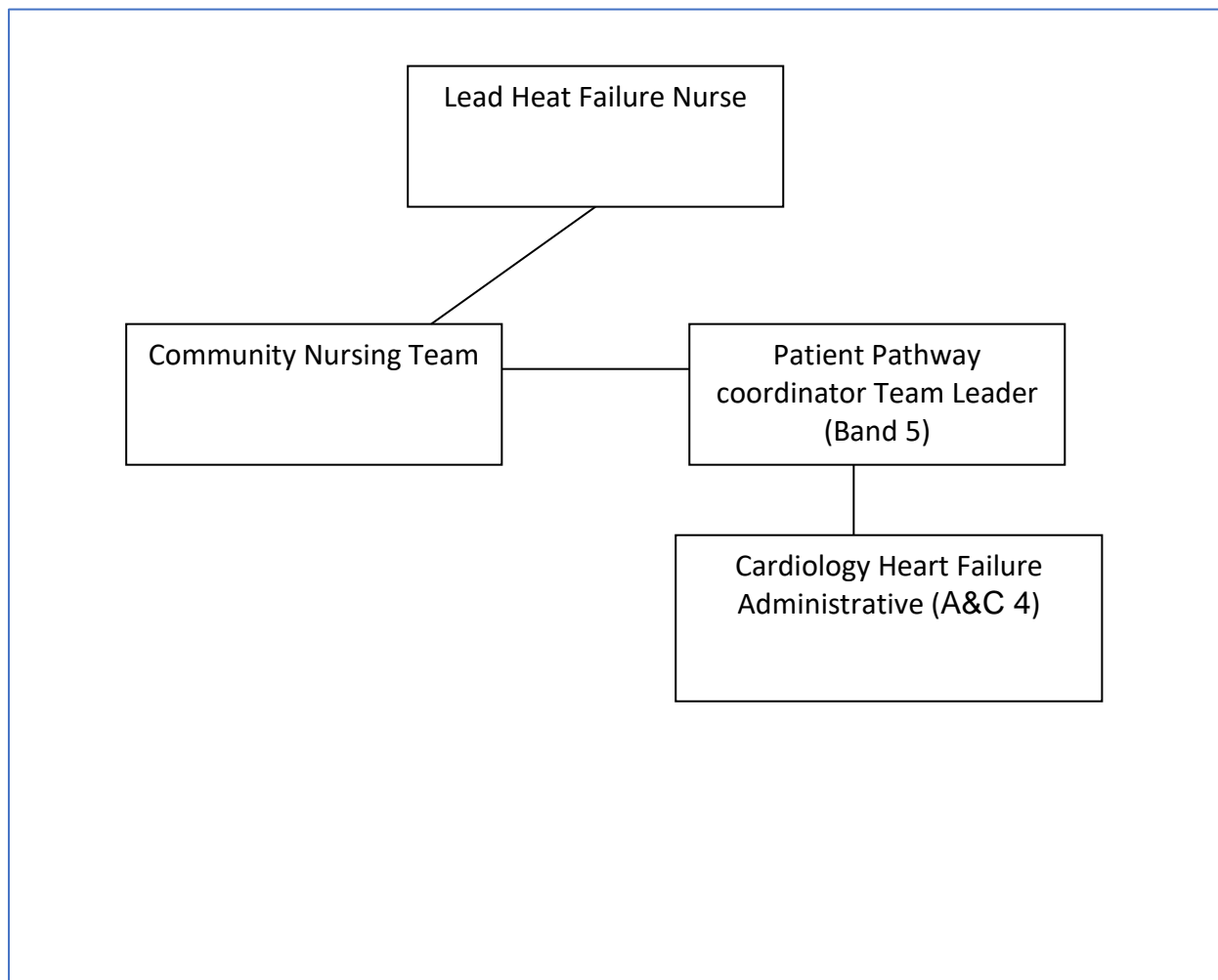
- Implement and support the administrative processes associated with community clinics.
- Ensuring that 18-week access and other quality targets are met, to include daily / weekly RTT validation of all patients pathways
- Be a key contact in providing patients with access to healthcare professionals, information on appointments and assisting with other queries
- Provide an efficient and effective administrative service for the Community Heart Failure Nursing team
- To have sole responsibility in providing an effective administrative service with the support of the Line Manager
- Act on and resolve problems that arise on a day-to-day basis, escalating when necessary
- Undertake PA functions for the nursing team including organization of diaries, meetings and taking minutes
- Ensuring and implementing suitable cover

