

## **JOB DESCRIPTION**

### **1. JOB DETAILS**

<b>Job Title:</b>	<b>Team Leader</b>
<b>Band:</b>	<b>4</b>
<b>Responsible To:</b>	<b>Administrative Line Manager/Department Line Manager</b>
<b>Accountable To:</b>	<b>Administrative Line Manager/Department Line Manager</b>
<b>Department/Division:</b>	<b>Acute Medicine Unit, Medicine</b>

### **2. JOB PURPOSE**

- This post will be responsible for the team leadership of the Acute Medicine Unit admin team including the day to day supervision of the team.
- This post will ensure that the admin team will provide a professional, comprehensive, efficient, accurate and timely service.
- This post will provide high quality personal assistance to management team including responsible administrative support in their absence, using own initiative and working without supervision.
- Ensure all information is secure and confidentiality of information is maintained at all times
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Ensure the professional image of the Trust is maintained at all times

### **3. KEY WORKING RELATIONS**

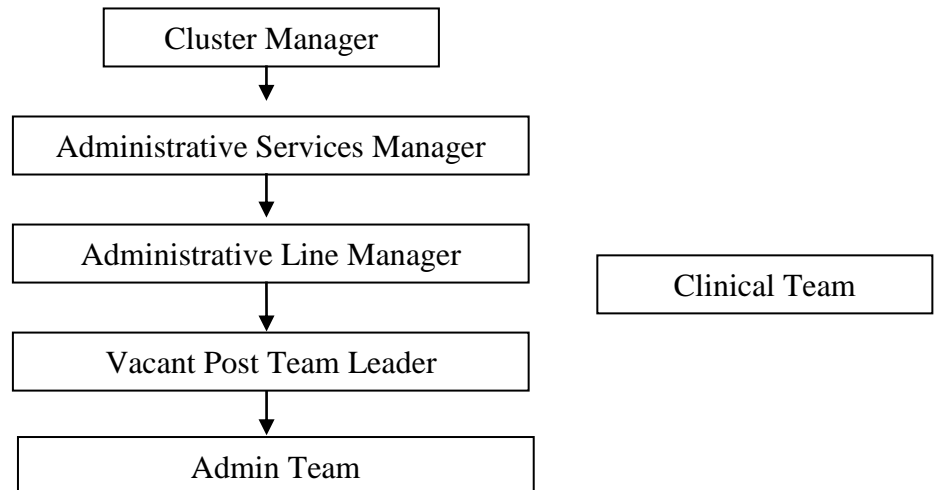
- Administrative Services Manager/Administrative Line Manager
- Divisional Management team
- Members of the multi-professional clinical team
- Administration and secretarial teams across the Trust
- Administrative and Clerical staff within area of responsibility
- External NHS organisations
- External organisations/providers
- Patients and their relatives
- GPs
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Central Support Team

### **4. DIMENSIONS**

- The post holder will be expected to attend/complete relevant training sessions in I.T. to ensure smooth delivery of services i.e, EPIC.
- To be flexible and adaptable to the needs of the service supporting our administration teams.
- The post holder will be expected to meet the trust targets for the 4-Hr target, following the appropriate escalation process.

- The post holder will be expected to multi-task and prioritise.
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

## 5. ORGANISATIONAL CHART



## 6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

### • Supervisory and Human Resources

- To provide day to day supervision, mentoring, support and performance monitoring to the administration team, including managing the rota, authorising annual leave and resolving simple staffing issues
- To undertake or assist the Admin Line Manager in return to work interviews and absence management monitoring
- To assist Admin Line Manager in delivery of PDR for team members overseen by this post
- Engendering a learning organisation; sharing expertise across the trust and ensuring team members complete required and essential (mandatory) learning as required
- To ensure adequate cover is in place during periods of leave
- To support recruitment campaigns by undertaking or assisting the Admin Line Manager in shortlisting of candidates

### Administrative functions

- Ensuring that all documentation is produced to an excellent standard
- To ensure effective and efficient diary management, and to enable management time to prepare and attend meetings
- To manage Managers' and team diaries, ensuring all absences/meetings are accurately recorded
- To organise and co-ordinate meetings including sourcing of suitable venue, time and equipment
- To ensure records and filing systems are maintained in line with Trust policies

