

JOB DESCRIPTION

JOB DETAILS	
Job Title	Safeguarding Maternity and Children Administrator
Reports to	Nurse Consultant Safeguarding Lead
Band	4
Department/Directorate	Integrated Safeguarding Team

JOB PURPOSE

To provide all aspects of secretarial and administrative duties to the Named Midwife for Safeguarding, Complex Care Midwife, Integrated Safeguarding Team.

Duties will include diary management and prioritisation of appointments, audio typing of medical letters and child protection. The post holder will manage the maternity safeguarding supervision processes for Hospital and Community Midwives, arranging regular meetings, monitoring compliance and ensuring records are maintained. They will prepare agendas and associated papers and minute taking.

The post holder is responsible for managing their own workload, which may include financial and personnel administration and assisting in the organisation of the Named Midwife, Complex Care Midwife and Integrated Safeguarding Teams' workload.

This role will also include the day to day management of databases which record safeguarding incidents, processes and associated documents and safeguarding supervision. The post holder will be expected to undertake audit preparation, produce reports and have a good knowledge of hospital reporting systems. The post holder will also need to ensure urgent communications are identified and escalated in a timely manner.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- To support the Named Midwife, Complex Care Midwife and Safeguarding clinical specialists with all areas of administration including but not exclusively: diary management, audio typing, medical letters and reports, meeting organisation, agenda preparation, minute taking, database management, recording of safeguarding incidents and associated processes with the relevant documentation.
- Manage and update the Trust intranet Safeguarding pages with information to ensure that the information published is current and relevant.
- Fully manage and support the Maternity Safeguarding processes including but not exclusively the Safeguarding Supervision arrangements for the Midwives, Vulnerable Pregnancy Meetings and any associated databases/folders.
- Fully manage and support the safeguarding processes throughout the Trust in conjunction with the Specialist Nurse(s) Safeguarding including uploading of information and reports to patient record, addition, review and deactivation of safeguarding flags and MARAC (Multi-agency risk assessment conference) for High risk domestic abuse related work including research.
- Fully manage and support the safeguarding maternity and complex care process throughout the Trust in conjunction with the Named Midwife and Safeguarding Specialists.
- Manage the safeguarding processes for unborn and neonatal children and their families supporting the completion of initial documentation, arrange meetings, take minutes and prepare reports, liaising with multi-disciplinary agencies and ensuring that procedures are updated and published for staff to access.

- Support the safeguarding administrative team to cover their roles and responsibilities.
- Provide and receive routine information requiring tact or persuasive skills.
- Provide and receive complex or sensitive information and provide advice and/or instruction to individuals.
- Exchange information with patients, relatives and staff on a variety of departmental matters and procedures, including anxious patients and relatives, or those with cultural or language difficulties.
- Communicate complicated administrative information to staff from other departments and external contacts.
- Induction of new staff and maintaining of working relationships with own and other departments.
- Communicate complex, sensitive, and sometimes, contentious information with a range of stakeholders, including where persuasion or negotiation is required.
- Prepare audits, produce reports and have a good knowledge of reporting systems.
- 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.
- Support the other members of the secretarial / MCA team to cover their roles and responsibilities.
- Work is managed rather than supervised and the post holder will organise own workload on a day to day basis, including planning of straightforward tasks and organising complex, on-going activities.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

The post holder will be based both at the North Devon District Hospital Maternity Unit and Barnstaple Health Centre and will provide administrative support to the Safeguarding Specialist Nurses, Named Midwife, Complex Care Midwife and Integrated Safeguarding Team and medical teams.

The post holder will fulfil all tasks and work as part of a team. The post holder will have delegated responsibility for supervision of staff within the team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate and as directed by the line manager.

Speciality Specific Information:

- Due to the nature of this position, there would be an expectation that the post holder will receive regular safeguarding supervision from a clinical member of the safeguarding team.
- In the absence of the Specialist Nurses, Named Midwife, Complex Care Midwife, the post holder will be responsible for signposting staff to the correct services in relation to safeguarding queries and advice.

