

## Job Description

Job Information	
<b>Job Title:</b>	Ward Administrator Supervisor
<b>Directorate/Service:</b>	Surgical Care Group
<b>AfC Band:</b>	Band 4
<b>Responsible to:</b>	Administration Services Co-ordinator
<b>Accountable to:</b>	Associate Directorate Manager
<b>Base Location:</b>	Ward Administrators
<b>Job Code:</b>	409-6191580

Job Summary
<p>The Ward Administrator Supervisor will manage a pool of Ward Administrators providing an efficient and effective service to ward areas across the Trust.</p> <p>The post holder will be expected to organise their own workload and ensure that the Ward Administrators are functioning efficiently and effectively.</p>

Key Responsibilities
<p><b>KEY DUTIES</b></p> <ul style="list-style-type: none"> <li>Plan, prioritise and help organise the workloads of the Ward Administrators. Ensuring flexibility across identified wards on a daily basis to aid the smooth running of the wards. Co-ordinating rotas and covering ward areas personally when needed.</li> <li>Monitor and record flexible working arrangements of the Ward Administrators. Overseeing time keeping / signing in sheets.</li> <li>Authorise and record annual leave ensuring adequate staffing levels are maintained.</li> <li>Record sickness/absence and annual leave on the Trust ESR system, monitoring sickness and carrying out return to work interviews in line with Trust Policy. Ensuring that staff personal files are maintained.</li> <li>Carry out return to work interviews, welfare meetings and trigger point meetings for staff, escalating further trigger points to the Administration Services Co-ordinator in line with the Attendance Management Policy.</li> <li>Carry out appraisals for Ward Administrators as appropriate and report accordingly on ESR.</li> <li>Carry out any training and development needs which are required by staff</li> <li>Ensure all Trust mandatory training is up to date for Ward Administrators and report accordingly on ESR.</li> <li>Organise and order stationary items for ward areas as requested by the Ward Administrators as appropriate.</li> <li>Resolve patients and visitor's problems adopting a courteous manner at all times</li> <li>Act as point of contact for the team and resolving staff issues using own judgement and maintaining communication at all times. Recognise when issues should be escalated to</li> </ul>

Administration Services Co-ordinator.

- Inform Administration Services Co-Ordinator of any staff requesting a revision of contractual changes i.e., request of change in days/hour or resignation, therefore enable to correct paperwork to be completed.
- Meet weekly with Administration Services Co-ordinator to discuss any performance issues with staff that require managing and also refer any formal conduct behavioural issues accordingly to the Administration Services Co-ordinator
- Ensure all Trust policies are communicated to staff and implemented
- Input to the Trust ESVL system monthly for staff to record and approve all overtime worked, informing the Associate Directorate Manager of any hours that need recharging.
- Request and input hours onto E-Roster system weekly for all bank staff
- Advertise job vacancies and take part in the interview process for all Ward Administrators job roles.
- Carry out team meetings once a month, to deliver Team Brief, action any issues
- Deal with any datix incidents raised around errors from Ward Administrators
- To answer the telephone promptly and politely, telephoning patients where appropriate using tact, discretion and empathy in all situations.
- Chase HRS (Health Record Supplements) for all inpatients and ward attenders
- Book outpatient appointments for patients where appropriate
- Ensure any ward attender or outpatient activity is accurately recorded on the PAS system where necessary, and also using word and excel packages.
- Answer telephone calls and liaise with patients and relatives regarding admission, discharge, and transfer
- Organise ambulances for return and discharge of patients with North West Ambulance Service
- Request letters/patient information/medical records from other hospitals
- Create high quality signs and documents relating to ward information
- Work with members of the multi-disciplinary team to maintain high standards of data quality, following the requirements of the Data Quality Policy as required
- Make deliveries of key documents and/or other items to other areas of the hospital as required
- Print patient labels and wristbands
- General office duties including dealing with incoming and outgoing mail, e-mail, fax, photocopying. Participate in housekeeping of the office environment.
- Attend appropriate training, meetings and education sessions at the request of manager

- Work with managers to review working practices, ways of working and find solutions to problems. Suggest and implement new ways of working where necessary.
- To work in a flexible manner in accordance with the Trust Policy.
- Obtain information as and requested by Administration Services Co-ordinator
- Any other duties required by Line Manager

## **GENERAL DUTIES**

- To observe the provisions of and adhere to all Trust policies and procedures.
- To actively participate in the annual performance review to identify personal development needs
- To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.
- To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement Mersey and West Lancashire Hospitals NHS Hospitals Trust “Statement of Policy on Health and Safety at Work” and the Trust corporate “Health and Safety Policies and Procedures”. You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.
- To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action that may involve dismissal. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 (GDPR) and Caldicott principles.
- The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.
- All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.
- The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff therefore who come into contact with children, young people and vulnerable adults have a responsibility to ensure they are trained and competent to be alert to potential indicators of abuse or neglect and know how to act on their concerns in line with the policies and procedures of Mersey and West Lancashire Teaching Hospital NHS Trust.
- To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous

- In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.
- To adhere to relevant Code of Practice of Professional body (if appropriate)
- The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.
- The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development.
- To adhere to the NHS Constitution and its principles and values. You must be aware of your Duty of Candour which means that you must be open and honest during your employment and if you see something wrong, you must raise it. You must read the NHS Constitution in full and can download this from the Trusts intranet site or the [www.gov.uk](http://www.gov.uk) website. Hard copies are available from the HR Department on request.
- The Trust is a non-smoking site. Failure to follow this rule could lead to disciplinary action.

Job description and person specification created by:  
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Date: 05 July 2017