## 2. Key Working Relationships

Internal	External
Community Heart Failure nurses & Non-Community Heart Failure nurses	General Practitioners / other allied health professionals
Consultant Cardiologists	Ambulance services and Community Services
Cardiology Specialist registrars	Community professionals (Nursing & admin)
Specialist nurses across all areas	
Pharmacists	
Ward staff	



### 3. Structure Chart





#### **4. Main duties, responsibilities and results areas**

##### **Operational Delivery:**

- Work with your Team leader in order to ensure that administrative processes for the patients pathway meet the quality standards required both nationally and within the directorate
- Support implementation of plans to assist changes in service delivery
- Deal proactively with all enquiries from patients, carers, GPs and other service users, ensuring where possible that the callers needs are met or they are transferred to the most appropriate person
- Report all informal concern/complaints received to your Line Manager

##### **Administrative Supporting:**

- To provide professional front line service on a day to day basis running the Community Heart Failure Service
- To have sole responsibility in providing an effective clerical, administrative and customer care service within the Community Heart Failure team
- To prioritise your own workload and work to your own initiatives ensuring that all tasks are completed within required timeframes
- To ensure that patients are correctly identified when contacting then to arrange appointments.
- Ensure that all clinic slots are filled to capacity
- Completion of clinic letters on our G2 system for both community and non-community heart failure nurses
- Actively monitor the joint admin email account
- Actively update word / excel documents with regards to the community heart failure service (which may include waiting times / referrals / cancellations)
- Keep a clear log of the number of referrals received and communicate this with management on a weekly basis
- Undertake cancellation of clinics when required to by the Community Heart Failure nursing team and ensure that these patients have been allocated a new appointment within the required timeframe
- To correctly record and update all patients details on trust systems when required
- Ensure to record accurately/register patients that attend the Community Heart Failure nurses clinics
- Ensure requests for New and follow up appointments are appropriately actioned within the timeframes laid down by the Trust and in accordance with the 6/18 week RTT guidelines
- To ensure that clinical staff are notified if appointments cannot be made in accordance with their request.



- To work closely with the nurses, clinicians and admin teams keeping them informed of any problems with the clinic/s i.e. late arriving patients.
- Ensure patients are fully informed of their appointment times/dates via telephone and letters.
- Ensure the cashing up of the clinics at the end of the working day have been actioned (patients checked in/checked out and outcome completed)
- To ensure that arrangements for interpreters are booked in a timely manner
- To communicate and effectively deal with internal, external enquiries either by telephone or face to face
- Effectively relay patient / staff messages to the Community Heart Failure nursing team to ensure they have all required information
- Resolve first line complaints from patients and staff members and if necessary escalate to either your Line Manager or nursing team
- Daily pick up, sort and distribute mail to Community Heart failure team and deliver outgoing post to mail room
- Ensure that referrals are emailed/ posted to relevant referrers
- Ensure that relevant records / information is available to nursing team for clinic or queries
- Organise and maintain effective filing systems
- To undertake these duties as a member of the multidisciplinary team
- Ensure that stationery and office equipment is used efficiently and that any specific unmet needs are brought to the attention of your Line Manager or the nursing team

#### Education and Professional Development:

- Take responsibility for your own statutory and mandatory training record
- Participate in appropriate training and development, in agreement with Line Manager
- Take responsibility to ensure an appraisal is undertaken yearly and PDP is developed and actioned

#### Service Improvement:

- Ensure that all incoming and outgoing communication, including urgent matters are dealt with efficiently (including vetting correspondence and ensuring that appropriate action is taken before passing on).
- Initiate and implement improvements to the administrative element of the pathway.
- Proactively identifying emerging issues that may cause delays at any point in patient pathways and make recommendations for policy or process changes within administration or any other aspect of the total pathway.

