

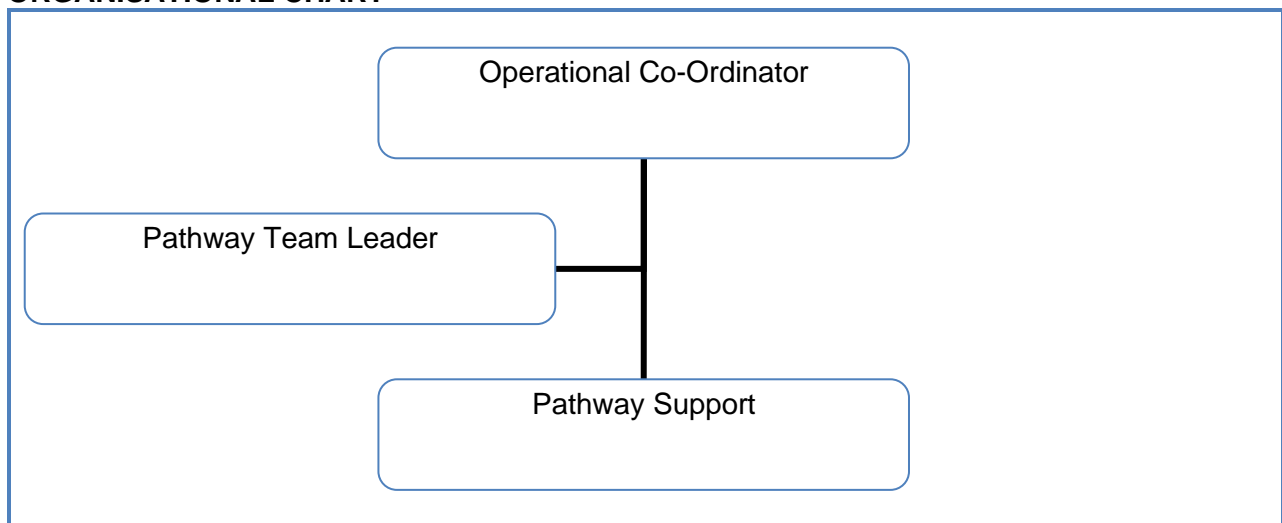
Job Description

JOB TITLE	Pathway Support
GRADE	Band 2
REPORTS TO	Pathway Team Leader
ACCOUNTABLE TO	Pathway Team Leader
DEPARTMENT	Cancer Services
DIVISION	CDCS
DATE	August 2023

JOB PURPOSE

To provide a range of clerical and administrative support to the teams across the cancer business unit including reception and clinic prep duties.

ORGANISATIONAL CHART



DIMENSIONS

Refer to details relevant to Business Unit

KEY RELATIONSHIPS

Internal

- Management Team
- Colleagues
- Senior and Junior Medical Staff

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- Patients, relatives and carers
- Health Records Department
- Outpatient departments
- Wards and clinical support departments

External

- Patients, relatives and carers
- GP's and other senior medical staff
- Representatives from other health providers
- Company representatives

KEY RESULT AREAS

- Complete administration tasks including processing admissions, discharges and transfers, undertaking filing, photocopying, emails and fault reporting. To provide general clerical support as and when required in support of the delivery of the service and to undertake other duties as requested.
- Provide an effective first point of contact telephone or face to face service to patients, relatives, staff, wards/units, directorates and external agencies/people to support the delivery of an efficient patient service.
- Deal with queries in a timely manner via the telephone or face to face, escalate as appropriate.
- Provides overall case note preparation, maintenance and accurate filing.
- An understanding of the waiting list targets, turnaround times and a knowledge of the Trust Patient Access Policy and an agreement to adhere to these policies according to National Trust Guidelines

PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES

	Essential	Desirable
Education, Training and Qualifications CPD Requirements	Good written communication on application form GCSE A-C or equivalent	Audio typing qualification
Experience & Knowledge	Demonstrates office experience or experience working within a busy, high pressured environment	Lorenzo, TA+ and other knowledge Microsoft packages
Skills and Ability	Experience of using IT systems and/or data input Good keyboard skills Demonstrates experience of organizing	

Communications and interpersonal skills	Undertaken a role with telephone contact. Able to work independently or part of a team. Confidently liaises with the public	Able to deal with patient/carers where there may be barrier to understanding e.g. Language, emotional difficulties
Values and Behaviours	Ability to follow Trust Policies	
Other requirements	Able to work in a motive environment. Potential need to move heavy case notes	

Person Specification

Communication and relationship skills (include internal/external contacts)

Good communications skills
To communicate routine information with members of the team, patients and carers
Respond to internal & external queries verbally and written.
Able to deal with patient/carers where there may be barrier to understanding e.g. Language, emotional difficulties
Effective liaison with the relevant wards and departments within the hospital and with patients and other health care providers

Knowledge, training and experience

A good standard of English to O level/GCSE (A-C grade) or equivalent.
Audio typing experience desired not essential
Understanding of a range of administrative procedures
Work independently and as part of a team

Analytical and judgemental skills

Ability to exercise judgment when dealing with patient enquiries/problems.
Booking appointments and relevant transport
Tracing case notes.

Planning and organisational skills

Good organisational skills with a flexible approach to workload
Plan and priorities own daily workload to ensure that clinic deadlines are met in the case of note preparations.
Plan own letters for typing using IT systems.

Physical skills

Advanced Keyboard skills – audio / copy typing.
Speed and accuracy

Responsibilities for patient / client care

Gives non-clinical advice to patient's e.g. waiting times and appointments, signposting

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Book transport for patients
Responsibilities for policy and service development Adhere to Trust Policies and Procedures Follow departmental policies.
Responsibilities for financial and physical resources Use of Office equipment and assisting with the ordering and maintenance of stationary stock levels
Responsibilities for human resources To assist with training and development of new secretaries and support staff
Responsibilities for information resources Ensure accuracy of patient correspondence and filing systems as per Trust Policies Monitoring and typing of clinical letters within the required timescales. Accuracy required in putting and updating patient information.
Responsibilities for research and development Completes audits/staff surveys as part of role.
Freedom to act The ability to manage own workload, senior support available at all times. Works within standard operating procedures
Physical effort The ability to word process for a substantial proportion of working time. The ability to lift heavy sets of notes.
Mental effort Concentration required when typing communications and booking appointments. Work pattern predictable
Emotional effort Occasional typing of letters and dealing with correspondence/telephone calls that can be of a distressing nature.
Working conditions Continuous use of VDU

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

Signed: (Member of staff)		Date	
Signed: (Line Manager)		Date	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 14,000 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



Our Vision & Identity

Our UHDB Identity is that we provide '*Exceptional Care Together*', which is our 'Why?'. It is the fundamental purpose that guides all that we do.



Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness** and **Excellence...**



Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation

Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

Freedom to Speak up

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

Data Protection

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

Confidentiality

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

Infection Control

The prevention and management of infection is a key priority for the Trust. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Health and Safety at Work Act

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.

Smoke free Trust

The smoke free policy applies to staff, patients, resident's visitors and contractors.

Research

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".