Royal Devon University Healthcare NHS Foundation Trust

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administrative Assistant/Laboratory Support
Reports to	Administration Line Manager
Band	3
Department/Directorate	Genomic Laboratory/Specialist Services

JOB PURPOSE

Through the reconfiguration of Genomic Laboratory service provision in England, the NHS will provide Genomic testing through a single national testing network, consolidating and enhancing the existing laboratory provision. This will create a world-class resource for the NHS, underpin the future Genomic Medicine Service and support delivery of the Government's Life Sciences Strategy and broader research and innovation agenda, building upon the NHS contribution to the 100,000 Genomes Project. The South West Genomic Laboratory Hub (SWGLH) is a partnership arrangement between the Royal Devon University Healthcare NHS Foundation Trust and the North Bristol NHS Trust. The Exeter laboratory is the national provider of the Rapid Exome sequencing service and one of three NHS England designated specialist providers for endocrine tests. The team works closely with an internationally acclaimed research team with expertise in the genetics of diabetes and hyperinsulinism, providing a range of specialist tests to users throughout the world.

This post holder will be expected to undertake administrative and specimen reception duties required to support the Genomics Laboratory in the provision of an effective and high-quality Genetics service to patients in accordance with National and Professional standards. They will provide both effective and high-quality administrative support to ensure a professional, efficient, accurate and timely service in addition to being responsible for all aspects of sample receipt, including unpacking, accurately checking and logging samples into the laboratory computer system (StarLIMS). They will ensure that patient confidentiality and the professional image of the Trust are maintained at all times, under the supervision of the Lead Administrator

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

ADMINISTRATIVE AND CLERICAL

- Responsible for opening, sorting and storing mail and managing emails to the department in accordance with Trust policies, ensuring that any urgent and/or important communications are actioned or brought to the attention of an appropriate person efficiently.
- Accurate data entry of patient information into LIMS/databases (StarLims, Access databases, EPIC), including attaching all relevant patient correspondence and reports to the patient record in the LIMS.
- Responsible for generating a subset of patient reports using the reporting templates in StarLIMS for authorisation by appropriately trained staff.
- Responsible for ensuring the accurate and timely dispatch of reports to clinicians and laboratories.
- Provide support to the laboratory technical and scientific teams by assembling and dispatching sample collection kits.
- Undertake weekly and monthly StarLims reports (crystal reports) and maintenance tasks.
- Undertake general clerical duties including filing, photocopying, scanning, taking minutes at meetings and stock control, notifying the appropriate person when items need reordering to ensure continuous supply.
- Participate in the laboratory's quality management system, including undertaking audits and reviewing and updating standard operating procedures (SOPs), as appropriate.
- Organise simple meeting requests and coordinate as directed, including sourcing of suitable venue, catering and equipment.
- To acknowledge and help all visitors and staff attending the department.

SCIENTIFIC AND TECHNICAL

- Unpack pathological specimens and check that the patient details on the referral form correctly match those provided on the sample container received.
- Book in patient samples into StarLIMS under the supervision of the specimen reception team.

KEY WORKING RELATIONSHIPS

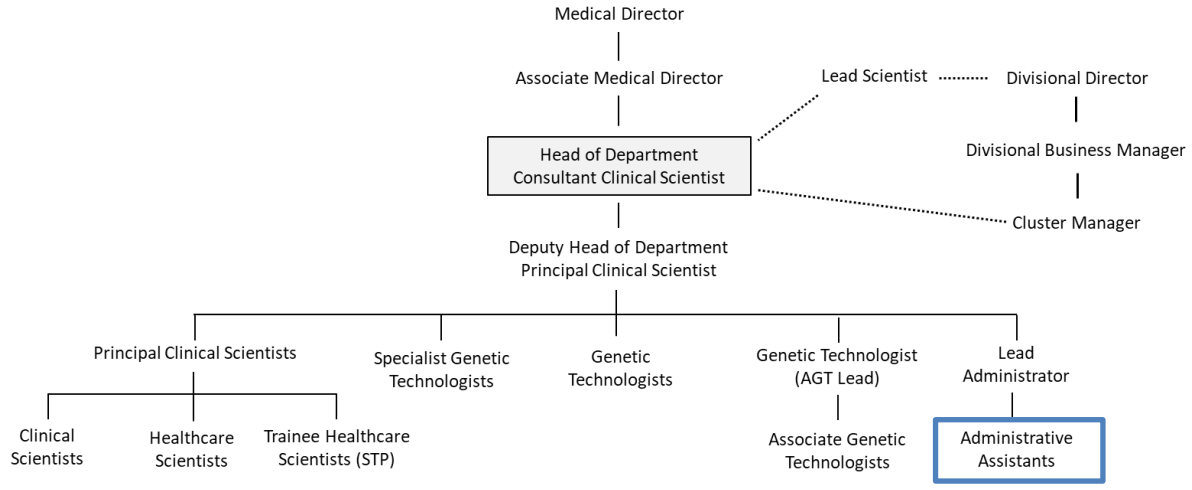
Areas of Responsibility: Post holder will liaise with colleagues within the Department and users of the service both within and outside of the Trust.

