



# Job Description and Person Specification

## Job Description

<b>Job Title</b>	Diabetes Team Administrator
<b>Band</b>	Band 3
<b>Hours</b>	30 hours part time (other hours considered)
<b>Department</b>	Diabetes
<b>Division</b>	Internal Medicine, Medicine Division
<b>Location / Hospital Site</b>	Worthing Hospital/St Richard's Hospital
<b>Responsible to</b>	Band 5 Directorate Support Manager
<b>Accountable to</b>	General Manager – Internal Medicine
<b>DBS Level</b>	Standard level
<b>DBS Barring</b>	N/A
<b>DBS Workforce</b>	N/A

### Role Summary

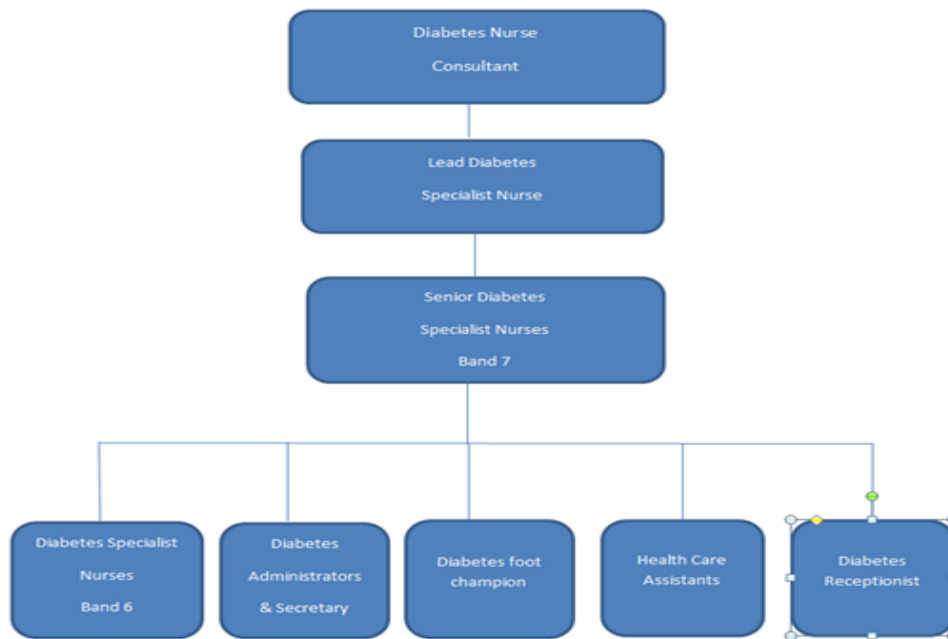
To provide an efficient, reliable and responsive clerical and administrative service to the Diabetes Centre, with particular focus on ensuring the governance, support and accuracy of the procurement of insulin pumps for patients that require them. This is an evolving role within the department and so the candidate will need to feel comfortable in developing a new and robust system to ensure the completion of excluded device forms and monitoring of the procurement process to enable the best financial outcome for the department. You will monitor and co-ordinate the outpatient booking for the specialist technology, young adult and structured education appointments ensuring seamless and efficient operation of this service.

You will provide an efficient secretarial and administrative service to support the Diabetes Nurse Consultant and Diabetes specialist Nurses in their day to day working.

### Key Working Relationships

Directorate Management Team, Administrative Team, Consultants and other Health Care Professionals, Medical Records, other departments admin teams

## Structure Chart



## Main Duties and Responsibilities

### Communications and Relationship skills

- Deal with incoming calls and queries, triaging and escalating as appropriate
- To provide a full secretarial service to include producing and dealing with all correspondence, letters, reports, standard forms, returns, special projects and audits.
- To provide general non-clinical advice, information and guidance to patients, relatives, and healthcare professionals.
- To provide and receive information orally, in writing or by email to inform colleagues, patients, carers, relatives and the public about appointments, clinics and events in the Diabetes Centre.
- To produce accurate letters, documents and correspondence using audio dictation, paper and computer generated information and software.
- To liaise with the multidisciplinary Team to maintain good communication to improve the patient's journey.
- To cover for reception duties as and when required

### Information Resources

- To be responsible for data entry, text processing and storage of data using relevant computerised data entry systems
- Responsible for taking and transcribing minutes at departmental meetings and MDT's, as required.
- Ability to use varied IT systems as required.
- To use and obtain information from appropriate admin systems.
- Email patients, GPs, staff and other departments within the hospital and external organisations.
- To utilise IT systems to set up virtual clinic appointments, MS teams meeting

## **Qualifications, Experience, Skills and Abilities**

- To have basic keyboard and computer skills.
- To attend relevant study days and courses to meet own development needs within the department in accordance with the Trust's guidelines.
- To attend mandatory study days as arranged by the Trust.
- To participate in an annual Independent Personal Review.
- Excellent communication skills.
- A mature and responsible attitude able to cope with the demands of a busy clinic.
- Ability to work well under pressure, coping with the day to day problems as they arise.
- Committed, motivated, flexible attitude to work with the ability to participate as a Team member.

