



DELIVERING
OUTSTANDING
CARE AND
EXPERIENCE



RECRUITING,
DEVELOPING AND
RETAINING OUR
WORKFORCE



AN **ANCHOR**
IN OUR
COMMUNITIES



WORKING TOGETHER
WITH LOCAL HEALTH
AND SOCIAL
CARE PROVIDERS



DELIVERING
LONG-TERM
SUSTAINABILITY



Information pack for the post of

Admin Assistant Breast Service

Maternity

April 2024



GOOD TO
OUTSTANDING



Welcome from Chief Executive Hannah Coffey

Hello and welcome to our Trust! I am delighted that you are considering our organisation as a place to work.

This is a really exciting time for our patients and staff as we work with our local health system partners across Cambridgeshire, Peterborough and South Lincolnshire to deliver some key development projects that will shape the care we provide for future generations within the 900,000-strong catchment we serve. As well as building a new hospital at Hinchingsbrooke and redeveloping our sites at Peterborough and Stamford to better meet the needs of patients, we are investing in a Trust-wide electronic patient record system and harnessing digital technology within our diagnostic services to enhance the quality and speed of diagnosis and treatment.

It's a great time to be joining TeamNWA AngliaFT where we truly value the health and wellbeing of our staff and encourage our leadership team to empower their teams to be the best they can be, to help them develop in their careers and, at the same time, ensure our patients can experience good quality care by people who are dedicated to serving their health needs.

If you are looking to develop your career in an environment that's primed for organisational change, where you can actively contribute to the quality improvements we are making for our patients and staff, then look no further for your next role.



Hannah Coffey
Chief Executive Officer

Job Description

Job Title: Admin Assistant Breast Service

Band: Two

Base: Your primary base will be Peterborough city hospital however travel between NWA hospital sites will be required.

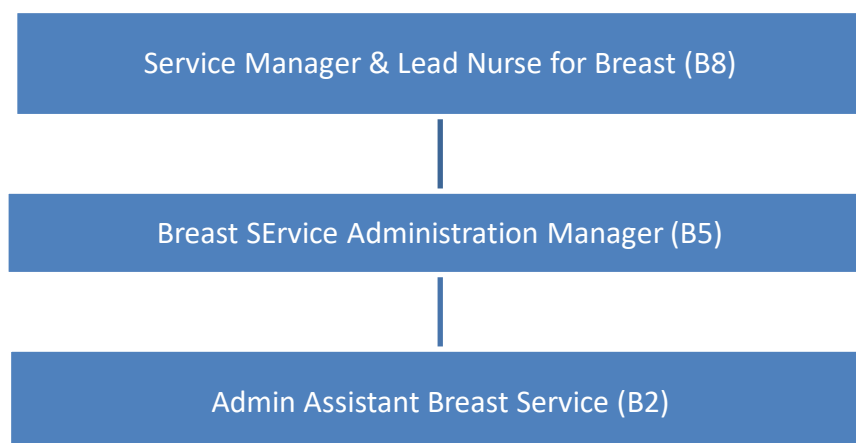
Responsible To: Breast Service Administration Manager

Accountable To: Service Manager & Lead Nurse for Breast

Job Summary

- To provide an efficient and comprehensive administration support service to the Breast Management Team, and the wider Breast Service; performing all allocated administration tasks required to meet the needs of the service.
- To maintain a good working relationship between colleagues, internal and external agencies, and patients as appropriate, having good communication skills, a sympathetic manner, discretion and the ability to deal with sensitive medical information.
- To provide a point of contact for enquiries using tact, diplomacy and confidentiality, and deal with, or escalate, each situation accordingly.

Organisation Chart



Main Duties and Responsibilities

- To input basic data onto Spreadsheets/systems as required for monitoring and reporting purposes. To assist with the preparation and reporting of data as supervised, e.g. for updating Service Performance targets.

- Utilise all computer systems required for the completion of day to day allocated administration tasks within the Breast Service, including, but not limited to, Careflow, E-Track, Somerset, EPRO, ICE and EVOLVE).
- To update E/Track with clinic outcomes to support the capture of activity provided by the Service.
- Using EPRO to audio transcribe Nurse Annotations and add to Somerset Cancer Tracking system as appropriate and in line with Secretarial Work Instructions.
- Develop and maintain a sound knowledge of Breast Services medical terminology, including, symptoms, diagnostic tests, drugs, dressings, and surgical interventions.
- To type other letters/reports as required.
- Book/Cancel/Rearrange Breast Service Outpatient appointments as required, and in response to urgent referrals/requests (liaising with the Outpatients Booking Team, Senior Administration Team or Breast Care Nursing Team as required to identify slots).
- Using the Trust Electronic Document Management system and procedures, process loose filing. Request urgent Event Packs as required.
- Filing of personal, sensitive information relating to staff files and processes.
- Assist with general office duties including photocopying, laminating, acting as 'runner' as required for example taking donations to Cash Office.

