

JOB DESCRIPTION

JOB DETAILS	
Job Title	Patient Safety Administrator
Reports to	Safety and Risk Team Administration Manager
Band	Band 3
Department/Directorate	Corporate Nursing – Patient Safety

JOB PURPOSE
The purpose of this role is to provide high quality and efficient administrative support to the Patient Safety service. This will include designing and formatting documentation and being confident in using multiple different computer systems. The post requires a proactive person with confidence to adapt to change and wide variety of work needed within Patient Safety, which will include providing targeted support to either the Patient Safety Improvement Team, Safety Systems Team and/or Risk and Investigations Team. The post holder will be a driven and resourceful person who has good use of their initiative and self-directed learning. They must be comfortable with working independently as well as collaboratively and managing their own workload. It is expected that they interest in patient safety and quality improvement with good attention to detail and organisational skills.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
The post holder will provide comprehensive administrative support to the Patient Safety service inc. Patient Safety Improvement, Safety Systems, and Risk and Investigations Teams, by co-ordinating a professional, efficient and effective administrative service in accordance with all Trust policies and standards. The post holder will take a leading role in providing all aspects of general administration and clerical work for the Patient Safety service including but not exclusively: • Document preparation • Email and phone correspondence • Typing letters and/or reports • Maintaining databases, shared drives, generic email boxes and calendars • Filing • Patient records requests and collection, where required • Gaining signatures • General office management support (including electronic calendar / diary management) • Ensuring Trust policies and procedures are adhered to, supporting management requirements The post holder will ensure that the professional image and high standards of the Trust and patient/staff safety & confidentiality of information is maintained at all times.

KEY WORKING RELATIONSHIPS
Areas of Responsibility: Administrative and clerical No. of Staff reporting to this role: Not applicable

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.

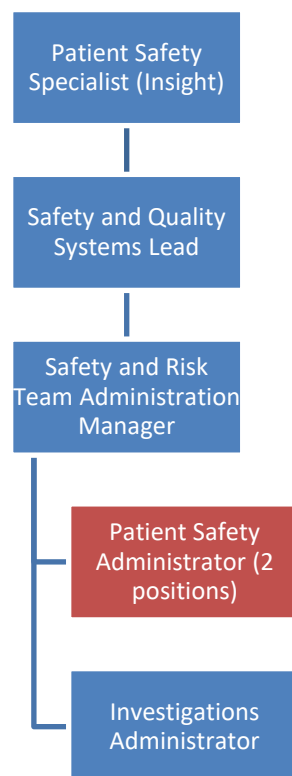
In addition the post holder will deal with the wider healthcare community, external organisations and the public.

This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Patient Safety Specialists • Patient Safety Teams inc. Patient Safety Improvement, Risk and Investigations, Safety Systems • Patient Experience Team • Other Administrators and support administrators across the Trust • Administration and secretarial teams across the Trust • Clinical Audit • Members of the MDT clinical teams • Divisional Management teams • Senior Nursing staff and other ward staff • MyCare and IM&T Departments • Central Support Team	• Patients and their relatives/carers

ORGANISATIONAL CHART



FREEDOM TO ACT

- Works within defined Trust policies, procedures and departmental standard operating procedures.
- Workload is managed independently rather than supervised.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will:

- Maintain key working relationships with own and other departments
- Respond to queries, communicating complex, sensitive, contentious information with a range of internal and external stakeholders, where persuasion or negotiation may also be required. .
- Answer phones and emails on behalf of the patient safety function.
- Be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

ANALYTICAL/JUDGEMENTAL SKILLS

The post holder will:

- Handle general administration issues for the patient safety service and its teams, using initiative to escalate complex matters to a senior member of staff. The post holder will also have the ability to use their initiative and take appropriate action in the absence of team/manager.
- Make judgements on facts, some of which require analysis, such as resolving conflicting meetings or challenging emails.

PLANNING/ORGANISATIONAL SKILLS

The post holder will:

- Have the ability to work using own initiative and manage time effectively to meet deadlines.
- Organise own day to day activities and tasks.
- Arrange meetings and organise patient safety/training events, inc. room bookings
- Organise, communicate and keep records for Patient Safety events for staff. This will also include planning and communications.
- Organise and circulate meeting agendas, report slides and papers.
- Minute meetings and update actions.
- Assist with the management of team members diaries (this may include informing all appropriate people/departments of annual or other leave of members).
- Participate in team and divisional meetings as required.
- Although the post holder will provide specific administrative support to either the Safety Improvement, Safety Systems, and/or Risk and Investigations Team; they will be required to support the wider Patient Safety administrative function where required i.e. during periods of staff sickness or annual leave, and as requested by their line manager.

