

JOB DESCRIPTION

1. General Information

JOB TITLE:	Administration Assistant
GRADE:	Band 3
HOURS:	37.5
RESPONSIBLE TO:	Senior Specialist Anatomical Pathology Technologists
ACCOUNTABLE TO:	Mortuary and Bereavement Service Manager

Department Information

An overview of the department the post is based in

Organisational Values:

Our **values** help us to define and develop our culture, **what we do** and **how we do it**. It is important that you understand and reflect these values throughout your employment with the Trust.

The post holder will:

- **Put patients first**
- **Take pride in what they do**
- **Respect others**
- **Strive to be the best**
- **Act with integrity**

Our [values and behaviors framework](#) describes what it means for every one of us in the Trust to put our values into action. The framework can be found on our Trust careers pages and GTIntranet .

2. Job Summary

The post holder will work in the Mortuary at St Thomas' Hospital as part of a team of Anatomical Pathology Technologists (APTs) and Bereavement Officers to assist in the administration of the Mortuary. Providing support to the APTs by dealing with the needs of relatives, carers, doctors and nurses and various external stakeholders in relation to the deceased.

3. Key Relationships

Mortuary Assistant, Anatomical Pathology Technologists, Bereavement Officers, Service Manager, Consultants, Junior Doctors, Nurses, Medical and Nursing Students, Biomedical scientists and various external stakeholders; Funeral Directors, Coroner's Officers, Police Officers.

4. Duties and Responsibilities

Organisational and Administrative

- To organise the office work area
- To establish and maintain high standards of work within the office area.
- To ensure that records are kept up to date and stored safely to ensure compliance with good working practices for the standards of ISO accreditation and the Human Tissue Authority (HTA) codes of practice.
- To organise the daily case list in consultation with the APT staff.
- To liaise with and book appointments for funeral directors and/or family to collect deceased patients from Guy's and St Thomas' Mortuaries.
- To management appointment diaries
- To book viewings as required and liaise with relevant stakeholders to ensure adequate attendance by qualified staff.
- To maintain professional links with external statutory offices concerned with the administration of death by communicating in an effective and professional manner.
- To book groups attending the Mortuary for lectures in consultation with APT staff.
- To provide secretarial assistance to the department and management team.
- To organise patient transfers when required
- To maintain the departmental filing systems to an acceptable standard in order to comply with ISO and HTA standards.
- To ensure the provision of effective telephone answering service for department.
- To issue official documentation from the department under the direction of APT's.
- To maintain professional competency and dexterity in those precision based physical tasks, e.g. keyboard skills and maintain the levels of concentration required maintaining a quality service.

- To take minutes at meetings as required
- To identify and participate in audits within the department
- To adhere to all departmental standard operating procedures, policies and health and safety regulations.
- To keep the workplace and work areas clean and tidy
- To control access to the Mortuary within working hours.

Clinical and Laboratory Informatics

- To arrange for the safe collection and transportation of human tissue and samples and to maintain accurate records of dispatch and receipt
- To take case referrals from external service users in liaison with the APTs.
- To obtain relevant clinical information as required for cases including collection from departments if required.
- To enter data onto the Mortuary and Bereavement Microsoft CRM system correctly and with care

Procurement

- To assist the APTs in requisitioning and maintaining adequate supplies of office and Mortuary consumables
- To assist with liaison and emergency call out of engineers and companies related to Mortuary equipment.
- To maintain adequate levels of up to date printed stores

Quality

- To establish and maintain high standards of work in the office and to ensure effective liaison between the Mortuary and all it's stakeholders.
- To be aware of the requirements of data protection
- To attend departmental meetings as required
- To adhere to all regulations as set out by the HTA

The post holder is required to follow Trust policies and procedures which are regularly updated including:

Confidentiality / Data Protection / Freedom of Information

Post holders must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act of 1998. Post holders must not, without prior permission, disclose any information regarding patients or staff. If any member of staff has communicated any such information to an unauthorised person those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Following the Freedom of Information Act (FOI) 2005, post holders must apply the Trust's FOI procedure if they receive a written request for information.

