

Job Description and Person Specification

Working in partnership

The Royal Wolverhampton NHS Trust
Walsall Healthcare NHS Trust



**Care Colleagues
Collaboration Communities**

Vision

Our vision is to 'To deliver exceptional care together to improve the health and wellbeing of our communities'. Our vision has been updated to reflect the closer working of our organisations and to focus on our core purpose of improving the health and wellbeing of our communities.

A vision is more than a few words – it reflects our aspirations, helps to guide our planning, support our decision making, prioritise our resources and attract new colleagues.

Strategic Aims and Objectives

Our strategy is based around four strategic aims - referred to as the Four Cs.



Care	Excel in the delivery of Care	
Colleagues	Support our Colleagues	
Collaboration	Effective Collaboration	
Communities	Improve the health and wellbeing of our Communities	

Our strategic aims reflect our four key areas of focus and consider the key influences from the environment within which we operate.

Our aims incorporate feedback from colleagues working for both organisations as well as the public and external stakeholders, e.g. the Integrated Care Board and other providers.

Our strategic aims are underpinned by strategic objectives (detailed later in the document) – these are more specific measures which we use to judge our achievement.

Job Description

1. Job Details

Job Title:	Respiratory Physiology Team - Administrator
Band:	Band 3
Reports to (Title):	Chief Respiratory Physiologist
Trust Website:	www.royalwolverhampton.nhs.uk
Directorate:	Respiratory
Department / Ward:	Respiratory Physiology/Respiratory Centre
JD Number:	3325
DBS Check Required:	<ul style="list-style-type: none">• No DBS

2. Job Summary

To provide a comprehensive administrative support service to the Respiratory Physiology team, specifically the Sleep and Ventilation and Home Oxygen Service for Assessment and Review (HOSAR) services, ensuring the highest level of confidentiality is always maintained.

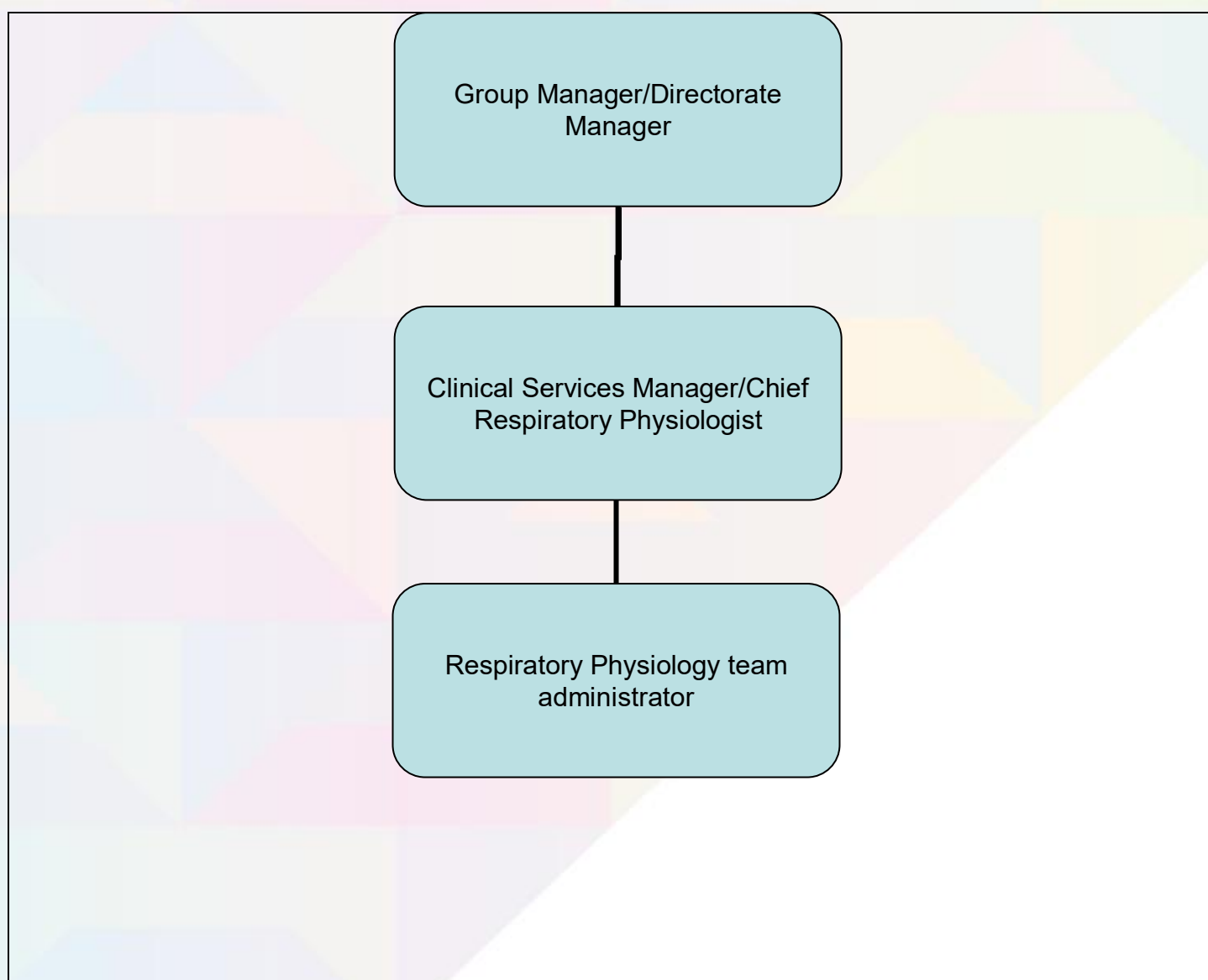
The post holder will be required to demonstrate a significant level of initiative in organising their workload and in making decisions and acting in accordance with departmental policy.