PATIENT/CLIENT CARE

- The post holder will sometimes interact with patients/clients by phone/email and provide non-medical information or complete surveys and questionnaires to service users, colleagues and other professionals.

POLICY/SERVICE DEVELOPMENT

The post holder will:

- Monitoring of work that has been registered by Trust staff with the Patient Safety service, communications to prompt key action, supporting the development of protocols, processes and procedures, where required.
- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Work within Trust and departmental policies that are relevant to the role. The post holder will contribute to the continuous improvement in the efficiency and effectiveness of these policies.

FINANCIAL/PHYSICAL RESOURCES

The post holder will:

- Order stock, equipment and office supplies & stationery

- Support the patient safety team with procuring/arranging services such as transport, accommodation, placements and meeting rooms
- Ensure the safe, efficient and effective use of all resources used within the course of the post holder's own duties, maintaining an awareness of the financial impact of inappropriate use.

HUMAN RESOURCES

The post holder will:

- Demonstrate own activities to new or less experienced staff; including the support of new starters to carry out their role.
- Undertake training as required to maintain competency/comply with trust policies.
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.
- Assist secretaries and other members of the admin team in the delivery of a high quality patient safety service and facilitating of training, where required.
- Understand the limitations of the role and how to access support.
- Take part in the 'Ward Accreditation' program as the non-clinical team member.
- Provide cover in periods of absence as directed by Safety and Risk Team Administration Manager, this may involve moving to other areas.
- The post holder may be required to work within other administrative areas or undertake other administrative duties as appropriate as directed by their line manager.

INFORMATION RESOURCES

The post holder will:

- Design and format a range of documentation for the patient safety service
- Use multiple complex computer systems such as, excel, word, Datix and EPIC
- Design spreadsheets - inputting, pulling and reporting data.
- Photocopy, file, print and laminate documentation and posters.
- Maintain health records and patient files, where required, in line with Trust Health Records Policy.

RESEARCH AND DEVELOPMENT

- The post holder will comply with Trust's requirements and undertake/complete surveys or audits as necessary to own work.

PHYSICAL SKILLS

- Daily use of IT systems requiring advanced keyboard skills, Microsoft Office programs
- Maintain department equipment as required.

PHYSICAL EFFORT

- A combination of sitting and standing, occasional physical effort required, i.e. moving stock.

MENTAL EFFORT

- Adapt to frequent interruptions where there are competing priorities
- Concentration required for minute taking, data entry and typing of documents

EMOTIONAL EFFORT

- Occasional indirect exposure to distressing or emotional circumstances, for example, when dealing with correspondence from staff, patients and visitors.

WORKING CONDITIONS

- General office conditions.
- Use of VDU equipment more or less continuously on most days.

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.

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.

PERSON SPECIFICATION

Job Title	Patient Safety Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING - Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English - Good standard of general education (GCSE's/A-Levels) - NVQ3 in Business and Administration and/or equivalent administrative/secretarial experience - Qualification in IT and/or significant experience using MS Office software (Excel, Word, PowerPoint) and/or equivalent experience - Ability to use EPIC effectively	E E E E	D
KNOWLEDGE/SKILLS - Effective interpersonal, organisational and communication skills using a variety of media - Awareness of current patient safety issues and improvement in healthcare - Knowledge of the DATIX Risk Management system - Proficient in the use of IT and information systems - Ability to process complex information and produce reports - Ability to manage own workload and to supervise the workload of others - Ability to delegate tasks	E E E E E	D D
EXPERIENCE - Experience of working in an administrative capacity within customer care environment - Excellent record keeping skills and organisational skills - Experience of working in a healthcare setting - Experience of communicating effectively with a variety of people in a variety of media - Experience of supervising lower banded staff	E E E	D D
PERSONAL ATTRIBUTES - Able to work as a part of a team and independently - Commitment to and focused on quality, promoting high standards in all they do - Flexible approach to work and ability to cope with uncertainty and change - Actively develops themselves and supports others to do the same - The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. - Ability to travel to other locations as required - Ability to work remotely if required	E E E E E E	

FREQUENCY

		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y		X		
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitisers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
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				
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	N				
Mental Effort	N				
Emotional Effort	N				
Working in isolation	N				
Challenging behaviour	Y	X			