The job description is not intended to be exhaustive and it is likely that duties may be altered from time to time in the light of changing circumstances and after consultation with the postholder.



The post holder might be required to work across the Trust at any time throughout the duration of his/her contract, which may entail travel and working at different hospital.

## 5. Working conditions

Criteria	Description
<b>Physical</b>	<i>There is no physical activity assigned to this post</i>
<b>Emotional</b>	<i>You may become emotional involved in some of the patients and staffs issues</i>
<b>Working Conditions</b>	<i>May be extended periods of time in an office environment. The team consist of administrator and nursing staff</i>
<b>Mental</b>	<i>Sometimes the post may be mentally challenging. Concentration, responding to unpredictable work patterns, interruptions and the need to meet deadlines, attention to detail</i>

## NHS Manager's Code of Conduct

As an NHS manager, you are expected to follow the code of conduct for NHS managers (October 2002). [www.nhsemployers.org/](http://www.nhsemployers.org/)

## Safeguarding adults and children

Employees must be aware of the responsibilities placed on them to maintain the wellbeing and protection of vulnerable children and adults. If employees have reason for concern that a patient is 'at risk' they should escalate this to an appropriate person i.e. line manager, safeguarding children's lead, matron, ward sister/change nurse, site manager, consultant (October 2002). [www.nmc-uk.org/](http://www.nmc-uk.org/)



## Person Specification

Domain	Essential Criteria	Desirable Criteria
<b>Qualifications</b>	<p>Maths / English</p> <p>Evidence of commitment to personal development</p> <p>Experience of a range of IT packages such as word, excel, outlook and power point, CRS</p>	
<b>Experience</b>	Experience of working within an administrative environment	
<b>Knowledge</b>	<p>Knowledge of the CRS system</p> <p>Knowledge and demonstrable competence re 18 week referral to treatment rules and pathway validation</p>	Knowledge of national targets with respect to the patient pathway.
<b>Skills</b>	<p>Excellent telephone manner</p> <p>Effective organizational and communication skills, both written and verbal</p> <p>Able to work with Microsoft word, Excel packages</p> <p>Able to work with a wide range of staff groups</p> <p>Able to work autonomously, prioritising own work</p> <p>Ability to provide constructive opinions and views on ideas for service improvement</p>	
<b>Other</b>	<p>Ability to work effectively within a team and have a flexible approach to working environment</p> <p>Ability to communicate professionally at all levels</p>	





	Ability to demonstrate a pro-active attitude with the ability to use own initiative and make decisions at short notice	
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## About Barts Health

Our group of hospitals provide a huge range of clinical services to people in east London and beyond.

We operate from four major hospital sites (The Royal London, St Bartholomew's, Whipps Cross and Newham) and a number of community locations, including Mile End hospital. Around 2.5 million people living in east London look to our services to provide them with the healthcare they need.

The Royal London in Whitechapel is a major teaching hospital providing local and specialist services in state-of-the-art facilities. Whipps Cross in Leytonstone is a large general hospital with a range of local services. Newham in Plaistow is a busy district hospital with innovative facilities such as its orthopaedic centre. Mile End hospital is a shared facility in Mile End for a range of inpatient, rehabilitation, mental health and community services. And St Bartholomew's in the City, London's oldest hospital, is a regional and national centre of excellence for cardiac and cancer care.

As well as district general hospital facilities for three London boroughs, Tower Hamlets, Waltham Forest and Newham, we have the largest cardiovascular centre in the UK, the second largest cancer centre in London, an internationally-renowned trauma team, and the home of the London Air Ambulance. The Royal London also houses one of the largest children's hospitals in the UK, a major dental hospital, and leading stroke and renal units.

We're also proud to be part of UCLPartners, Europe's largest and strongest academic health science partnership. The objective of UCLPartners is to translate cutting edge research and innovation into measurable health gain for patients and populations through partnership across settings and sectors, and through excellence in education.

