

## **JOB DESCRIPTION**

### **JOB DETAILS:**

Job Title:	DN Overnight Hub Administrator
Band:	3
Directorate:	Community Services Directorate
Department:	DN Waking Nights Service
Base:	West Mendip Community Hospital
Responsible for:	
Responsible to:	DN Overnight Hub Coordinator and DN Overnight Service Manager

### **Job Purpose:**

To work as part of the D/N Waking Night Service within the Overnight Hub. Comprehensive administration services including phone duties, typing, scanning, filing, managing incoming and outgoing mail, manage and receive telephone calls and messages, ensuring effective communication and courtesy at all times, supporting the multi professional team members with administrative tasks and generally assisting in the coordination of the smooth running of the team as a whole.

The post holder should be aware that this post will require working overnight with regular weekend/out of hours working to support the Trust's aim of a 7-day service across Somerset.

### **Duties and Responsibilities**

#### **Communication and Key Working Relationships**

To receive telephone calls and messages sensitively, ensuring effective communication and courtesy at all times.

To work with the Overnight Hub Coordinator to devise appropriate performance management programmes.

Assist with preparing rotas in conjunction with Team Managers.

Assist team members, team managers in arranging meetings and venues.

To support the overnight hub performing administration duties, including RiO and liaising with patients and their families/carers to support inward/outward referrals

### **Planning and Organisation**

To collate and distribute incoming and outgoing post on a daily basis.

To undertake scanning on behalf of the multi-disciplinary team.

To maintain and support room booking system for meetings and appointments for the team members.

Maintenance of administrative files and records of referrals, attendances, discharges and deaths.

To devise, implement and maintain effective and efficient office systems including filing, post, diaries etc.

To take initiative where necessary, prioritising the workload to ensure deadlines are met.

To maintain confidentiality and to ensure working practices are secure.

To compile standard letters as required.

Ordering agreed items.

Attend mandatory training as required.

Attend training courses as agreed with the Overnight Hub Co-ordinator.

### **Information Resources & Administrative Duties**

To type reports, letters, minutes and forms etc, using the computer, maintaining accuracy, appropriate layout and presentation.

To assist with entering data, using the Trust's computer network, regarding referrals, appointments etc.

If required, to attend meetings, take notices and carrying out actions as requested.

### **Any Other Specific Tasks Required**

Attend admin team meetings.

Setting up equipment and arranging meeting rooms as required. Movement of files within the work area.

Concentration for long periods of time when taking and transcribing minutes.

Frequent unforeseen interruptions which may require immediate assessment and action.

The work will involve sitting at a VDU for approximately 60% of time.



This post requires the use of computer networks which will entail sitting in a restricted position for long periods so care must be taken to observe Trust guidelines on the use of VDUs and keyboards.

Adheres to Somerset NHS Foundation Trust policies and procedures particularly in relation to confidentiality, health and safety and financial instructions.

**Date of job description: April 2024**



## **Review of this Job Description**

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## **General Information**

At all times promote and maintain the safety of children by working according to the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## **Confidentiality**

The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (1998), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## **Equality & Diversity**

Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## **Safeguarding**

All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust's procedure for raising concerns about the welfare of anyone with whom they have contact.

## **Risk Management / Health and Safety**

Employees must be aware of the responsibilities placed on them for ensuring the safety of our patients, service users, visitors and colleagues under the Trust's Risk Management Strategy and policy and under the Health & Safety at Work Act 1974. All employees are expected to be familiar with and comply with the Trust's risk and health and safety policies and procedures and all other policies and procedures relevant to their role.



## **Records Management**

The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## **Clinical Governance**

The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## **Prevention and Control of Healthcare Associated Infection**

The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## **Smoking**

The Trust operates a 'non-smoking' policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## **Policies & Procedures**

Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## **Sustainability Clause**

Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.



## Person Specification

This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).

Requirement	Essential / Desirable	How Assessed
<b><u>BEHAVIOURS ALIGNED WITH TRUST VALUES</u></b>		
Outstanding care Listening and leading Working together	E E E	Interview & Application form
<b><u>QUALIFICATIONS &amp; TRAINING</u></b>		
RSA Stage III word processing/typing or equivalent/NVQ 3 business and administration or working towards within agreed time scale  ECDL	E  D	Original certificates/ application form/interview
<b><u>KNOWLEDGE AND EXPERIENCE</u></b>		
Knowledge of information technology packages including Microsoft Word, Excel, Outlook and PowerPoint  Experience of using electronic systems e.g. RiO, Integra, E-roster,  Experience of setting up and maintaining office systems  Appropriate and significant amount of administrative experience  Proven teamwork experience	E  E E  E E	Application/ interview
<b><u>SKILLS &amp; ABILITIES</u></b>		
<b><u>Communication Skills</u></b>		
Evidence standard of a good of Literacy / English language skills  Excellent verbal and written communication skills  Compassionate – exceptional interpersonal skills with the ability to communicate effectively with	E  E	Application/ interview



