

JOB DESCRIPTION

Job Title:	IBD support worker/ administrator
Band	Band 3
Care Group	Care group B
Directorate:	Medicine
Department:	Gastroenterology
Location:	IBD Nursing Office
Accountable to:	Lead IBD Specialist Nurse
Accountable for:	Own scope of practice
Main Purpose	To support the Inflammatory Bowel Disease Nurse Specialities and Advanced Nurse Practitioners in the management and co-ordination of care in outpatient services, contributing to the provision of a high standard of gastroenterology care.

General Duties

- To work within the multi-disciplinary team to ensure the efficient delivery of IBD outpatient services.
- To work with primary care, other organisations outside of the NHS and patients within IBD Dept.
- To deal promptly with incoming correspondence, telephone calls and enquiries from patients, medical and nursing staff, documenting on excel spreadsheets.
- To Attend multidisciplinary team meetings.
- To be responsible for maintaining a clear IBD workspace.
- To work within UHD values.
- Flexibility for cross site working as required by the service.
- To assist in administrative tasks including booking patients into clinics in timely manner

Communication and Working Relationship Skills

- To provide support to the medical and nursing staff within the Inflammatory Bowel Disease outpatient service.
- To report any requests for information, comments or complaints to senior staff.
- To answer the phone in a courteous manner and take messages and refer to nursing

staff as required.

- Deal with any enquires and offer non-clinical advice to patients, relatives, visitors and staff within and outside the hospital.
- To use confident interpersonal skills enabling effective communication with General Practitioners, clinicians and patients in a professional and courteous manner at all times.
- To liaise and communicate with other support departments such as Treatment & Investigation Unit, endoscopy, radiology, pathology, and medical records.
- To liaise with the medical and nursing staff conducting clinics and participate in problem solving relating to any issues.
- To communicate information to patients such as clinic delays and clinic cancellations through effective dialogue to ensure matters are resolved satisfactorily.
- To deal effectively with patient's complaints relating to appointment bookings and delays in clinics both face to face and on the telephone.
- To exchange information with patients and staff for appointments electronically, in person and in a written format on a regular basis.
- Comply with the legal requirements pertaining to both patients and staff, for example: Data protection act, Employment legislation, Mental health act, Health and safety act Patients' rights.
 - To work with IBD secretary in providing a seamless biologics service to patients, clinicians and specialist nurses, to cover in IBD secretary absence.
 - Liaising with education sessions and the Patient Panel.

Analytical and Judgemental Skills

- To adhere to the Trust policies and procedures.
- To book patients appropriately depending on their priority status.
- To report to senior staff any concerns relating to patients and clinics.

Planning and Organisational Skills

- To plan and organise delegated work.
- To set out own priorities without direct supervision.
- To process the inputting of data daily using Excel.
- To plan and organise all new and follow up appointments and solve problems relating to these appointments and, where necessary, highlight to senior staff.

Responsibility for Patient/Client Care, Treatment and Therapy

- To ensure care is accurately and legibly recorded and verbally communicated to senior nursing staff.
- Taking patient history of symptoms, requesting stool samples and blood tests.
- Discussing medical investigations with patients about medical investigations such as OGD, colonoscopy and flexible sigmoidoscopy.
- To have an awareness of patients with special needs and the ability to utilise resources available.
- To be aware of the condition of patients within the waiting areas and respond to their needs as requested or report clinical problems to senior nursing staff.

Responsibility for Policy / Service Development
<ul style="list-style-type: none"> • To adhere to the Trust's Data Quality Policy and ensure that information and data is timely and accurate. • To keep up to date and respond to the changing needs of the service. • To work within the multi-disciplinary team on the development of current and new services and other initiatives.
Responsibility for Finance, Equipment and Other Resources
<ul style="list-style-type: none"> • To contribute to ideas for the directorate to save money and to be mindful of waste. • To assist in maintaining a clean and tidy clinic environment and the cleaning of equipment. • To participate in stock management.
Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management
<ul style="list-style-type: none"> • To perform duties required in a variety of settings, including answering telephone calls, individual enquiries and arranging appointments. • To demonstrate activities to more junior colleagues supporting them through their training. • To be guided by well-established procedures and work within set routines and policies. • To refer non-routine enquiries and matters as required to their line manager.
Responsibility for Information Resources and Administrative Duties
<ul style="list-style-type: none"> • To be conversant with the computerised Patient Management Systems including the registration of patients, EPR, HICSS. • To ensure accuracy when collecting data and updating patient information whilst ensuring expected waiting times are met and patient service maintained. • To deal with all enquires and resolve any appointment bookings, offer new appointments and rearrange existing appointments for patients, other staff and GP surgeries. • To ensure all staff are checked appropriately with relevant results available for clinicians. • To retrieve referral letters electronically. • To retrieve messages from answer machines. • To process computer and paper based case notes to ensure all notes are available and all relevant reports are included for patient's consultation.
Responsibility for Research and Development
<ul style="list-style-type: none"> • May participate in audit, research or data collection within the limitations of their role. • To be a resource for other team members.
Freedom to Act

- To work without direct supervision within a variety of settings, reporting actions and findings to the senior nursing staff.
- To comply with Trust policies and procedures and uphold the trust values.

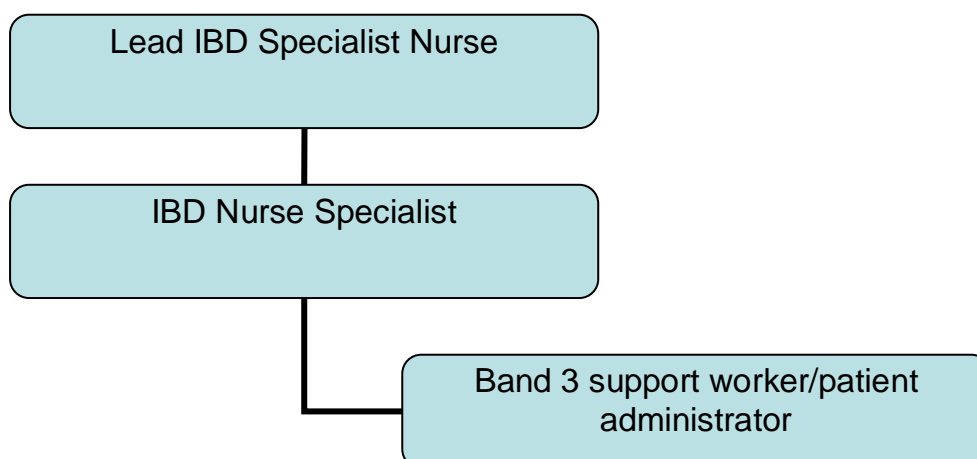
Mental, Physical, and Emotional Effort

- Awareness and sensory attention level required for carrying out telephone conversations where there is general requirement for care, attention and alertness.
- A combination of sitting, standing and walking.
- Occasional exposure to highly unpleasant working conditions.
- Occasionally may encounter clients and relatives in distressing and challenging situations.
- Occasionally exposure to verbal abuse.
- To adopt a flexible approach to their duties to meet the operational demands of IBD patients.
- Occasional interruptions, requiring multi-tasking to take place at the request of IBD nurse specialists.

Any Other Specific Tasks Required

- To use IT systems responsibly and adhere to the Trust's policy.

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £147 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation as our two hospital trusts also merge.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/omissions

- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.