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, including external organisations. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
• Clinical Scientists • (Trainee) Healthcare Scientists • Bioinformaticians • Genetic Technologists • Associate Genetic Technologists • Administrative Assistants • Medical Staff • Clerical staff • Other Healthcare professionals • Clinical research team members, Fellows and nurses	• Healthcare Professionals • Visitors and work experience students • Postdoctoral research fellows, PhD students and other trainees or students • Academic staff • Suppliers • Engineers

ORGANISATIONAL CHART



The Exeter Genomics Laboratory employs >50 members of staff and receives >10,000 samples per annum. The laboratory is part of the South West Genomic Laboratory Hub which is a partnership between RDUH and North Bristol NHS Trust.

FREEDOM TO ACT

- Work is managed rather than directly supervised.
- Postholder will work within laboratory and organisational Policies and Standard Operating procedures (SOPs).

- May be required to take decisions alone and then escalate to line manager, Genetic Technologists, Healthcare Scientists or Clinical Scientists.
- Accountable for own actions and be aware of limitations, seeking guidance from senior staff when required.

COMMUNICATION/RELATIONSHIP SKILLS

- Use tact and diplomacy to actas the frequent first point of contact of patients and users to the service (by e-mail, letter and telephone).
- Communicate with service users to provide and receive information necessary for accurate and timely reporting of results, responding in a confidential, friendly and professional manner to e-mail and telephone enquiries and in a timely manner.
- Maintain the highest level of patient confidentiality, considering the sensitive and emotional nature of clinical referrals.
- To recognise the importance of harmonious relationships and maintain an atmosphere conducive to this.
- To work within the team and in close liaison with the Specialist Genetic Technologist (Quality) and Quality Manager to participate in preparation of the department for regular UKAS inspections, and ensure achievement of and adherence to the nationally-accepted UKAS standards to ensure maintenance of the laboratory accreditation status.
- Participate in and actively contribute to administrative and laboratory staff team meetings.
- Ensure adequate handover to colleagues prior to any planned periods of leave.
- Able to motivate self and encourage other team members to obtain optimal results.

ANALYTICAL/JUDGEMENTAL SKILLS

- Use StarLims database and other appropriate NHS databases to perform timely administrative review (data entry) of patient genomic test requests, reviewing paperwork and emails to enter clinician and referral laboratory information, and setting up the invoice requirements accurately.
- Pre-log patient information and all relevant correspondence to StarLims pending sample arrival to avoid unnecessary delays.
- Unpack pathological specimens and check that the patient details on the referral form correctly match those provided on the sample container received, enter patient data onto StarLIMS, label pathological specimens and referral forms accurately to ensure correct sample identity.
- Ensure all data, whether paper-based or electronic, is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.
- Perform witnessed result data entry onto EPIC, where appropriate.
- Ensure that all clinical patient reports are distributed in a timely manner to meet specified reporting times.
- Run regular monthly queries of the StarLIMS database using Crystal reports to obtain information relating to key performance indicators (KPI).
- Generate a subset of reports using available reporting templates for review and authorisation by appropriately qualified staff.
- Monitor own workload to ensure that tasks are prioritised to maximise efficiency.
- Comply with requirements to read, acknowledge and act on controlled documents within the department using the QPulse software package to meet the needs of UKAS.
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PLANNING/ORGANISATIONAL SKILLS

- Monitor own performance and undertake an appropriate proportion of the workload.
- Responsible for time management of multiple tasks by planning, managing and organising own workload, to meet priorities and ensure timely delivery of genetic reports.
- Scan and attach reports received from other laboratories by e-mail or post, ensuring they are attached to the correct patient record and are legible.
- Assemble and send sample collection kits (e.g. CFF packs/Saliva Kits/Capillary Blood Collection Kits/Buccal swab kits) under the direction of scientific staff.
- Support the technologist team by preparing sample worklists, where appropriate.

- Undertake filing, photocopying, scanning, drafting meeting minutes and any other relevant clerical tasks.
- Contribute to management of specified electronic diaries, ensuring all absences/meetings are accurately recorded.
- Take an active role in maintaining high quality standards to ensure patient care and safety.

PATIENT / CLIENT CARE

- Provide non-clinical information and advice to patients and users of the service, providing information on clinical specimen requirements, checking for samples in storage and availability of test results, taking responsibility for the information given.

POLICY/SERVICE DEVELOPMENT

- Active involvement in writing, implementing, reviewing and updating Standard Operating Procedures with input to developing new protocols.
- Active participation in both internal and external Quality Assurance schemes to ensure the highest standards of molecular genetic testing.
- To participate in accurate, thorough and effective incident reporting and investigation, and contribute to improvement measures identified in action plans using DATIX web.
- The post holder will be required to carry out any other duties as required, commensurate with grade and experience.