Number of Staff reporting to this role:

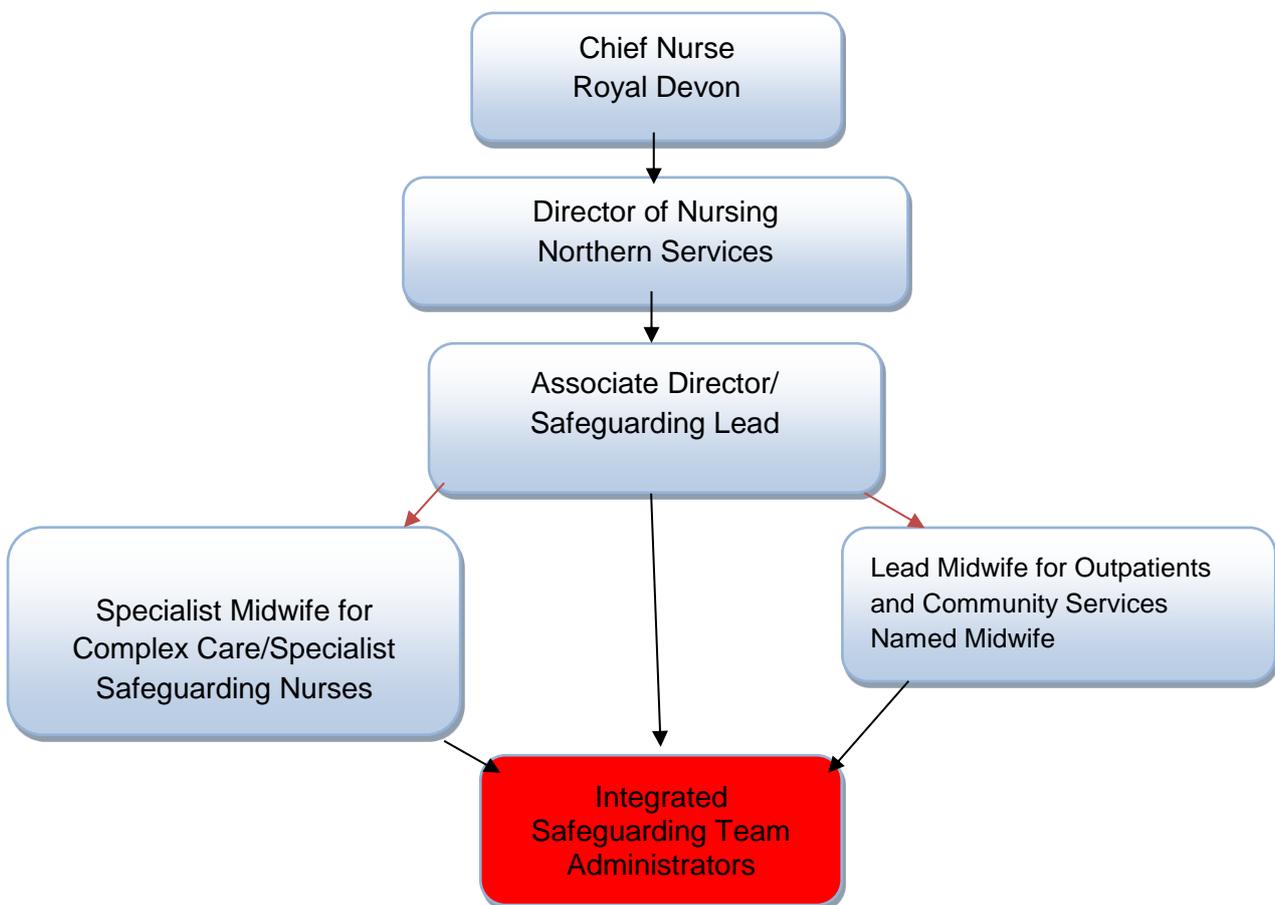
The post holder is required to deal effectively with staff of all levels throughout the Trust on a day to day basis.

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
<ul style="list-style-type: none"> • Named Midwife for Safeguarding • Complex Care Midwife • Head of Safeguarding • Head of Midwifery • Midwifery Safeguarding Supervisors • Midwifery Team Leaders • Midwives • Obstetrician/Gynaecologists/Consultants • Paediatric Consultants • Safeguarding Team Nurses • MCA Team • Wards & Departments within the Trust • Community Teams • Administration Teams • Named Doctor for Child Death • Ward Managers • Safeguarding Team Nurses 	<ul style="list-style-type: none"> • Multi Agency Safeguarding Hub • Children’s Social Care • Vulnerable Pregnancy Multi-Agency Partners • Devon Children & Family Partnership • Family Health Devon • Adult Social Care • Police • Educational settings including Schools and colleges • South West Peninsula Child Death Overview Panel

ORGANISATIONAL CHART



FREEDOM TO ACT

The post holder is managed and will organise their own day to day activities and tasks and allocate to staff as appropriate, arranging staff cover as and when necessary.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's standards of customer care. They will welcome visitors and deal with clients in a confidential and sensitive manner, this could be face to face or over the phone and may require tact, persuasion and negotiation skills to exchange information relating to appointments/admissions and reporting.