patients, carers and relatives, remaining sensitive and empathetic	E	
<b><u>PLANNING &amp; ORGANISING SKILLS</u></b>		Application/ interview
Ability to prioritise own workload and keep to deadlines	E	
Ability to recognise and manage challenging situations in a calm and professional manner	E	
Ability to work under pressure	E	
Ability to produce accurate and concise work	E	
Able to take instruction and direction and work effectively as part of a team	E	
Experience of co-ordinating meetings	E	
Ability to take minutes	E	
Accuracy and grammatical awareness	E	
Good problem solving skills and patience	E	
Act in ways that support equality and diversity	E	
<b>PHYSICAL SKILLS</b>		Application/ interview
Ability to spend periods of time sitting down to use VDU. Ability to operate machines, e.g. fax and photocopier	E	
<b>OTHER</b>		Application/ interview
Willingness to use technology to improve standards of care and support to our patients	E	
Conscientious and reliable with a willingness to be flexible in order to meet the needs of the service	E	
Access to transport to travel in connection with the post to attend meetings or training events across the country.	E	
Ability to work flexibly across a 7 day period	E	



## **BEHAVIOURS**

To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:

### **Trust Standard: Put Patients First**

- view own actions from the perspective of the patient in everything you do
- put patient care at the centre of all you do
- do all you can to make each patient's experience better

### **Trust Standard: Our Staff Make the Difference**

- be clear about your own and your team's responsibilities
- be willing and supportive of own and colleagues staff development
- recognise that everyone is different and treat them with dignity and respect
- recognise that everyone can make a difference
- look to learn and improve, not blame

### **Trust Standard: Lead and Listen**

- ensure clear leadership exists for self and others
- ensure that there is clinical involvement in decision making
- encourage openness, honesty and feedback in self and others

### **Trust Standard: One Team**

- recognise that best patient care comes from excellence becoming the standard
- work as part of a team to make for better care for patients and a better working environment
- work closely with colleagues, patients, healthcare partners and the community to deliver the best patient care

### **Trust Standard: Strive for the Best**

- recognise that the best patient care depends on great teamwork with all the team members fully playing their part
- have the want to continuously improve
- be creative in flexibility and ideas for innovation
- add value and make the best use of resources

### **Help make the Care the Trust offers be the very Best**





## SUPPLEMENTARY INFORMATION

Physical Effort	Yes	No	If yes – Specify details here - including duration and frequency
Working in uncomfortable / unpleasant physical conditions			
Working in physically cramped conditions			
Lifting weights, equipment or patients with mechanical aids			
Lifting or weights / equipment without mechanical aids			
Moving patients without mechanical aids			
Making repetitive movements	√		
Climbing or crawling			
Manipulating objects			
Manual digging			
Running			
Standing / sitting with limited scope for movements for long periods of time	√		
Kneeling, crouching, twisting, bending or stretching			
Standing / walking for substantial periods of time			
Heavy duty cleaning			
Pushing / pulling trolleys or similar			
Working at heights			
Restraint ie: jobs requiring training / certification in physical interventions			
Mental Effort	Yes	No	If yes - Specify details here - including duration and frequency
Interruptions and the requirement to change from one task to another ( give examples)	√		
Carry out formal student / trainee assessments			
Carry out clinical / social care interventions			
Analyse statistics			



Operate equipment / machinery	√		
Give evidence in a court / tribunal / formal hearings			
Attend meetings (describe role)	√		
Carry out screening tests / microscope work			
Prepare detailed reports			
Check documents	√		
Drive a vehicle	√		
Carry out calculations	√		
Carry out clinical diagnosis			
Carry out non-clinical fault finding	√		
<b>Emotional Effort</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Processing (eg: typing / transmitting) news of highly distressing events	√		
Giving unwelcome news to patients / clients / carers / staff	√		
Caring for the terminally ill			
Dealing with difficult situations / circumstances	√		
Designated to provide emotional support to front line staff			
Communicating life changing events			
Dealing with people with challenging behaviour	√		
Arriving at the scene of a serious incident			
<b>Working conditions – does this post involve working in any of the following:</b>	<b>Yes</b>	<b>No</b>	<b>If yes - Specify details here - including duration and frequency</b>
Inclement weather			
Excessive temperatures			
Unpleasant smells or odours			
Noxious fumes			
Excessive noise &/or vibration			
Use of VDU more or less continuously	√		



Unpleasant substances / non household waste			
Infectious Material / Foul linen			
Body fluids, faeces, vomit			
Dust / Dirt			
Humidity			
Contaminated equipment or work areas			
Driving / being driven in <b>Normal</b> situations	√		
Driving / being driven in <b>Emergency</b> situations			
Fleas or Lice			
Exposure to dangerous chemicals / substances in / not in containers			
Exposure to Aggressive Verbal behaviour	√		
Exposure to Aggressive Physical behaviour			



## **Department Organisational Chart**

## **Department Core Purpose**

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The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

### **Job Profile Agreement**

Agreed and Signed:	(Manager)	Date:	
Agreed and Signed:	(Post Holder)	Date:	
Date Role Description is Effective From:			

