

Candidate Information Pack

Including Job Description & Person Specification



Croydon Health Services provides integrated NHS services to care for people at home, in schools, and health clinics across the borough as well as at Croydon University Hospital and Purley War Memorial Hospital.

CUH provides more than 100 specialist services and is home to the borough's only Emergency Department and 24/7 maternity services, including a labour ward, midwifery-led birth centre and the Crocus home birthing team.

Purley War Memorial Hospital (PWMH) in the south of the borough offers outpatient care, including diagnostic services, physiotherapy and ophthalmology services run by Moorfields Eye Hospital, alongside an onsite GP surgery.

Our experienced staff take care of people of all ages across the borough of Croydon.

We are a very close-knit and friendly organisation where everyone of our 3600 members of staff is valued. We strongly believe that our employees are our greatest asset.

Join us and be a part of the team that is making Croydon proud.



Our values

We will always be **professional**, **compassionate**, **respectful** and **safe**.

Professional

- Set ourselves very high standards and share best practice
- Keep our uniforms smart, and be professional and consistent in our approach
- Work in partnership to best support our community's needs
- Use resources wisely without compromising quality or safety

Compassionate

- Treat everyone as we would want to be treated ourselves
- Demonstrate kindness, dignity, empathy and compassion
- Make time for the people we are caring for, to understand their needs and wants
- Organise our services to give people the best possible experience of care

Respectful

- Be courteous and welcoming, and introduce ourselves
- Value the diversity and needs of everyone
- Always involve people in decisions about their care, listening to and respecting their wishes
- Appreciate the contribution that staff from all backgrounds bring to our services

Safe

- Be open and honest in everything we do, sharing what we do well and admitting our mistakes, to constantly improve our care
- Protect the confidentiality of those in our care and show sensitivity to people around us
- Feel free to raise concerns so we are always learning
- Make time for training and development and support research so people always receive the highest standards of care.



JOB DESCRIPTION

| | |
|------------------------|---------------------------------|
| JOB TITLE | Maternity Ward Clerk Supervisor |
| DIRECTORATE | IWCSH |
| DEPARTMENT | Maternity (incl. community) |
| BAND | 4 |
| RESPONSIBLE TO | CBU Administration Manager |
| ACCOUNTABLE TO | Operational Manager |
| RESPONSIBLE FOR | Maternity Administrators |

JOB SUMMARY

The post holder will support the Maternity Department (including community) and Neonatal Unit in the effective management of the staff roster. Delegated duties will include general daily administrative support for the ward clerks and close liaison with departmental area leads to ensure operational efficiency.

MAIN DUTIES AND RESPONSIBILITIES

Daily management of administrative staff with direct reporting to line management where appropriate

- 2 To ensure all ward clerks are aware of all organisational, departmental and matron communications.
- 3 To ensure all administrative assistants are in receipt of Trust policy and that these are adhered to.
- 4 To ensure all direct reports adhere to Trust policy with regards to Mandatory and Statutory Training (MAST).



- 5 To ensure all direct reports maintain personal development aligned to job description and expectation.
- 6 Take responsibility for own development, learning and performance including annual MAST requirements.
- 7 The post-holder will exercise excellent communication across medical and midwifery teams, promoting and developing productive relationships.
- 8 Participate in the development of policy, guidelines and protocol aligned for maternity care
- 9 Produce reports / information for department when requested by the management team

Specific Tasks

- 1 Co-ordinate the departmental training register (ward clerks) with regards to MAST compliance and ensures it is maintained. Report non-compliance to line management team for action and update as appropriate.
- 3.2 Co-ordinate the departmental appraisal registers (ward clerks) and ensure it is maintained. Report impending or outstanding appraisal to line management team for action and update as appropriate.
- 3.3 To ensure induction programmes for new administrative staff, covering training and departmental orientation, are available, implemented and completed.
- 3.5 Co-ordinate and maintain the staff e-roster system for both administrative and midwifery teams as per Trust policy and ensure optimal administrative staffing levels at all times.
- 3.6 Ensure all rota communications are clearly cascaded to departmental staff and act as the first point contact for issues with individuals' e-roster.
- 3.8 Ensure prospective allocation of staff to departmental areas is completed in-line with e-roster and approved by the responsible matron against the staffing template. Prospective allocation will take into account staff skills and leadership attributes as well as AfC banding.
- 3.9 Ensure vacant shifts are covered through the prospective booking of NHSP or agency staff. This may also include supporting the shift leader in booking staff due to late sickness or any other unforeseen circumstances. This function also covers the cancellation of temporary staff as required.
- 3.10 Report sickness absence triggers to the management team and update e-roster as appropriate.
- 3.11 Provide close liaison with the management team and matron team about any other issues that reduce the efficiency of the rota or compromise the welfare of departmental staff.
- 3.12 Produce reports on the e-rostering system when requested by the Matron team.