Cross Cover/Additional Duties

- Using EPRO to audio transcribe, issue and print Clinic Letters and 'Other Letters'.
- Using EPRO to transcribe and take required actions for the Nurse Led Telephone Clinics.
- To act as first point of contact by providing telephone cover and dealing with queries/requests as necessary from patients, members of the public, other departments, trust, wider networks.
- Support the Lead Secretaries by inputting 1st Appointments onto 18 Week Validation using bespoke Trust IT System.
- To support the Lead Secretaries by ensuring all relevant actions regarding patient appointments in the Breast Care Nurse Communication book are actioned within required timeframes.
- To provide cross cover for the Breast Pain Service Administrator, including booking appointments, transcription of clinic letters and processing of clinic related paperwork. Attendance at Breast Pain Clinics to provide administration support as required.
- Provide additional administration support within Breast Services as identified.

A. Communication responsibilities

- Be a first point of contact for general Breast Service queries and should be capable of communicating knowledge effectively and escalating where appropriate to senior colleagues.
- Deal with enquiries either directly or on the telephone from internal and external sources and take the appropriate action, communicating with people at all levels within the Health Care System.

- Communicate appropriately with patients who may be fearful, upset or have sensitive concerns.
- Liaising with external organisations for the benefit and progress of patient care such as other hospitals, other departments, etc.

B. Analytical & Judgement

- Under minimal guidance/supervision complete a wide range of demands from Breast Services Management and wider colleagues, adjusting workload as required and escalating issues within appropriate timescales.
- Transpose basic data/information to appropriate reporting mechanisms, e.g. updating Service Information Boards with monthly targets.

C. Planning and Organisational

- The role requires an ability to work to deadlines and to support the review and revision of priorities and plans regularly.
- To book meetings and co-ordinate the diary for the Breast Service Manager and Breast Admin Manager, and support the preparation of Agendas and associated paperwork.
- To provide general administration support for Breast Service events/promotional work, including printing and production of promotional information, and coordination of event bookings.

D. Physical Skills

- Frequent inputting on keyboard and sitting in a restricted position for prolonged periods of time.
- To audio- type at speed and listen to audio dictation.

E. Patient services

- Liaise with Breast Services patients (over the telephone), providing general non-clinical advice and information.

F. Responsibility to policy/service need

- To assist in the development and review of Secretarial Work Instructions for own area of work.
- To attend and participate in the regular Service/Secretarial Team Meetings by submitting and discussing agenda items, and taking brief Meeting Notes/Action Points on rotational basis.

G. Financial responsibilities

- To action procurement/ordering of goods and services, e.g. arranging train tickets, conference bookings.

- Use stock prudently to reduce wastage.
- To receive cash and/or cheques from donations and deliver to Cash Office
- Responsible for safe use of expensive equipment e.g. Multi-Function Devices for printing/photocopying.

H. Physical effort

- Frequent use of dual screening whilst sitting for prolonged periods of time.
- Inputting basic data onto Trust systems and databases, as well as wearing telephone headset/headphones on a daily basis.
- Requirement to use laminating equipment safely and in line with equipment instructions.

I. Mental effort

- Frequent requirement for prolonged concentration when transcribing audio dictation and data inputting to ensure accurate.

J. Emotional Effort

- Occasional indirect exposure to emotionally distressing situations when communicating with distressed patients over the phone, for example whilst booking/cancelling/rearranging Results Appointments.
- Occasional indirect exposure to distressing/emotional circumstances when transcribing patient information on Nurse annotations and Nurse Led Clinic Letters.

K. Working Conditions

- Significant part of the day is VDU use daily (including switching between two screens) whilst transcribing dictations, inputting basic data and maintaining a satisfactory level of accuracy.

L. HR responsibilities

- To support the Breast Admin Manager with induction requirements for new starters, including provision and collation of relevant documentation, and packs.
- To participate in the Trust's Appraisal process and undertake training required for the role.

M. Information Management

- Accurately and efficiently enter confidential patient and other information/details on all relevant IT Systems such as Medway/Somerset/E/Track and Excel Spreadsheets.
- The post holder will be expected to be competent in the use of Microsoft Office including Word, Excel and Outlook.

N. Research and Development (includes Risk & Governance Management)

- To provide administration support for the production, circulation and collation of patient/other related Service audits and surveys, for example nurse led patient satisfactory surveys.

O. Freedom to Act (includes Autonomy, Management and Leadership)

- The role is guided by established services processes. The post holder must be able to act with minimal supervision and know when necessary to refer to management or escalate potential incidents.