## **Risk Management**

- To assist the Team in requesting and reporting of maintenance work required for the Diabetes Centre as required
- Ensure there is a procedure in place for the collection and storage of audits and other monitoring and sensitive information, both electronically and paper copies.

## **Patient Care Delivery**

- To provide an efficient and full secretarial and administrative support to the Diabetes Specialist Nursing Team, including managing the nursing schedule
- To order relevant office and clinical supplies, within agreed budgets using the appropriate Trust procurement systems
- To proactively manage the technology (continuous subcutaneous insulin pumps, CGM and flash glucose monitoring) procurement process, account set up, excluded devices, audit, appointments and upgrades.
- To be aware of the need for confidentiality and adhere to Trust policy

## **Service Delivery and Improvement**

- Organise team meetings and undertake minute taking and recording of action notes as required
- To liaise with company representatives to manage equipment supplies for the department and information meetings for the Diabetes Specialist Nurses
- To be able to work unsupervised and have good organisational skills to independently plan and prioritise the workload appropriately.
- To be able to support the Diabetes Specialist Nurses in undertaking educational commitments by assisting them with presentations using PowerPoint and preparing handouts.
- To propose changes to working practices for own working area to improve efficiency in running department.

## **Health & Safety**

- To be aware of, and adhere to, the Trust policy on Health and Safety.

### **Policy and Service Development Implementation**

- Develop standard operating procedures (SOPs) for the procurement process
- Contribute to policy development within area

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

- Monitor and manage stationery and equipment

### **Human Resources (Inc. developing and delivering training)**

- Responsible for the day to day supervision and co-ordination of administration staff within the department, allocating work and ensure Trust agreed standards are met.
- Responsible for training staff in own area and undertaking basic workplace assessments.
- Responsible for undertaking appraisals where necessary.
- Attend appropriate training to fulfil role.
- Meet contractual obligations to comply with mandatory training.

### **Research and Development**

- Undertakes surveys or audits as necessary.

### **People Management and Development**

- Provide cover for annual leave and sickness, as required and as directed.
- Regular 1-2-1's to discuss day to day workload and yearly appraisals to set Personal development plans (PDP) and objective setting.
- May provide advice, or demonstrate own activities or workplace routines to a new or less experience member of staff in own work area.

### **Learning and Development**

- Attend mandatory training updates as required.
- 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

Inclusion and respect are core values at UHSussex, and we are committed to diversity and equality. This means treating colleagues and patients with professionalism, ensuring everyone feels welcome and included, valuing different backgrounds and experiences, and challenging inequalities

Having all our staff feel safe, supported, included and valued will lead to better care and outcomes for our patients – our True North Objective."

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

## Workplace and Environmental Factors

<b>Physical</b>	<ul style="list-style-type: none"><li>• Sitting for prolonged periods of time</li><li>• Keyboard skills daily</li><li>• Pushing/pulling trolleys or similar</li></ul>
<b>Emotional</b>	<ul style="list-style-type: none"><li>• Processing (typing) of distressing news/events</li><li>• Giving unwelcome news to patients/clients/staff</li><li>• Dealing with difficult situations/circumstances</li><li>• Dealing with people with challenging behaviour</li></ul>
<b>Mental</b>	<ul style="list-style-type: none"><li>• Operate equipment/machinery</li><li>• Attend meetings when required</li><li>• High level of concentration daily</li><li>• Checking documents daily</li></ul>
<b>Working Conditions</b>	<ul style="list-style-type: none"><li>• Use of VDU more or less continuously</li><li>• Exposure to aggressive verbal behaviour where little or no support</li><li>• Excessive noise</li><li>• Excessive temperatures/humidity</li></ul>

