



Job Description and Person Specification



Job Description

Job Title	Business Administration Apprentice – Occupational Therapy
Band	National Living Wage
Hours	30
Department	Occupational Therapy
Division	Clinical Support Services
Location / Hospital Site	Worthing Hospital
Responsible for	Own Practice
Accountable to	Office Manager, Clinical Lead
DBS Level	Enhanced
DBS Barring	Adults and Children
DBS Workforce	Adults and Children

Role Summary

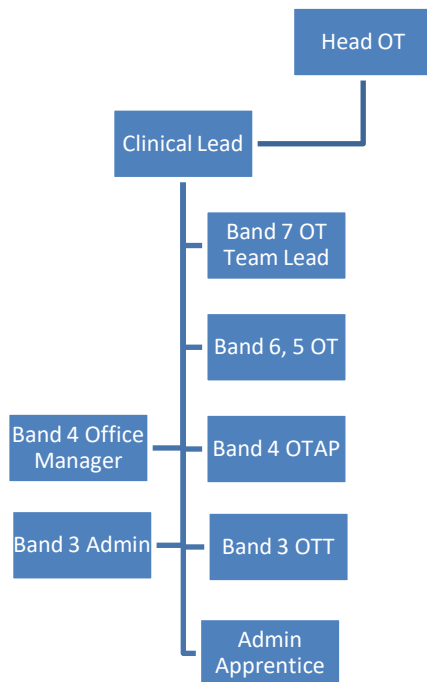
To undertake specific departmental procedures focused on customer care and administration. To assist, under the supervision of a member of the Occupational Therapy clinical team and the Office Manager, in the provision of a flexible, patient-centred programme of Occupational Therapy. This will be achieved through completing specific administrative tasks which promote and support the person-centred Occupational Therapy plan for relevant patients referred to Occupational Therapy at Worthing Hospital.

Alongside this role you will be undertaking the Business Administration Apprenticeship, allowing you to gain a nationally recognised qualification at the end of your training. This will involve working with an assessor to develop a work-based portfolio; undertaking work-based assessments, completing all assignments/projects relating to the apprenticeship standard and completing end point assessment. The post holder will receive a proportion of paid study time within their working hours to work towards completing the required work for their apprenticeship.

Key Working Relationships

Occupational Therapy colleagues across University Hospitals Sussex, patients, families, carers, the multi-disciplinary team, social services, primary care, voluntary sector and other relevant external agencies.

Structure Chart



Main Duties and Responsibilities

Working towards on the apprenticeship

Communication

- To liaise where appropriate with other members of the team, other related statutory, private and voluntary organisations, family and carers.
- To relay appropriate information about patients' specific needs to designated organisations when referring to services, chasing deliveries etc.
- To communicate with patients and carers via telephone or face to face in a way that respects their views, autonomy and culture and manage potential barriers to communication such as dysphasia, learning difficulty, cognitive and sensory difficulties, other language etc.
- To be able to communicate in a calm manner when dealing with challenging situations and know when to escalate and seek help.

Analytical and Judgemental skills

- To gather and accurately record information where required, to enable patient referrals to be prioritised.

- To accurately feedback relevant information obtained to the Occupational Therapist and other relevant members of the Multi-Disciplinary Team.
- To seek supervision from an Occupational Therapist or Office Manager to inform analysis and reasoning, and when more complex needs of situations become apparent.

Planning and Organisational Skills

- To exercise good personal time management, punctuality and consistent reliable attendance.
- To be able to prioritise tasks and seek support where required.

Patient / Client Care

- To understand patient clinical need when advised by Occupational Therapist, to make referrals and act on behalf of OT/patient.

Policy and Service Development Implementation

- To be familiar and adhere to Trust Policies and procedure which are available on the Trust's intranet. This includes infection control and manual handling policies appropriate to the role.
- Undertake delegated tasks to contribute to the safe and smooth running of the Occupational Therapy service.
- To participate in clinical governance and quality improvement projects under the guidance of a registered Occupational Therapist, Occupational Therapy Assistant Practitioner or the Office Manager. This may include research and audit.
- To take responsibility for risk management and health and safety in the workplace by adhering to and promoting Health and Safety regulations, trust and departmental policies.
- To comply with Equal opportunities, Disability Discrimination and data protection legislation.
- To contribute positively to the effectiveness and efficiency of the Occupational Therapy and MDT/service.

People Management and Development

- To seek supervision from an Occupational Therapist, Occupational Therapy Assistant Practitioner or Office Manager when more complex needs or situations become apparent.
- To actively participate in supervision and appraisal using reflection and analysis to inform practice.
- To participate in the induction, support, training and education of students and new staff.
- To participate in the dissemination and sharing of information and skills with staff, students and volunteers.
- To gather and accurately record information where required, to enable patient referrals to be prioritised.
- To ensure that up to date written and electronic records and activity data are maintained in accordance with professional and trust standards.
- To respect the individuality, values, cultural and religious diversity of patients, staff and all key relationships and contribute to the provision of a service sensitive to these needs.

- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

Financial and Physical Development (inc. equipment, stock etc)

- To arrange, under guidance from an Occupational Therapist or Occupational Therapy Assistant Practitioner, for the provision of prescribed standard specialist disability equipment.
- To support the office manager with the ordering of office stock and uniforms.
- To have an awareness of good resource management, to maintain and advise on stock and resources necessary to carry out the work of the Occupational Therapy service, including responsibility of handling money in petit cash claims.
- To co-ordinate the deliveries and collections of equipment, to liaise with other agencies to request and arrange deliveries and collections. To raise and seek to resolve issues where standards or expectations have not been met.