3. Main Duties and Responsibilities

- To provide high quality word processing with medical terminology, as required by Respiratory Physiology staff, ensuring that the work is completed in an efficient and timely manner.
- Day to day management of the sleep and ventilation service, supporting telephone queries, booking appointments, troubleshooting CPAP related issues and the issue of CPAP consumables. This should take up approximately 60% of their time
- Manage CPAP review appointments either at 4 weeks post initiation of treatment, virtually at 12 months and face to face/telephone reviews every 2 years
- Day to day administrative support for the Home Oxygen Assessment service, answering telephone queries, booking appointments, issuing ALERT information, scanning O2 order safety forms onto clinical web portal, checking home oxygen order processing is complete via HOSAR inbox. This should take up approximately 40% of their time
- Take minutes for the Respiratory Physiologist team as well as the Sleep and HOSAR MDT meetings
- To obtain investigation results (for example sleep studies, blood gases, CPAP compliance reports, CPAP remote monitoring data) and exercise judgement to ensure that medical attention is urgently drawn to abnormal results.
- To ensure all information and messages received from patients, colleagues, clinical and managerial staff are communicated efficiently and correctly. This can be of a sensitive or complex nature. Can sometimes be of an urgent nature involving safeguarding.

- Respond positively and promptly to enquiries and problems received from patients, clinical staff, and other agencies, using initiative to take appropriate action in accordance with departmental policies and procedures.
- Be committed to continual self-development and training to meet the requirements and further development of the specialty.
- Respond in a professional and sensitive manner when dealing with confidential issues to patients, relatives, and other agencies.
- To accurately create records and update patient related information onto the computerised Patient Administration System (PAS) and clinical web portal.
- To manage and process data collection and inputting via locally built sleep and ventilation and oxygen databases, record CPAP consumable use for CCG cross charging purposes, Regular review and production of oxygen concordance reports identifying over or under users of oxygen therapy to the HOSAR lead physiologist
- Photocopying, scanning, enveloping and dealing with post as required by Team
- Ordering and keeping a log of health promotion data, upkeep, and monitoring review dates of relevant patient information leaflets
- Assist with the training and induction of any new, or less experienced, secretarial/support staff.
- Be familiar with and comply with all Trust and Departmental Policies and procedures • Participate in appraisals to agree/revise Personal Development Plans.
- To work closely with Health Records Staff and Team members to ensure the development of an efficient Team to effectively support the Directorate/Department.
- Attend and participate in regular staff meetings.
- Compile and maintain an up-to-date job plan
- To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.
- To ensure effective contribution to the delivery of the organisation's objectives
- Any other duties commensurate with post as requested. This job description is subject to review at any time in consultation with the post holder.

4. Organisational Chart



This job description is not intended to be an exhaustive list of duties and it may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.

Infection Prevention

Maintain a current knowledge of infection prevention and control practices and policies through annual mandatory updates and role specific training.

Demonstrate a current knowledge of infection prevention and control practices through the delivery of clinical care and maintenance of a safe environment in accordance with infection prevention and control practices and policies. Take part in infection prevention initiatives in the local area. Challenge infection prevention practices, reporting breaches using relevant Trust policies as appropriate (e.g. incident reporting policy).

Equal Opportunities Policy

It is the aim of the Trust to ensure that no job application or employee receives less favourable treatment on grounds of sex, disability, age sexual orientation, race, colour, nationality or ethnic or national origins or is not placed at disadvantage by conditions or requirements which cannot be shown to be justifiable. To this end, the Trust has an Equal Opportunity Policy and it is for each employee to comply with and contribute to its success.