- To ensure effective bring forward systems, ensuring necessary range of papers are available to management team
- To ensure Trust database (ESR) is kept up to date and accurate for all training
- To ensure all requests or requirements are actioned appropriately in the manager's absence.
- To ensure photocopying and distribution of papers are completed and issued as required
- To set up and maintain accurate and effective filing systems both paper based and electronic filing systems
- Maintain health records and patient files in line with Trust Health Records Policy
- To carry out routine analysis of information as directed by manager, carrying out research to support analysis of information
- Use multiple computer systems as required within the department
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

### **Service delivery/improvement**

- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

### **Communication**

- To appropriately deal with all day to day correspondence within the department
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication

### **Governance**

- To comply with HR policies particularly in relation to mandatory (essential) training and Personal Development Reviews to assist all members of the team in being up to date
- 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
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

### **Resource Management**

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
- To maintain stock control, re-ordering supplies where necessary

### **Additional Responsibilities**

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

### **Trustwide Responsibilities**

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

## **THE 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:

Honesty, Openness & Integrity  
Fairness,  
Inclusion & Collaboration  
Respect & Dignity

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 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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

**POST: Team leader**

**BAND: 4**

**QUALIFICATIONS / TRAINING:**

Educated to 'A' level standard or equivalent experience  
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or  
equivalent in Maths and English  
ILM Level 3 in Team Leading  
RSA III Typing or equivalent experience  
Audio Typing qualification or equivalent experience  
Clinical Document Management (CDM)  
EPIC PAS training  
ECDL, CLAIT or equivalent

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**KNOWLEDGE / SKILLS:**

- Excellent planning & organisational skills
- Ability to prioritise workload to respond to changing demand
- Ability to liaise and communicate with staff at all levels
- Motivation and negotiation skills
- Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives
- Ability to promote good working liaisons (staff, patients, relatives)
- Extracting information / Listening Skills
- Ability to handle complex enquiries - distressed & anxious patients
- Ability to deal with challenging behaviour
- Ability to provide excellent customer care
- Knowledge of IT databases and computer systems
- Comprehensive PC skills - databases, word-processing, email, Excel
- Understanding of hospital IT systems
- Knowledge of PAS or equivalent information system
- Analytical skills & ability to problem solve
- Proven strong administration skills
- Accurate data entry
- Excellent telephone manner
- Knowledge of Trust procedures
- Able to work independently, with minimum supervision
- Proven ability to motivate staff and encourage team work
- Ability to coach and mentor others
- Ability to effectively supervise staff on a day to day basis
- Ability to engage and influence staff within their area of responsibility
- Knowledge of PDR process
- Ability to deal with members of a multi-disciplinary team
- Ability to co-ordinate complex diary management
- Good decision making skills
- Accurate audio typing
- Understanding of the basics of finance and health and safety

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**EXPERIENCE:**

Previous clerical experience  
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  
Supervision and the development of staff

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<b>PERSONAL ATTRIBUTES:</b>		
Enthusiastic highly motivated & committed to delivering a service	<b>E</b>	<b>E</b>
Understand team work and work within a team	<b>E</b>	<b>E</b>
Able to plan and organise workload	<b>E</b>	<b>E</b>
Able to prioritise own work load and meet deadlines	<b>E</b>	<b>E</b>
Ability to work un-supervised	<b>E</b>	<b>E</b>
Can remain calm and professional in a busy environment	<b>E</b>	<b>E</b>
Empathetic, but able to understand professional boundaries	<b>E</b>	<b>E</b>
Smart appearance, adhering to the Uniform Policy	<b>E</b>	<b>E</b>
Welcoming friendly and approachable manner	<b>E</b>	<b>E</b>
An adaptable approach to work	<b>E</b>	<b>E</b>
Flexible approach to working hours	<b>D</b>	<b>E</b>
Commitment to continual development to inc. relevant new systems, policies and procedures	<b>E</b>	<b>E</b>
Adheres to relevant Trust policies & procedures	<b>E</b>	<b>E</b>
Adheres to confidentiality & data protection requirements	<b>E</b>	<b>E</b>

<b>Hazards within the role, used by Occupational Health for risk assessment</b>					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	