To courteously and efficiently receive enquiries (including telephone calls), take messages and ensure that these are passed on to the appropriate person in a timely manner. To communicate effectively with staff and clients within partner agency organisations in a confidential and sensitive manner, this may include GP's, healthcare professionals, hospital departments and referral centres.

The post holder will 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

Judgements on complex facts requiring interpretation and comparing options which may involve exercising judgement when dealing with patient, staff or external contacts. Resolving minor problems with regard to patient records, personnel and payroll. Ability to use initiative and take appropriate action in absence of team/manager.

PLANNING/ORGANISATIONAL SKILLS

The ability to work using own initiative, prioritise and manage time effectively to meet deadlines. The post holder will be responsible for diary management, collation and distribution of case notes.

The post holder will plan and organise meetings with other professionals/agencies, including co-ordinating outpatient clinics and the child death review process.

Co-ordinating and booking outpatient clinics, providing administrative support following these appointments up to and including clinic outcomes. This may also include liaising with multiagency services that are requesting referral or to make onward referrals.

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 regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients and carers i.e. appointment/admission information.

POLICY/SERVICE DEVELOPMENT

Participate in policy and service development. Follow Trust policies, make comments on proposals and implement administration processes as well as proposing changes to working practices for their own area and that of the areas they provide administration for.

FINANCIAL/PHYSICAL RESOURCES

The post holder will receipt deliveries and monitor stock levels of stationery.

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. Take an active part in the development review of their own work suggesting areas for learning and development.

Demonstrate duties to new starters, and allocate and check work of other administrative staff, where appropriate. Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development.

INFORMATION RESOURCES

Daily use of IT programmes relevant to the work area including medical records systems. Responsible for records management (creation, storage, archive, retrieval of records) in line with Trust policies and procedures. The post holder will modify systems and processes during the continual review for efficient services.

The post holder will transcribe minutes of meetings and medical notes/letters.

RESEARCH AND DEVELOPMENT

Comply with Trust's requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

The post holder will have advanced keyboard skills for the purposes of audio typing.

PHYSICAL EFFORT

Combination of sitting, standing and walking with frequent sitting or standing in a restricted position.

Occasional moderate effort for several short periods.

Keyboard work for long periods; lifting case notes; pushing notes trolleys; moving equipment.

MENTAL EFFORT

Frequent need for high levels of concentration. Unpredictable work patterns to meet the needs of the service. Interruptions from medical staff, external agencies and competing priorities.

EMOTIONAL EFFORT

Exposure to distressing or emotional circumstances is indirect but frequent. In some circumstances it will be necessary to be exposed to information of a distressing nature and to have to deal with distressed patients or bereaved relatives. Deals with staffing issues.

WORKING CONDITIONS

Use VDU equipment more or less continuously.

OTHER RESPONSIBILITIES

Take part in regular performance appraisals.

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 resources.
- 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

TRUST VISION AND VALUES

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Compassion

Integrity

Inclusion

Empowerment

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff's commitment to meeting the needs of our patients. We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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 post holder. 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	Safeguarding / Community Paediatric Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
Relevant keyboard qualification (Advanced) i.e. RSA III	E	
NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent experience	E	
Additional relevant knowledge acquired through further experience	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
Advanced IT/Keyboard skills including use of Word, Outlook, Powerpoint and Excel.	E	
Audio typing.	E	
Ability to manage own workload and to supervise the workload of others and ability to delegate tasks	E	
Knowledge of medical terminology	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment working at a senior level	E	
Experience of supervising lower banded staff	D	
Previous NHS/Social Services experience	D	
Cash management	D	
PERSONAL ATTRIBUTES		
Reliability and flexibility, able to contribute to changing demands of the service.	E	
Effective interpersonal, organisation and communication skills	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team and delegate tasks to and supervise lower bands.	E	
	E	

Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.		
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Ability to travel to other locations as required	E	

Complete the table below as appropriate

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
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				F
Heavy manual handling (>10kg)	N				
Driving	Y	R			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y			M	
Mental Effort	Y				F
Emotional Effort	Y				F
Working in isolation	Y			M	
Challenging behaviour	Y		O		