

DIRECTORATE OF OPERATIONS

JOB DESCRIPTION

POST	<i>Secretary / Palliative Care / EOL</i>
PAY BAND	<i>Band 3</i>
RESPONSIBLE TO	<i>Service Manager</i>
ACCOUNTABLE TO	<i>Business Manager</i>
BASE	<i>Global House, Scunthorpe</i>

ABOUT US

The Northern Lincolnshire and Goole NHS Foundation Trust is a dynamic and successful organisation with a strong focus on delivering quality care to our population of around 440,000 people. We provide a comprehensive range of secondary care services from 3 main centres, Grimsby, Goole and Scunthorpe as well as community services in North Lincolnshire.

We pride ourselves on being a friendly and caring place to work where we aim to combine our patient first approach with innovative and creativity against a backdrop of holistic team working, as encapsulated in our vision and values – kindness, courage, and respect.

ABOUT THE POST

The post holder will be the point of contact for all administrative issues relating to patients' pathway of care. The post holder will work as part of a team and will provide expertise in the proactive management of the patient pathway from referral to treatment, ensuring the entire pathway is managed smoothly.

The post holder will ensure high levels of patient and clinician satisfaction by being an accessible, customer focussed and knowledgeable point of contact. They will provide a consistent approach across the Trust, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

MAIN TASKS REQUIRED OF THE POST HOLDER

1. To provide comprehensive administrative support to the Palliative Care End of Life Team.
2. To provide day to day admin support to the team ensuring seamless delivery.
3. Manage agenda and minutes of meetings.
4. To maintain diaries, arrange meetings and manage an effective bring forward system, resolving conflicting diary appointments where necessary.

5. To organise and schedule ad hoc meetings and pre-meetings, draft preparation, collation and distribution of agenda and supporting papers, attending meetings to take minutes/notes as required and follow up actions required of others.
6. To co-ordinate the recruitment of staff, from submitting applications for vacancies to collating password checks and references, ensuring contracts are sent and received in a timely manner (medical, nursing, admin).
7. To maintain and update training records and monitor, ensuring reminders are sent to staff and copied to the Line Manager and exception reports are escalated to the Senior Management Team.
8. Undertake surveys, source information and statistical data related to Group/Directorate projects.
9. Deal with incoming/outgoing post including maintaining a log of all post and taking follow-up action as appropriate and drafting responses for approval.
10. To source and contribute data and information to assist with the development of project plans, to monitor progress and report progress against the respective plan(s).
11. Orders supplies for the Group as required, maintaining stock levels. Where this is charitable funds received to follow due process, including drafting thank you letters.
12. To proactively propose change to the departmental working practices, implementing agreed revised working practices as necessary to maximise the effectiveness and efficiency of the Group support team.
13. Work as part of the Directorate support team including providing occasional clerical support to cover annual leave and other short-term absences of colleagues within the Directorate.
14. To receive and respond or escalate appropriately to telephone and personal enquiries from the general public, patients, relatives, complainants, the Press and members of staff from all levels within the Trust.
15. To ensure that appropriate confidentiality is always maintained in all communications and exercise both tact and diplomacy.
16. To facilitate a system for all staff details, including change forms, sickness, leave forms are authorised and filed in a timely manner, and any follow up contracts are signed and received.
17. To support the Clinical Management Team in co-ordination of staff management issues, such as job plans, performance meetings, investigations, PADRs, etc. ensuring that personal files are kept up to date.
18. To ensure regular returns are completed such as positive returns and professional registrations are actioned.
19. Processing requisitions and invoices for regular and ad hoc ordering of stock and equipment.

20. Assist in the co-ordination of education provision and arrange training which includes arranging speakers, booking rooms and providing signing sheets.
21. Typing of correspondence reports and graphical presentations using the appropriate computer packages, as delegated by the Clinical Management Team.
22. Adhere to Vision & Values (Kindness, Courage, Respect) on a daily basis.

DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

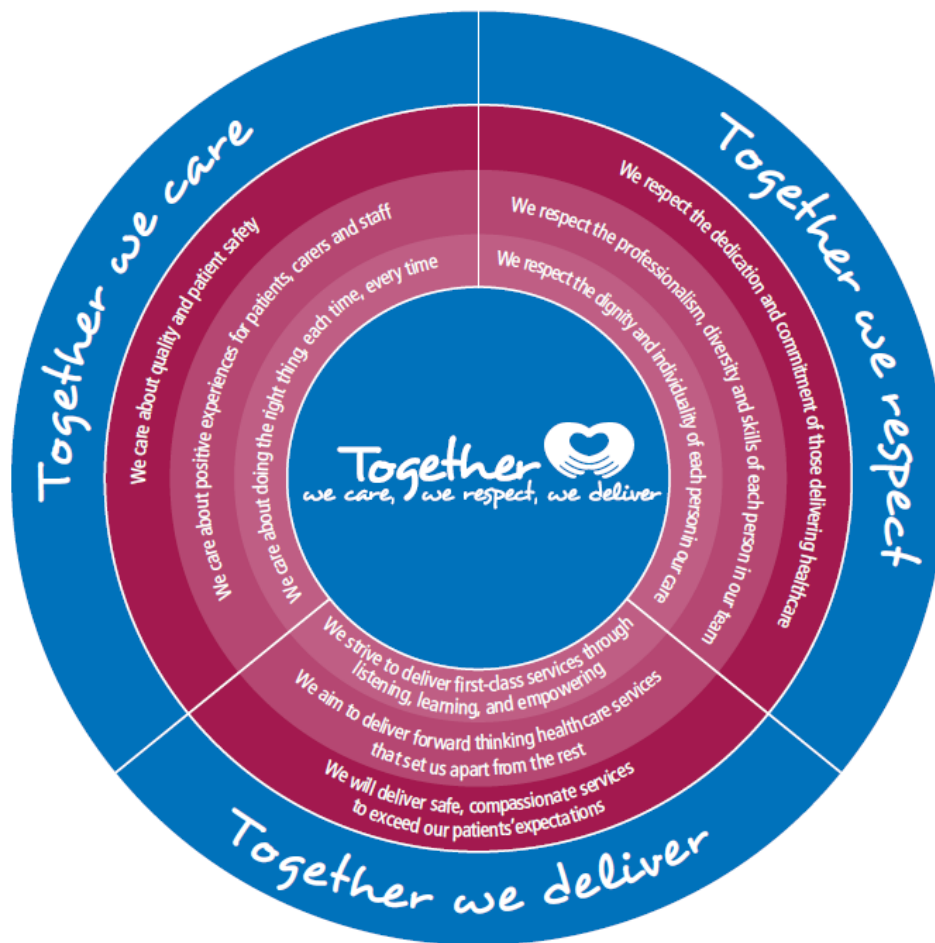
To provide a comprehensive and quality secretarial service to the Palliative Care/ EOL Team and other members of Macmillan Services. To assist with other members of the Clinical team, to provide a seamless administration service. The post holder will be responsible for coordinating the administration of MDT meetings.

VISION AND VALUES

Together we care, we respect, we deliver is our vision.

Created with the input of staff from all occupations our vision and its values set out a clear statement regarding why we are all here. Central to our vision is the sense of team, inclusivity and that everything we do contributes to the delivery of exemplary, safe patient care. We recognise that without each and every person in our team we could not provide the excellent services that we do. Crucially we recognise that looking towards the future we want to harness uniqueness through enhanced quality and innovation whilst making sure what we do is the right thing, each time and every time.

The Trust Board and each member of staff unanimously endorse our vision and values and pledge to deliver our hospital and community services through our values. In accepting employment with the Trust you enter into an express commitment to abide by the Trust vision and values, the NHS values and constitution. You are required to familiarise yourself with the Trusts vision and values behavioural standards observing and placing our patients at the very forefront of everything you do. You should also be mindful that employment with the NHS also requires you to behave in manner that does not bring the Trust or your profession into disrepute whilst outside of work.



Complementing the vision and values is the Trust's zero tolerance framework relating to behaviours and non-compliance with your clinical and non-clinical responsibilities. Failure to observe the vision and values behavioural statements, or the zero tolerance framework, may result in disciplinary action, including gross misconduct and termination of employment action being taken against you.

ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring that adequate resources are available for you to discharge your responsibilities.

Safeguarding

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children,

families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager or your Assistant Divisional Director. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

Confidentiality

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

Equality impact assessment

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.