FINANCIAL/PHYSICAL RESOURCES

- Support the efficient use of resources.
- Assist with maintaining stocks and supplies by identifying areas of low stock for ordering by appropriate individual.
- Ensure safe and efficient use of stock and equipment.
- Ensure equipment is checked appropriately, reporting any equipment defects.
- Demonstrate and instruct the use of equipment to ensure safety.
- Use and ensure that office equipment is maintained and adequate and that appropriate stationery supplies are available.

HUMAN RESOURCES

- Assist in training and helping new members of staff acclimatise to their new role.
- Participate in supervision and appraisal process, identifying own areas of development, & undertaking relevant activities to meet objectives set in Personal Development Plan.
- Keep a record of own training and development, maintain a portfolio, working to sustain acquired competencies for the post.
- Provide an understanding of the administrative support functions by providing an overview to visitors to the department or through presentations at laboratory staff training sessions.
- Demonstrate a professional and responsible manner at all times.
- Take a flexible approach in supporting colleagues during times of caseload pressures.

INFORMATION RESOURCES

- Use of Trust, NHS and Genomics Laboratory Computer Systems and software (e.g. StarLIMS, Access databases, and Microsoft Excel, PowerPoint and Word) for management of workload, data entry and reporting results in order to provide an efficient and accurate service to users. The highest level of accuracy is required to minimise clinical risk (e.g. an incorrect result due to a sample mix-up that results in unnecessary surgery or a missed diagnosis).
- Scan referral forms and paperwork containing clinical information to ensure availability and maintain the electronic records system.

RESEARCH AND DEVELOPMENT

- Participate in internal audit programme to ensure continuous quality improvement of services.
- Undertake sample processing tasks for research studies when required.
- Undertake weekly and monthly StarLIMS audits.

- Undertake timely examination audits to establish, and periodically assess, the competence of self and colleagues to perform relevant tasks, as necessary.

PHYSICAL SKILLS

- Advanced keyboard use to input patient and clinical information into laboratory databases and reply to emails.

PHYSICAL EFFORT

- Daily requirement for sitting for a substantial proportion of the working day.

MENTAL EFFORT

- Frequent requirement to concentrate for long periods.
- To be able to undertake repetitive daily tasks.
- Frequent interruptions to work patterns, with requirement to shift focus quickly in response to frequent urgent incoming requests from internal and external colleagues.
- Frequent need to complete work to tight timescales.

EMOTIONAL EFFORT

- Ability to cope with distressing clinical information provided with patient referrals.
- Ability to cope and deal with areas of conflict.

WORKING CONDITIONS

- Daily Use of Visual Display Unit (VDU)

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 yourself 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising 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

Job Title	Administrative Assistant/Laboratory Support

Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Minimum GCSE grade A to C or equivalent, in Maths and English	✓	
Educated to A Level / NVQ Level 3 or can demonstrate the equivalent experience	✓	
ECDL or equivalent computer skills qualification		✓
KNOWLEDGE/SKILLS		
Excellent organisation skills	✓	
Interpersonal effectiveness, demonstrate an understanding of customer care or dealing with the general public	✓	
Understanding of the need for confidentiality	✓	
Ability to deal with telephone enquiries politely and efficiently	✓	
Comprehensive PC skills (Microsoft Access, Excel, Outlook, PowerPoint and Word).	✓	
Knowledge of hospital IT systems (e.g. Epic, SafeTrace)		✓
Ability to plan and organise own workload by multi-tasking of complex procedures and ensuring prioritisation of urgent samples.	✓	
Accurate and timely data entry	✓	
Ability to handle complex enquiries from patients and service users, some of whom may be distressed and anxious about their care	✓	
Knowledge of medical and/or scientific terminology		✓
EXPERIENCE		
Experience of accurate and timely data entry	✓	
Previous administrative/clerical experience	✓	
Experience in a hospital setting dealing with the public		✓
PERSONAL ATTRIBUTES		
Friendly, trustworthy and ability to work as a team member	✓	
Ability to work to a high level of accuracy	✓	
Able to concentrate for long periods of time and work under pressure	✓	
Ability to work calmly and methodically in a busy environment	✓	
Excellent planning, time management and organisational skills	✓	
Able to communicate effectively both verbally, by e-mail and by appropriate documentation with staff at all levels.	✓	
Excellent interpersonal and communication skills	✓	
Ability to work on own initiative and as part of a wider team.	✓	
A proactive approach to change	✓	
Positive commitment to uphold diversity and equality policies approved by the Trust.	✓	
Flexibility in approach towards working hours.	✓	
Ability to travel to other locations as required.	✓	
Enthusiastic, motivated and committed to developing a professional service	✓	

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.		

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent) R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	Y			X	
Contact with patients	N				
Exposure Prone Procedures	N				
Blood/body fluids	Y			X	
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	Y	X			
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				X
Emotional Effort	Y			X	
Working in isolation	N				
Challenging behaviour	Y		X		