

University Hospitals Dorset

JOB DESCRIPTION

Job Details

Job Title:	Support Secretary Community Paediatrics
Band:	Band 3
Directorate:	Child Health
Department:	Community Paediatrics
Base:	Child Development Centre, Poole Hospital
Responsible To:	Operational Support Child Health

Job Purpose

To provide a high quality secretarial and administrative support service to the Community Paediatric team.

Duties and Responsibilities

Communication and Working Relationship Skills
<ul style="list-style-type: none"> • To type clinic and admin letters and reports to a high standard from digital dictation. • Appoint patients to clinics and send appointment letters in a timely manner. • Take telephone enquiries, recording accurate messages where required and dealing with accordingly. • Ensure reports collated for appointments. • Maintain and communicate diary commitments for the Consultant Community Paediatricians. • Booking clinic rooms. • To support in the coordination of community secretarial workload as required. • To work in conjunction with other team members to ensure an efficient and effective community secretarial service is provided.

Analytical and Judgemental Skills
<ul style="list-style-type: none"> • To undertake any other duties of a similar nature on behalf of the Community Paediatric team that may be necessary.

Planning and Organisational Skills

- Ensure photocopying/scanning of relevant correspondence is undertaken and distributed to the correct recipients.
- Maintain the clinical and administrative filing systems.

Responsibility for Patient/Client Care, Treatment and Therapy

Due to the nature of the service, the post holder may be exposed to some distressing or emotional information when typing reports/letters.

The post holder is required to maintain confidentiality of information regarding patients, staff and other health service business in accordance with the Caldicott Guidelines, Data Protection Act and Children's Act and all other relevant legislation as appropriate.

Responsibility for Policy and Service Development Implementation

The post holder is required to comply with all Trust Policies, Procedures and Standards and the Poole Approach at all times.

All staff has a responsibility to report any risks and clinical and non-clinical accidents and incidents promptly and to co-operate with any investigations undertaken.

Responsibility for Finance, Equipment and Other Resources

Observe a personal duty of care in relation to equipment and resources used in the course of day to day activities.

Utilisation of Trust computer systems on a daily basis, generating documentation in relation to patient care and wellbeing.

Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management

Demonstrate own activities to new members of staff and more junior colleagues, supporting them during their training and induction.

Responsibility for Information Resources and Administrative Duties

The post holder will spend the majority of their time sat at a desk, typing and answering the telephone.

The transfer and movement of notes will be required on a daily basis.

Responsibility for Research and Development

All newly appointed staff will receive an initial appraisal within 6 months of commencing in the post. Thereafter, appraisals will be conducted on an annual basis. The post holder will undertake all statutory and mandatory training as deemed necessary by the Trust.

Freedom to Act

The post holder will work as part of team, discussing and organising their own workload with the Band 5 secretarial co-ordinator and seeking direction and guidance as required.
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Any Other Specific Tasks Required

CONDITIONS OF SERVICE

As laid down by the University Hospital 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 (MHSAWR) 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.

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

Safeguarding Statement

Poole Hospital 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.

'It is the responsibility of every member of staff to maintain the highest standards of data quality for clinical, operational and managerial purposes'

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 10% carbon reduction by 2016.

Criminal Records Disclosure

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 (DoH) and the Department for Education and Skills (DfES) 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.