Health and Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974), and associated legislation, to maintain a safe working environment for both staff and visitors, to observe obligations under organisational and departmental Health and Safety Policies, maintaining awareness of safe practices and assessment of risk.

Data Protection

If required to do so, to obtain, process and/or use information held on computerised or manual records in a fair and lawful way in line with the Data Protection Act 2000. To hold data only for specific purpose and not use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations, as instructed.

Customer Care

It is the aim of the hospital to provide patients and other service users with the best possible care and services. In order to meet this aim, all our staff are required at all times to put the patient and other service users first and do their utmost to meet their requests and needs courteously and efficiently. In order that staff understand the principles of customer care and the effects on their particular post and service, full training will be given.

Safeguarding

All employees have a responsibility to support the safety and well-being of children, young people and adults at risk of harm and to practice in accordance with legislation. Knowledge, skills and competency are to be maintained according to role and responsibilities in order to fulfil Safeguarding Children and Adults at Risk responsibilities. All employees are expected to comply with existing local Safeguarding policies and procedures, and Trust and Wolverhampton Safeguarding Children Board and Safeguarding Adults at Risk requirements.

Smoking Policy

The Trust provides a smoke-free work environment.

Confidentiality

The Trust is fully committed to encouraging its staff to freely contribute views on all aspects of health service activities, especially those on delivery of care and services to patients. However, you shall not, either during or after the end of your employment (however it is terminated), divulge to any unauthorised person confidential information relating to the Trust. This includes, but is not limited to, information covering patients, individual staff records, industrial relations, financial affairs, contract terms and prices or business forecasts.

Your obligations of confidentiality under this clause shall not prevent you from raising genuine concerns about healthcare, or a belief that criminal conduct, breach of a legal obligation, health and safety breaches or damage to the environment has been, is being, or is likely to be committed, or any information tending to show any of the above has been, is being, or is likely to be, deliberately concealed, provided that such disclosure is made in good faith and in accordance with the provisions of the Public Interest Disclosure Act 1998 and the Trust's Policy on Raising Concerns at Work-Whistle Blowing Policy, a copy of which is available from the Human Resources Department.

Development

The Trust is committed to supporting the development of all staff. All employees have a responsibility to participate in regular appraisal with their manager and identify performance standards for the post. As part of the appraisal process employees have a joint responsibility with their line manager to identify any learning and development needs in order to meet the agreed performance standards required of the post holder.

NHS Constitution

The Constitution establishes the principles and values of the NHS in England. It sets out rights to which patients, public and staff are entitled, and the pledges which the NHS is committed to achieve, together with responsibilities which the public, patients and staff owe to one another.

All NHS Bodies private and third sector providers supplying NHS services are required by law to take account of this Constitution in their decisions and actions.

A handbook accompanying the constitution may be found by going to NHS Constitution for England - Publications - GOV.UK that essentially provides further and more detailed explanation of each of the rights and pledges.

Criminal Records

This post is not subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be a submission for Disclosure to be made to the Disclosure and Barring Service to check for any previous criminal convictions is not necessary.

AfC Person Specification

This document describes the qualities required for a post-holder that are not captured by the JD.

Specification	Description	Rating – Essential (E) or Desirable (D)	Method of Assessment – Application Form (AF) / Interview (Int.) / Presentation (P) / Test (T)
Qualifications (This must include the level required to appoint to the post. Any requirement for registration should also be recorded here).	<ul style="list-style-type: none"> NVQ level 3 or equivalent 		AF
Experience / Skills (Type and level of experience required to fulfil duties).	<ul style="list-style-type: none"> Completed Year 2 of apprentice scheme Or significant office / administrator experience 		AF
Communication Skills (Indication type of communication and audience, e.g. face-to-face with patients, presentations to colleagues, etc.)	<ul style="list-style-type: none"> Able to communicate with various levels of staff Work as part of as team Demonstrate good verbal and written skills, Excellent communicator both face-to-face and on the telephone Ability to use tact and empathy 		AF / Int
Flexibility (Note here any flexibilities required by the post, e.g. Shift Working required, New tasks may need to be undertaken frequently).	<ul style="list-style-type: none"> Required to work flexibly to meet unpredictable demands on the service 		AF / Int
Other (Any other key issues not recorded)	<ul style="list-style-type: none"> May sit in constrained position for processing, filing 		AF / Int

<i>elsewhere in JD or person spec).</i>	<ul style="list-style-type: none"> • Maybe exposed to Occasional indirect exposure to distressing or emotional circumstances • Use a VDU for most of the day 		
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I understand and accept my accountabilities and responsibilities as outlined in this job description, person specification.

	Designation	Name	Signature	Date
Post Holder				
Manager				