Working at our Trust

A. Our Values

Our Trust Values highlight the core principles and ideals of our Trust and underpin everything that we do. They establish the kind of people we want to be, the service we hope to provide and how we interact with our stakeholders and community.

The Values were created and selected by members of the public, patients and our staff, and highlight the principles we believe are the most important. They steer the decisions we make and guide the behaviour of our Trust family so we can accomplish our Vision.

We regularly measure ourselves against these Values, at every organisational level, so we can identify how we are living them and where we need to make improvements. The Trust board will monitor and review how the Trust performs against the values regularly, to ensure we provide the best possible patient care.



B. Divisional Structure

Following the formation of North West Anglia Foundation Trust in April 2017, our operational functions across our hospitals merged to form five clinical divisions:

- Division of Medicine
- Division of Urgent Care and Emergency Care
- Division of Surgery
- Division of Family and Integrated Support Services
- Division of Maternity, Gynaecology and Breast Services

The clinical divisions are key to our service delivery and they are led by a triumvirate comprising a Divisional Director, Divisional Nursing Director, and Divisional Operations Director.

C. Your responsibilities to the Trust, our patients and staff

The Trust aims to provide high standards of patient care and to ensure that our staff are supported in their roles that help us achieve this. As part of your role, you are expected to adhere to Trust policies and procedures which are designed to guide you in your work and ensure that the Trust, and you as an individual, comply with legal requirements. Non-adherence to Trust policies and procedures may be addressed through the Trust's disciplinary process.

Key policies are outlined below; you are also required to act by policies specific to your job role, which are covered at induction.

Equality and Diversity Policy

No patient or member of staff should receive less favourable treatment on grounds of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation, and should not be placed at a disadvantage which cannot be shown to be justifiable. You have a responsibility to patients and staff to ensure that this is achieved.

Health & Safety

You have a responsibility to consider yourself and anyone else that could be affected by the things you do or don't do, that you should have while at work. You are responsible for informing your manager of any health and safety concerns you identify by using the trust incident reporting system for any accidents, incidents or near-misses that happen to you or that you are aware of to reduce injuries or loss.

Additionally, if you have management responsibilities you must ensure the implementation of the Trust's health and safety and risk management policies, procedures, and codes of practice through your directorate or business unit management structure ensuring that communication pathways are clear and explicit at all levels of employment, to maintain the health, safety and welfare of employees or others who may be affected.

Data Protection

You are to always maintain the highest standards of data protection and confidentiality, ensuring that person-identifiable data is held securely (including password protection and encryption) and that data held and entered into Trust systems is correct. You are to observe confidentiality for commercially sensitive data and to promote the highest standards of information governance by the Data Protection Act 1998, Freedom of Information Act 2000 and Trust policies and procedures.

Data Quality

It is your responsibility to ensure that any data collection required is accurate, timely, complete, and stored securely in the appropriate place or system, whether as a paper or an electronic record. This includes data input onto the Trust's information systems, patient records, staff records and finance records. You are expected to submit data for quality assurance checks as required. You will be expected to undertake training required to assure the quality of data collected and to participate in any relevant audits required as part of the Trust's and external quality improvement programmes.

Customer Care

You are always required to put the patient first and do your utmost to meet their requests and needs courteously and efficiently. So that you to understand the principles of customer care and the effects on you and the service that you provide, full training will be given.

Values

How our staff live and work according to our values will be through our 'personal responsibility framework' - which outlines how staff are expected to behave.

Infection Control

You have a responsibility to comply with Trust policies for personal and patient safety and prevention of healthcare-associated infection (HCAI); this includes a requirement for consistent compliance with hand hygiene, use of personal protective equipment and safe disposal of sharps. You will be asked about adherence to measures for reducing HCAI at the annual appraisal.

Smoking Policy

You are not allowed to smoke in Trust buildings or grounds. Assistance will be provided to assist you to quit smoking through our Occupational Health service.

Confidentiality

Under no circumstances, either during or after the end of your employment may you divulge any unauthorised personal identifiable information relating to the Trust. This also includes but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Safeguarding the welfare of children and vulnerable adults

You should be aware of Trust policies and procedures on safeguarding the welfare of children and vulnerable adults., and appreciate the importance of listening to children, young people, and vulnerable adults, particularly when they are expressing concerns about their own or other children's/vulnerable adult's welfare.

Mandatory Training

You are required to attend mandatory training as required. if you are unable to attend a required session you should ensure that this is rectified with your line manager's support at the next available opportunity.

Raising issues of Concern

If you have any concerns about practices or processes within the Trust, you should raise this with your line manager. If you do not feel able to raise concerns directly you should access the Trust's haven procedures for raising issues of concern in confidence.