

## JOB DESCRIPTION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

09282

#### JOB DETAILS

<b>Job Title:</b>	AWMGS Administrator Apprentice
<b>Pay Band:</b>	Apprentice
<b>Department:</b>	All Wales Medical Genomics Service
<b>Directorate:</b>	All Wales Medical Genomics Service
<b>Clinical Board:</b>	All Wales Genomics Service
<b>Base:</b>	University Hospital of Wales

#### ORGANISATIONAL ARRANGEMENTS

Managerially Accountable to:	AWMGS Administration Manager
Reports to:	AWMGS Administration Manager
Professionally Responsible to:	N/A

#### **Our Values: 'CARING FOR PEOPLE; KEEPING PEOPLE WELL'**

Cardiff and Vale University Health Board has an important job to do. What we do matters because it's our job to care for people and keep them well. We all want to do this to the best of our abilities – but we know that good intentions are not always enough.

At Cardiff and Vale University Health Board our values and example behaviours are:

<b>We care about the people we serve and the people we work with</b>	Treat people as you would like to be treated and always with <b>compassion</b>
<b>We trust and respect one another</b>	Look for <b>feedback</b> from others on how you are doing and strive for <b>better</b> ways of doing things
<b>We take personal responsibility</b>	Be <b>enthusiastic</b> and take responsibility for what you do.

<b>We treat people with kindness</b>	<b>Thank</b> people, celebrate success and when things go wrong ask 'what can I learn'?
<b>We act with integrity</b>	Never let structures get in the way of doing the <b>right thing</b> .

Our values guide the way we work and the way we behave with others. Post holders will be expected at all times to behave in accordance with our values demonstrating commitment to the delivery of high-quality services to patients.

## **JOB SUMMARY/JOB PURPOSE**

To provide a full range of administrative and support services to the All Wales Medical Genomics Service in support of the effective delivery of services.

To attend regular review meetings with the supervisor and assessor, leading to an Apprenticeship Qualification in Business Administration Level 2.

This qualification consists of:

- Foundation apprenticeship in Business Administration
- Level 2 Diploma in Business Administration
- Level 1 Essential Skills in Communication, Numeracy and Digital Literacy.
- Employment Rights and Responsibilities Workbook

## **DUTIES AND RESPONSIBILITIES**

1. Under supervision, support via the Clinical and Laboratory services through the processing and transmitting of patient data, reports and files using both paper and computerised systems. This is to allow for effective clinic co-ordination and submission of patient reports within agreed turnaround times.
2. With support attend, record and produce formal minutes of meetings as required.
3. Supported to audio/copy-type clinical letters, medical reports, general correspondence and related clerical work.
4. Supported to set up and co-ordinate meetings/courses for the AWMGS teams.
5. Supported to prepare necessary papers and information in readiness for attendance at meetings.
6. Supported to prepare statistical information and presentations using different software packages  
e.g. Word, Excel, Power Point, Outlook.
7. Maintain training records.
8. Under supervision, assist with the collation of audit data.
9. Under supervision, co-ordinate bookings of meeting rooms internally and externally.

10. To assist the AWMGS teams in ensuring that key information is available when required.
11. Supported to undertake reception duties which include but are not limited to: To receive, open, prioritise and distribute mail and deliveries.
12. Under supervision, take telephone enquiries and dealing with them appropriately with guidance and support. Be aware of the need for sensitivity and confidentiality at all time.
13. Liaising with other departments both internal and external to the Health Board.
14. Supported to use the Oracle system for ordering stationery supplies and other sundries.
15. To maintain accurate filing systems.
16. To report sickness to line management as per UHB guidelines.
17. To retrieve and file patient medical records as and when required.
18. The post holder will also be required to undertake any other duties consistent with the grade which are deemed appropriate by the AWMGS Administration Manager and/or Supervisor and will comply will all UHB policies and procedures.

## GENERAL

- **Performance Reviews/Performance Obligation:** The post holder will be expected to participate in the UHB individual performance review process, and as part of this process to agree an annual Personal Development Plan with clear objectives and identified organisational support.

**Competence:** At no time should the post holder work outside their defined level of competence. If the post holder has concerns regarding this, they should immediately discuss them with their manager. All staff have a responsibility to inform those supervising their duties if they are not competent to perform a duty.

- **Confidentiality:** In line with the Data Protection legislation and the Caldicott Principles of Confidentiality, the post holder will be expected to maintain confidentiality in relation to personal and patient information including clinical and non-clinical records, as outlined in the contract of employment. This legal duty of confidentiality continues to apply after an employee has left the UHB. The post holder may access information only on a need to know basis in the direct discharge of duties and divulge information only in the proper course of duties.
- **Records Management:** The post holder has a legal responsibility to create, maintain, store and destroy records and other UHB information handled as part

of their work within the UHB in line with operating procedures and training. This includes all records relating to patient health, financial, personal and administrative, whether paper based or on computer. The post holder has a duty to maintain the highest levels of data quality for all records through accurate and comprehensive recording across the entire range of media they might use. All staff have a responsibility to consult their manager if they have any doubts about the correct management of records with which they work.

- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will, in many cases, include access to personal information relating to service users.
- **Health & Safety:** The post holder is required to co-operate with the UHB to ensure health and safety duties and requirements are complied with. It is the post holder's personal responsibility to conform to procedures, rules and codes of practice; and to use properly and conscientiously all safety equipment, devices, protective clothing and equipment which is fitted or made available, and to attend training courses as required. All staff have a responsibility to access Occupational Health and other support in times of need and advice.
- **Risk Management:** The UHB is committed to protecting its staff, patients, assets and reputation through an effective risk management process. The post holder will be required to comply with the UHB Health and Safety Policy and actively participate in this process, having responsibility for managing risks and reporting exceptions.
- **Safeguarding Children and Adults:** The UHB is committed to safeguarding children and adults therefore all staff must attend the Safeguarding Children and Adults training.

**Infection Control:** The UHB is committed to meet its obligations to minimise infection. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of and complying with the UHB Infection, Prevention and Control procedures/policies, not to tolerate noncompliance by colleagues, and to attend training in infection control provided by the UHB.

- **Registered Health Professionals:** All employees who are required to register with a professional body to enable them to practice within their profession are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** The All Wales Health Care Support Worker (HCSW) Code of Conduct outlines the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed in NHS Wales. Healthcare Support are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Health Improvement:** all staff have a responsibility to promote health and act as an advocate for health promotion and prevention
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all UHB sites including buildings and grounds are smoke-free. Staff are encouraged to promote and actively support our No Smoking Policy. Advice and support on quitting smoking is available for all staff and patients. A hospital based service can be accessed by telephoning 02920 743582 or for a community based service, Stop Smoking Wales can be contacted on 0800 0852219
- **Equality and Diversity:** All staff have a personal responsibility under the Equality Act 2010 to ensure they do not discriminate, harass, or bully or contribute to the discrimination, harassment or bullying of any colleague(s) or visitors or condone discrimination or bullying because of someone's 'protected characteristics'. These protected characteristics are: age, religion, sexual orientation, belief or nonbelief, sex, disability, race, gender identity, pregnancy and maternity, marriage and civil partnerships. The line manager and post holder will be responsible for promoting diversity and equity of opportunity across all areas of your work. This applies to service delivery as an employee and for anyone who you may be working with, whether they are patients, family/carer, visitors or colleague. You will be made aware of your responsibilities to uphold

organisational policies and principles on the promotion of equality valuing diversity and respecting people's human rights as part of your everyday practice.

**Dignity at Work:** The UHB condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the UHB Disciplinary Policy.

- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of the current UHB Welsh Language Standards and take every opportunity to promote the Welsh language in their dealings with the public. The UHB also encourages employees to use their available Welsh language skills
- **Job Description:** This job description is not inflexible but is an outline and account of the main duties. Any changes will be discussed fully with the post holder in advance. The job description will be reviewed periodically to take into account changes and developments in service requirements.

**Date Prepared: August 2017**

**Prepared By: Danielle Allan / Emma Bendle**

**Date Reviewed:**

**Reviewed By:**

## PERSON SPECIFICATION

### CARDIFF AND VALE UNIVERSITY HEALTH BOARD

<b>Job Title:</b>	AWMGS Administrative Apprentice	<b>Department:</b>	All Wales Medical Genomics Service
<b>Band:</b>	Apprentice	<b>Clinical Board:</b>	All Wales Genomics Service
<b>Base:</b>	UHW		

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
<b>QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Good standard of general education with a minimum of 4 GCSEs including Maths and English or equivalent experience</li> </ul>		Application Form Certificate Check Registration Card – Nurse/AHP
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>Working knowledge of Microsoft Packages</li> <li>Work Experience</li> </ul>		Application Form Interview References

<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Accurate and efficient typing skills</li> <li>• Excellent organisational and communication skills</li> <li>• Good telephone manner</li> <li>• Ability to use computerised databases</li> </ul>		Application Form Interview References
<b>SPECIAL KNOWLEDGE</b>			Application Form Interview References
<b>PERSONAL QUALITIES</b> <i>(Demonstrable)</i>	<ul style="list-style-type: none"> <li>• Reliable, pleasant personality</li> <li>• Self-motivated and enthusiastic</li> <li>• Flexible regarding role and working hours.</li> <li>• Ability to work as part of a team in an extremely busy environment</li> </ul>	<ul style="list-style-type: none"> <li>• Pleasant and sympathetic manner</li> </ul>	Application Form Interview References
<b>OTHER</b>	<ul style="list-style-type: none"> <li>• Awareness of the importance of confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to speak welsh</li> <li>• Car user</li> </ul>	Interview Document Check*

<b>Date Prepared:</b>	July 2023	<b>Prepared By:</b>	Danielle Allan / Emma Bendle
<b>Date Reviewed:</b>		<b>Reviewed By:</b>	