Information Governance

All staff must comply with information governance requirements. These includes statutory responsibilities (such as compliance with the Data Protection Act), following national guidance (such as the NHS Confidentiality Code of Practice) and compliance with local policies and procedures (such as the Trust's Confidentiality policy). Staff are responsible for any personal information (belonging to staff or patients) that they access and must ensure it is stored, processed and forwarded in a secure and appropriate manner.

Equal Opportunities

Post holders must at all times fulfil their responsibilities with regard to the Trust's Equal Opportunities Policy and equality laws.

Health and Safety

All post holders have a responsibility, under the Health and Safety at Work Act (1974) and subsequently published regulations, to ensure that the Trust's health and safety policies and procedures are complied with to maintain a safe working environment for patients, visitors and employees.

Infection Control

All post holders have a personal obligation to act to reduce healthcare-associated infections (HCAIs). They must attend mandatory training in Infection Control and be compliant with all measures required by the Trust to reduce HCAIs. **All post holders must comply with Trust infection screening and immunisation policies** as well as be familiar with the Trust's Infection Control Policies, including those that apply to their duties, such as Hand Decontamination Policy, Personal Protective Equipment Policy, safe procedures for using aseptic techniques and safe disposal of sharps.

Risk Management

All post holders have a responsibility to report risks such as clinical and non-clinical accidents or incidents promptly. They are expected to be familiar with the Trust's use of risk assessments to predict and control risk, as well as the incident reporting system for learning from mistakes and near misses in order to improve services. Post holders must also attend training identified by their manager, or stated by the Trust to be mandatory.

Flexible Working

As an organisation we are committed to developing our services in ways that best suit the needs of our patients. This means that some staff groups will increasingly be

asked to work a more flexible shift pattern so that we can offer services in the evenings or at weekends.

Safeguarding children and vulnerable adults

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

Sustainability

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers monitors and equipment when not in use, minimising water usage and reporting faults promptly.

Smoking Policy

The Trust is committed to providing a healthy and safe environment for staff, patients and visitors. Staff are therefore not permitted to smoke on Trust property or in Trust vehicles

Review of this Job Description

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation. To be reviewed in conjunction with the post holder.

PERSON SPECIFICATION

POST Admin Assistant for Mortuary & Bereavement Services – **Band 3**

DEPARTMENT Mortuary

Requirements

	ESSENTIAL	DESIRABLE
Qualifications/Education	<ul style="list-style-type: none"> • 5 GCSEs, A*-C or equivalent • Office and computer skills (Word, Excel and Access) • Excellent communication skills, verbal and written • General computer literacy • Understanding of issues related to data confidentiality 	<ul style="list-style-type: none"> • AMSPAR • Committed to continuing professional development • LCCI private secretary's certificate/Diploma
Skills/Knowledge/Ability	<ul style="list-style-type: none"> • Ability to work under pressure and meet deadlines • Ability to adapt to changing work patterns • High degree of numeracy • Experience of tactfully and efficiently dealing with a variety of internal and external professionals and clients/patients ensuring their needs are met • Excellent communication skills, with the ability to: <ul style="list-style-type: none"> (i) relate to a diverse group of professional staff and public (ii) communicate clearly in writing, face to face and on the phone, (iii) convey sensitive information in an appropriate manner • Excellent organisational skills, with a demonstrable ability to manage and prioritise workload and work methodically, efficiently and 	

	<p>accurately</p> <ul style="list-style-type: none"> • Ability to work within a team and develop good working relationships with colleagues at all levels • Understanding of confidentiality and its application and maintenance in and out of the workplace 	
Experience	<ul style="list-style-type: none"> • 1 year minimum working experience in a secretarial/administrative/technical appointment in a Mortuary, Funeral Directors or medical environment 	
Physical Requirements	<ul style="list-style-type: none"> • Regular requirement to use VDU 	
Additional Information	<ul style="list-style-type: none"> • To be flexible in their approach to the work, according to priorities and changing organisational systems 	

Ruby Stewart – Mortuary and Bereavement Service Manager