## Person Specification

Requirements	Level required	How assessed	Level required	How assessed
	Essential		Desirable	
<b>Experience/Qualifications</b>	<ul style="list-style-type: none"> <li>• Good all round education to GCE/GCSE or equivalent</li> <li>• GCSE Math and English.</li> <li>• Experience of developing, implementing, and using administrative systems</li> <li>• Experience of storing documentation electronically</li> <li>• Previous experience of secretarial/ administrative work</li> </ul>	<b>AF</b>	<ul style="list-style-type: none"> <li>• Evidence of continuous training or updating of skills</li> <li>• Experience of creating and organising audits</li> </ul>	<b>AF</b>
<b>Knowledge, Training and Experience</b>	<ul style="list-style-type: none"> <li>• Previous clerical and organisational experience.</li> <li>• Knowledge of a full range of administrative/secretarial procedures and systems</li> </ul>		<ul style="list-style-type: none"> <li>• Previous NHS work experience in an acute or primary care setting</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good interpersonal / communication skills</li> <li>• Previous experience of reception work</li> <li>• Good interpersonal and communicational skills.</li> <li>• Able to work as part of a team.</li> <li>• Flexible attitude to work rotation</li> <li>• Confidence to work on own initiative</li> <li>• .Ability to provide solutions to problems</li> <li>• Maintain confidentiality at all times</li> </ul>	<b>AF</b>	<ul style="list-style-type: none"> <li>• Previous experience of working as part of a team.</li> <li>• Experience gained within NHS or public sector organisation</li> </ul>	<b>AF/IA</b>



	Evidence of having undertaken own development to improve understanding of equalities issues			
<b>People Management and Development</b>	<ul style="list-style-type: none"> <li>Ability to develop and maintain supportive relationships within the team</li> <li>Flexibility and adaptability to changing situations</li> </ul>	<b>AF</b>	<ul style="list-style-type: none"> <li>Previous experience of working as part of a team.</li> </ul>	<b>I</b>
<b>Specific Requirements</b>	<ul style="list-style-type: none"> <li>Proven organisational skills.</li> <li>Advanced keyboard skills</li> <li>Understand the appropriate escalation of problems/concerns to line manager or medical staff</li> <li>Ability to multi-task.</li> <li>Ability to maintain patient confidentiality</li> <li>Able to check patient details and book appointments</li> <li></li> </ul>	<b>AF</b>	<ul style="list-style-type: none"> <li>Maintain a tidy work area</li> <li>Experience of working with IT Systems</li> <li>Previous experience of completing excluded device forms</li> </ul>	<b>AF</b>
<b>Patient/Client Care</b>	<ul style="list-style-type: none"> <li>Provide non-clinical information and advice to patients and relatives about admissions and appointments</li> <li>Able to check patient details and book appointments</li> </ul>			<b>I</b>
<b>Financial &amp; Physical Development</b>	<ul style="list-style-type: none"> <li>Holds/maintains stationery stock and purchases office equipment and stationery where necessary</li> </ul>			<b>I</b>
<b>Human Resources</b>	<ul style="list-style-type: none"> <li>Manage resources/workload as required Coordinating and working as part of a cohesive team.</li> <li>Positive contribution to change to enhance the patient pathway experience and outcome.</li> </ul>			<b>I/AF</b>
<b>Information Resources/ IT</b>	<ul style="list-style-type: none"> <li>Compliance and understanding the Trust policy for Information Governance Proficiency with the Trust's healthcare systems/databases</li> <li>Ability to transcribe formal minutes Ability to set up and accurately maintain computerised and manual filing/documentation systems</li> <li>Demonstrable and proven IT skills Experience of</li> </ul>		<ul style="list-style-type: none"> <li>Sema Training and experience Evolve Training and experience Bigband typing experience from dictations</li> </ul>	<b>I</b>

	Word/Excel/PowerPoint Knowledge of software systems			
<b>Behaviours and Attitudes</b>	Demonstrates behaviours and attitudes that supports the Trust's Vision of "We Care" by being: <ul style="list-style-type: none"> <li>o Kind</li> <li>o Friendly</li> <li>o Respectful</li> <li>o Professional</li> <li>o Compassionate</li> <li>o A Team</li> </ul>			I, A
<b>Personal Qualities and attributes</b>	<ul style="list-style-type: none"> <li>• Positive contribution to change to enhance patient pathway experience and outcome</li> <li>• Ability to recognise training needs.</li> <li>• Motivated and innovative</li> </ul>			I
<b>Equality, Diversity, and Inclusion</b>	Evidence of having championed diversity in previous roles (as appropriate to role).			
<b>Freedom to Act</b>	<ul style="list-style-type: none"> <li>• Ability to use own judgement/initiative.</li> <li>• Ability to problem solve and adapt to changing situations.</li> <li>• Ability to reflect on own work/accept and manage change</li> </ul>	<b>AF</b>		