Human resources (inc. developing and delivering training)

- Undertake training as necessary in line with the development of the post and as agreed with line manager as part of the personal development planning process.
- To fully participate in the Trusts appraisal system review and personal development planning process on an annual basis.
- To keep record of own training and development in line with department guidelines.

Professional (not included in any of the above factors)

- To ensure that written and electronic record and activity data are maintained in accordance with professional and trust standards.
- To adhere to the college of Occupational Therapist code of Ethics and Professional Conduct, the trusts code of conduct for Non-Qualified Staff and all other relevant policies and procedures.
- To respect the individuality, values, cultural and religious diversity of patients and all key relationships and contribute to the provision of a service sensitive to these needs.
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.

Learning and Development

- Attend mandatory training updates as required.
- Attend training provider Level 3 apprenticeship workshops, demonstrate timely progression in line with training provider targets.
- Undertake training as necessary in line with the development of the post and as agreed with the line manager as part of the personal development process.
- Achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- Identify own learning needs and jointly plan training requirements with your line manager
- Participate in the Trust's appraisal process to discuss how your role will help deliver the best possible care to our patients and help to deliver any changes in service.

This job description is an outline of the role and responsibilities. From time to time due to the needs of the service, we may ask you to flexibly undertake other duties that are consistent with your role and banding, including project work, internal job rotation and absence cover.

The job description and person specification may be reviewed on an ongoing basis in accordance with the changing needs of the department and the organisation.

Mission and values

The mission of University Hospitals Sussex – what we are striving to achieve – is to provide:
‘excellent care every time’

All our efforts to do this put the interests of our patients first and foremost, and are underpinned by our values:

- Compassion
- Communication
- Teamwork
- Respect
- Professionalism
- Inclusion

These values were selected by our staff, patients and public when we were talking about the merger and the sort of organisation we want University Hospitals Sussex to be.

Our mission and values are extremely important to us and we expect everyone who works at University Hospitals Sussex in any capacity to share and uphold them.

Patient First

- Patient First is our Trust-wide approach to improving the quality of care for patients and to build and embed a culture where staff can be confident that their views matter and will be heard.
- The aim is to empower all staff to lead change, raise issues, concerns, identify and implement areas for improvement within the workplace and find solutions collectively as part of a team.
- Staff will be equipped with skills to identify improvement opportunities and supported to see those through
- It encourages all staff to be innovative and drive forward quality improvement and positive changes in their areas.
- The philosophy behind this is centred on:
 - Standardisation, system redesign and the improvement of patient pathways to eliminate error and waste and improve quality
 - The patient being at the heart of every element of change
 - Embedding cultural change across the organisation, where everyone is passionate about delivering exceptional quality every time and “where better never stops”.
 - Continuous improvement of our services through small steps of change
 - Constantly testing the patient pathway to see how we can develop
 - Encouraging frontline staff to lead the redesign processes
 - Equal voices for all
 - Engagement of staff is a big factor in job performance.
 - Good engagement leads to improved quality, mortality and safety measures

Safeguarding Children and vulnerable adults

UHSussex is committed to safeguarding and promoting the welfare of children and adults and to protecting them from the risks of harm. The Trust recognises its responsibility to ensure that safe working conditions and systems are in place for staff working with children, adults, and families in their care. Staff are required to comply with Trust policies on Safeguarding and to undertake the appropriate level of mandatory in-service training in this area.

Equality, Diversity and Inclusion

The Trust is committed to supporting Inclusion as can be seen by our Patient First Triangle with a clear value being Inclusion. We all have a responsibility to treat our colleagues, patients and service users with respect and dignity irrespective of; age, race, disability, gender reassignment/identity, marriage and civil partnership status, pregnancy and maternity status, religion or belief, sex and sexual orientation.

We are a Disability Confident Employer (Level 2) and part of the Stonewall Workplace Equality Champions programme.

All staff have a duty to report any behaviours which contravene this to their managers.

Workplace and Environmental Factors

Physical	High standard of advanced keyboard skills. Ability to use and set up a range of technology and equipment. Ability to move equipment as required to support delivery.
Emotional	Need to maintain a calm and professional manner in challenging situations.
Mental	Ability to concentrate in noisy environments. Ability to work under pressure to meet deadlines. Ability to deal with unpredictable situations
Working Conditions	Long periods of working at a computer and on the phone. Occasional requirement to travel between sites.

Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
Professional Registration	N/A	N/A	N/A	N/A
Experience/Qualifications	GCSE or equivalent in Maths and English A-C or 4+	AF	Experience of using Microsoft packages including Word and Excel.	AF, I

	<p>Experience of working with people/customer service.</p> <p>Basic/Intermediate level of IT Literacy.</p> <p>Willing to complete a Level Apprenticeship in Business Administration</p>		Experience of working in a team.	
Skills	<p>Good verbal and written communication skills</p> <p>Evidence of having undertaken own development to improve understanding of equalities issues</p>	AF, I	Ability to collate, organise and respond effectively to information.	AF, I
People Management and Development	<p>Self-Motivation</p> <p>Good Organisational Skills</p> <p>Good Team Player</p>	AF, I	An understanding of disability and social issues and the impact on people's functional ability	AF, I
Specific Requirements	<p>Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by being:</p> <p>Kind</p> <p>Friendly</p> <p>Respectful</p> <p>Professional</p> <p>Compassionate</p> <p>A Team</p> <p>Commitment to lifelong learning</p> <p>Self-motivation</p> <p>Enthusiasm</p>	AF, I		AF
Freedom to Act	Able to work independently with sometimes indirect or ad	AF, I		

	hoc access to senior staff.			
Equality, Diversity, and Inclusion	Evidence of having championed diversity in previous roles (as appropriate to role).			

