

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Antenatal and Newborn Screening Programme Failsafe Officer |
| **Reports to** | Head of Midwifery |
| **Band** | 4 |
| **Department/Directorate** | Maternity – Clinical and Support Services Division |

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| **JOB PURPOSE** |
| The post holder will provide support to the Antenatal & Newborn (ANNB) Screening / Fetal  Medicine Team who are responsible for the coordination of five of the six national antenatal and newborn screening programmes and provision of the Fetal Medicine service (excludes Newborn Hearing screening).  This role will include the monitoring of screening systems to ensure that national screening standards are met and areas of concern identified in a timely manner; the collation of data to inform the nationally required Key Performance Indicators (KPI) / annual data submissions and assistance with screening audits to inform service provision.  The role will also support the Health Improvement Midwives who are responsible for the coordination of the Vaccination in Pregnancy Programme. This currently includes the Pertussis and Influenza Vaccinations. This will include the gathering of data and supporting the reporting mechanism currently in place. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To monitor screening systems on a daily basis to ensure that national screening standards are met and areas of concern are identified in a timely manner. * Be responsible for checking the quality of data entered onto the failsafe systems and to ensure that national standards are maintained. * To maintain the screening registers and inform the ANNB Screening Midwives of any impending breaches and remedial actions undertaken. * To provide data to the ANNB Screening Midwives for the quarterly Key Performance Indicators and annual report. * To liaise closely with the ANNB Screening Coordinators, wards and community teams to ensure the smooth running of the ANNB screening service. * To liaise with the Health Improvement midwives, collating data for the Vaccination in Pregnancy programme, submitting reports and compiling any reports required. * To be responsible for answering telephone enquiries and referring to other members of the team / department as appropriate. * To be confident and competent when dealing with distressed patients during telephone or face to face conversations and ensure resolution of individual concerns. * To respond expediently to abnormal results following investigative treatments, highlighting them in person to the ANNB Screening Midwives to avoid delay. * To contribute to ANNB screening programme audits. * To act as the main point of contact in relation to issues / updates for the screening failsafe systems. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis.  The role involves liaison on a daily basis with work colleagues and a variety of healthcare professionals at all levels. There is often a need to maintain a level of professionalism and decorum in difficult situations.  Contact with patients who may be emotionally upset.  There is substantial use of computer work throughout the day to search for patient information, input data and undertake analysis.  The work is mainly light office work. On occasions there is a need to transport & lift heavy sets of case notes.  Care must be taken to respect a patient’s privacy & dignity at all times and maintains confidentiality either when obtaining information / data directly from the patient or indirectly from case notes.  The work situation is such that there are frequent disturbances from phone calls and clinicians calling for assistance / advice / information, which can be inconvenient particularly when working on complex data analysis.  Working under pressure with tight schedules and deadlines in order to meet trust, regional and national targets.  Working with competing and changing priorities whilst meeting deadlines. |
| **ORGANISATIONAL CHART** |
| |  | | --- | | Head of Midwifery |  |  | | --- | | Lead midwife for Community & outpatient services |  |  | | --- | | Antenatal and Newborn Screening Coordinator |  |  | | --- | | **Antenatal and Newborn Screening Programme Failsafe Officer** | |
| **FREEDOM TO ACT** |
| Ability to work using own initiative with excellent organisational skills and meticulous attention to detail.  To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will communicate with a range of senior stakeholders concerning their views in relation to complex projects/plans. The post holder will need to facilitate collaborative working between managers internally and externally in order to achieve objectives; this will require negotiation and motivation skills.  The post holder will receive information which may be complex and sensitive and require actions which will be time critical. This will require timely discussion and dissemination to members of the team as appropriate.  The post holder will need to maintain good working relationships with their own and other departments.  The post holder will establish strong communication links with the patient advice and liaison team and relevant patient user groups. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Excellent communication and interpersonal skills to support a positive patient experience and articulate in a confident manner both face to face and over the telephone.  Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with clients or other departments/partner agencies. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Ability to plan and organise own workload in consideration of the service capacity and demand. Working with the ANSCO to ensure workload is planned and organised in the most effective and timely way. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities.  The post holder will have daily contact with patients in the course of their normal duties. |
| **POLICY/SERVICE DEVELOPMENT** |
| Propose changes in conjunction with working groups which have wider implications. This may involve participation in working groups to develop service policy and performance. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes and applications relevant to the department. Responsible for maintaining patient data. |
| **RESEARCH AND DEVELOPMENT** |
| The post holder will partake in National audit activity as required. |
| **PHYSICAL SKILLS** |
| Advanced keyboard skills are required. |
| **PHYSICAL EFFORT** |
| Ability to work flexibly within the department utilising hot desks and office space as appropriate.  The work is mainly light office work. On occasions there is a need to transport & lift heavy sets of case notes. |
| **MENTAL EFFORT** |
| Ability to work under pressure, prioritise own workload and work to deadlines.  Working under pressure with tight schedules and deadlines in order to meet trust, regional and national targets.  Working with competing and changing priorities whilst meeting deadlines. |
| **EMOTIONAL EFFORT** |
| The post holder will meet with staff and/or stakeholders several times a week, requiring the post holder to effectively influence and negotiate in difficult circumstances.  There is some exposure to distressing or emotional circumstances within this post. Seeing and hearing about patients with Cancer at MTD/breach analysis meetings. Imparting unwelcome news to stakeholders e.g. where performance targets have not been met. |
| **WORKING CONDITIONS** |
| The post holder will work primarily within the Antenatal clinic setting in a shared office.  The role requires the ability to sit for long periods using Display screen equipment. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling  Contribute to and work within a safe working environment  You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection  As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust’s disciplinary policy) up to and including dismissal.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **GENERAL** |
| This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.  Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Antenatal and Newborn Screening Programme Failsafe Officer |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  . | Good general education including GCSE in English (or equivalent)  NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  RSA III or equivalent level of skill gained through experience or alternative qualification  Additional relevant administration knowledge acquired through further experience |  |
| **KNOWLEDGE/SKILLS** | Excellent Written/verbal communication skills  Advanced keyboard & Computer Skills (Microsoft office)  Ability to work using own initiative with excellent organisational skills and meticulous attention to detail.  Ability to work under pressure, prioritise own workload and work to deadlines.  Ability to exercise judgement and take responsibility for actions.  Able to promote good working relationships amongst team, colleagues and clinical staff. | Good working knowledge of Maternity digital systems  Knowledge of the five National Antenatal and Newborn Screening Programmes |
| **EXPERIENCE** | Experience with Data collation and analysis  Significant clerical/administrative experience within customer care environment or similar  Experience of working under pressure  Experience of working as part of a team in a mutli-disciplinary environment | Previous Experience of working in the NHS |
| **PERSONAL ATTRIBUTES** | Motivated and Reliable  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Adaptable and responsive to changing service  Confident and sympathetic when liaising with patients/staff  Ability to remain calm and professional when working under pressure. |  |
| **OTHER REQUIREMENTS** | The post holder must demonstrate a positive commitment to uphold diversity and equality policies by the Trust |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | Y |  | X |  |  |
| Contact with patients | Y |  |  | X |  |
| Exposure Prone Procedures | Y | X |  |  |  |
| Blood/body fluids | Y |  | X |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | N | XRXR |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N | R |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | Y | X |  |  |  |
| Mental Effort | Y |  |  |  | X |
| Emotional Effort | Y |  |  | X |  |
| Working in isolation | Y |  | X |  |  |
| Challenging behaviour | Y | X |  |  |  |