

JOB DESCRIPTION

POST TITLE:	Community Nursing Triage Administrator
BASE:	Wokingham Hospital
BAND	3
LINE MANAGER:	Community Nursing Lead Administrator
PROFESSIONAL ACCOUNTABILITY:	Business Manager Community Nursing

OUR VISION AND VALUES

Our **vision** is to **be a great place to get care, a great place to give care.**

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- Working **Together** with you to develop innovative solutions

JOB SUMMARY

The post holder will work as a member of the Community Nursing Service, assisting in the triage and allocation of new referrals, provide administrative support to a designated operational team, including collating and inputting data.

The post holder will ensure good communications are maintained across the service, being the first point of contact for the service.

RESPONSIBILITIES

- To be the central point of contact alongside a trained clinician for all new referrals into the district nursing service, taking messages, obtaining information for new referrals, advising patients about visits, referring as appropriate and answering routine enquiries.
- Type confidential correspondence, reports and other documentation to a high standard within agreed timescales
- Maintain effective communication across the service and deal in a professional, helpful and sensitive manner with patients, carers, staff and other agencies by telephone and face to face.
- Attend designated meetings where the information may be complex and sensitive, taking, and transcribing minutes. Distribute information prior to and after meetings in a timely way.
- Maintain all office systems, both electronic and hard copy, across the service, ensuring that services run smoothly through having well planned and organised administrative systems and processes in place.
- Assist in the efficient and accurate recording of data on all required electronic systems including the Trust system RIO i.e. organise and maintain the team caseload system for patients and appointments and develop and maintain other patient database as required, input, upload data onto RIO, update patient's details, referral status, maintain Team Planner and ensure accurate data quality including ethnicity etc as per Trust's Business Rules.
- Assist in the collection, processing and presentation of data received for management and service information.
- Report any faults with medical, IT, Estate and Facilities equipment to relevant parties and monitor until any issues are resolved.

- Manage the distribution of service user and staff communications and information across the service as required including email distribution.
- To register all compliments and complaints via the Trust intranet
- To offer buddy support to new staff and apprentices and provide support and cover for administrators within your locality and to maintain own quality of work and encourage others to do so.
- Operate office equipment, including printers, scanners, faxes, PCs and telephones.
- Support projects within the service by undertaking various administrative and clerical tasks
- Reflect on own areas of development to support the administration team and engage in regular support and supervision meetings
- Measure own personal goals and ensure they align to the wider Trust goals and strategic objectives
- Comply with all statutory, legislative and local policies applicable to this post
- Comply with all statutory and mandatory trainings and participate in appraisal system
- Support and maintain health, safety and security across the service i.e liaise with Estates and Facilities other required parties.
- General administrator tasks including collating and inputting data, ordering stock supplies, and patient contact.
- Undertake any ad-hoc duties as required by the Service Manager

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

The Health and Social Care Act 2008: (code of practice on the prevention and control of infections and related guidance) sets out responsibilities for NHS managers, Heads of departments, Clinical Leads and all staff to ensure patients are cared for in a clean and safe environment. Cleanliness and prudent antimicrobial stewardship (AMS) is essential to ensure that people who use health and social care services receive safe and effective care.

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 staff and visitors. As a core element of the trust's clinical governance and risk programmes, all staff are required to be aware of their responsibilities and comply with infection prevention and control policies and guidelines.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD (v)		
	Application Form (E/D)	Interview (E/D)	Selection Tool (E/D)
<p>1. Education/Qualifications/Training</p> <ul style="list-style-type: none"> • Educated to GCSE or equivalent including English • NVQ3 or equivalent qualification/experience • Good knowledge of administration and/or office procedures 	<p>E</p> <p>E</p> <p>E</p>		
<p>2. Previous Experience</p> <ul style="list-style-type: none"> • Knowledge and experience of using a variety of software programmes/packages • Previous knowledge or experience of working in an office and/or customer care environment, undertaking administrative duties, undertaking a full range of administrative duties including minute-taking • Previous experience working in a healthcare setting 	<p>E</p> <p>E</p> <p>E</p>	<p>E</p> <p>E</p>	
<p>3. Knowledge, Skills & Abilities</p> <ul style="list-style-type: none"> • Good interpersonal, communication and reporting skills • Ability to empathise, be supportive and sensitive to the needs of others • Ability to use a practical problem solving approach in everyday situations • Ability to prioritise and manage own workload • Good IT skills, with an ability to navigate around various systems and software packages, such as Outlook, MS Office, the internet and databases 	<p>E</p> <p>E</p>	<p>E</p> <p>E</p> <p>E</p> <p>E</p>	