GENERAL

1. To work in accordance with the Trust's Values to consistently demonstrate the behaviours required. The postholder is required to carry out his/her role in accordance with the organisation values, standards and behaviours, in a Professional, Compassionate, Respectful and Safe way.
2. To ensure that Croydon Health Services Trust's policies and procedures are adhered to.
3. To have responsibility for the Health, Safety and Welfare of self and others and to comply at all times with the requirements of the Health and Safety Regulations and the Trust's Health and Safety policies and procedures.
4. To ensure confidentiality at all times, only releasing confidential information obtained during the course of employment to those acting in an official capacity in accordance with the provisions of the Data Protection Act and its amendments.
5. To work in accordance with the Trust's policies to eliminate unlawful discrimination and promote equality and diversity in the workplace. To positively promote at all times equality of opportunity in service delivery and employment in accordance with Trust policies, regardless of age, disability, race, nationality, ethnic or national origin, gender, religion, belief, sexual orientation or domestic circumstances.
6. To adhere to the Trust Infection Control Policy, procedures and guidelines, and in particular practice strict hand hygiene at all times while carrying out clinical duties, in line with the responsibilities placed on employees by the Health Act 2006: Code of Practice for the prevention and control of healthcare associated infections (HCAIs). The prevention and control of HCAIs must be embedded into everyday clinical practice and applied consistently.
7. All clinical staff hold responsibility for ensuring they have sound knowledge of standard infection control precautions and that no omission on their part or within the sphere of their responsibility is detrimental to the interests or safety of their patients, visitors and colleagues. Clinical staff must keep their infection control knowledge and skills up to date by attending the Trust's mandatory infection control training, a record of which will be kept and information provided to line managers as required.
8. To comply with the Trust's Safe Guarding Children and Vulnerable Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:
 - Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
 - Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
 - Ensure you are familiar and comply with local protocols and systems for information sharing.
 - Know the appropriate contact numbers and required reporting lines.
 - Participate in required training and supervision.
 - Comply with required professional boundaries and codes of conduct

NOTE:

- A child is someone under the age of 18 (this would include unborn children).
- A vulnerable adult is 'someone who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation' (this includes carers).



Copies of the Protocols and Procedures are available on the Trust Intranet under Child Protection. Staff are advised on how to access the appropriate contact numbers and the Protocols and Procedures when attending Safeguarding training. Updates and revisions are notified to all staff via 'What's New'.

9. To work within the relevant Professional Bodies Code of Professional Conduct and Scope of Professional Practice.
11. Budget Holders are responsible for adherence to Standing Financial Instructions
12. Managers are responsible for adherence of maintaining expenditure within budget and addressing deviations from budget
13. To undertake such other duties as may be reasonably required from time to time as are consistent with the responsibilities of the post.

You are the difference –Staff Pledges

All staff are expected to demonstrate a considerate and respectful attitude.

I will always introduce myself to patients and other staff "Hello my name is"

If I see that someone looks like they need help, assistance or they look lost – I will always – Can I help you?

If I can't help you I will always ensure that I refer you to someone who can

If I see behaviour that is inappropriate I will feel empowered and supported to always challenge it

This job description is not an exhaustive document, but is a reflection of the current position. The job holder may from time to time be asked to undertake other reasonable duties. Any change will be made in discussion with the job holder in light of service needs.

Job Description Agreement

This job description can be updated annually as part of the personal development plan.

This job description has been updated and agreed by:

Current post holder :Date:

Line Manager:Date



Person Specification Ward Clerk Admin /Roster Supervisor

| | Essential Criteria | Desirable Criteria | Assessment |
|-------------------------------------|--|--|------------|
| EDUCATION and QUALIFICATIONS | A Levels or vocational qualification equivalent or BTEC National or City and Guilds of NVQ level 3 | | AP/I |
| EXPERIENCE | Ability to demonstrate achievement of objectives within given timescales Demonstrable experience of designing, initiating and managing an effective change project | | AP/I |
| SKILLS and ABILITIES | Demonstrable experience of basic management and leadership skills Excellent numerical, IT and analytical skills and make judgements based on these Excellent written, verbal and presentation skills including inputting and manipulating data Evidence of innovation and creativity Ability to manage a varied workload | Proven ability to develop teams in the work place | AP/I |
| PERSONAL QUALITIES | Confidence in dealing with people of all levels Ability to work on own initiative and as part of a team Flexible and adaptable in any situations Problem solving/can-do attitude Ability to motivate/influence others to meet an agreed outcome | Able to be self-critical and demonstrate commitment to self-improvement. | I |
| COMMUNICATION & RELATIONSHIP SKILLS | Excellent interpersonal skills Ability to build relationships with all groups – staff, patients and carers Managing resistance to change and the ability to deal positively with challenging situations Able to provide and receive complex or sensitive information | | I |

