JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Maternity Administrative Support. |
| **Reports to** | Midwifery Team Leader |
| **Band** | Band 3 |
| **Department/Directorate** | Clinical Support and Specialist Services |

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| **JOB PURPOSE** |
| The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking.  A large part of the role is undertaking the administration for the comprehensive Maternity Self-referral booking service for pregnant women accessing care at Royal Devon Healthcare University NHS Foundation Trust. This will include co-ordinating, booking and arranging appointments for women, providing the relevant information as required, ensuring any urgent referrals and messages are dealt with in a timely manner. This will be following local and national guidelines.  The post holder will also support the midwifery teams with Administrative duties to support the team to work effectively and professionally with women accessing the service and other members of the Multi-professional team where appropriate. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The Administrator will be based in the Maternity Service, within the community Midwifery teams and will provide administrative support as needed. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.   * Provide a comprehensive maternity booking service, ensuring women receive a timely appointment and all revelant information required in advance of the appointment with the midwife. * Answer correspondence with women via email, telephone enquiries and face to face conversations. * Liaise where appropriate with other health professionals where required to include GP’s, health visitors and Obstetricians. * Arranged and re-arrange appointments. * Maintaining and ordering required stock within the community setting. * Attending team meetings, taking of minutes where appropriate, Circulating minutes and other admin tasks. |
| **KEY WORKING RELATIONSHIPS** |
| The post holder will be working primarily within the midwifery team in the community setting. They will also be 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** | | * Midwives | * GP’s | | * Midwifery support workers | * Health Visitors | | * Reception and Admin teams. * Smoke Stop Service. | * Children’s Social Care. | | * Obstetricians * Anaesthetist * Paediatricians |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder will manage their own workload work following relevant policies and guidelines. New ideas for service improvement are welcomed. There will be occasions where judgement will need to be made but they will be able to escalate/discuss any concerns or queries to a member of the midwifery team. The team leader will manage and be responsible for any complex situations. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example, receiving enquiries, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.  To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public.  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** |
| Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks.  The post holder will be a arranging the booking appointments for women accessing services at NDHT for their first contact. This will involve requires assessment of length of gestation to ensure appointments are timely. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the women, as the first priority, at the centre of all care offered. The post holder will have regular contact with women by phone or face to face and will provide non-medical information and advice to them. |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor stock levels of stationery, receive deliveries and report maintenance faults.  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.  Participate in recruitment processes including being involved in interviews 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 in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the department to process and store information. Daily use of appointment system an being able to make required changes.  Managing data in spreadsheets and word format where required.  Responsible for maintain patient data in accordance with Trust policy. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Use advanced keyboard skills to operate Trust computer systems. Frequent requirement to sit at display screen equipment for long periods in the working day. |
| **PHYSICAL EFFORT** |
| The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent or occasional basis for several short periods or several long periods during the shift. Daily requirement to sit at display screen equipment for long periods in the working day. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.  The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.  There will be occasional indirect exposure to distressing or emotional circumstances, for example women attending antenatal care and receive bad news.  There will be rare distressing circumstances and potential aggressive behaviours from women o their families. |
| **WORKING CONDITIONS** |
| The post holder will be working within a team so will have the opportunity to discuss and ask any questions and raise concerns. You will be expected to travel to support the midwifery team in their different locations.  Use display screen equipment for substantial proportion of working day. |
| **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.  At the Royal Devon, we are committed to reducing our carbon emissions and minimizing the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Maternity Administrative Support |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**    Good Standard of Education  NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience  Relevant keyboard qualification i.e. RSA III | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills  Ability to manage own workload and to supervise the workload of others  Ability to delegate tasks | E  E  E  E |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment  Previous NHS/Social Care Services experience. | E | D |
| **PERSONAL ATTRIBUTES**  Reliability and Flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  These could include team working, being a self-manager, good interpersonal skills, good communications skills, ability to be empathetic, handle difficult or emotional situations, good organisational skills etc.  Able to work as a team member. | E  E  E  E |  |
| **OTHER REQUIREMENTS**  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 | E  E |  |

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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 | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | N |  |  |  |  |
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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 |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| 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 | N |  |  |  |  |
| Challenging behaviour | N |  |  |  |  |