

JOB DESCRIPTION

JOB TITLE: Administrative Assistant to Lead Nurse

RESPONSIBLE TO: Lead Nurse

LOCATION(S): Charlotte Keel Medical Practice

Job Context

Charlotte Keel Medical Practice has a patient population of approximately 17,000 patients. The Practice is at the vibrant & colourful heart of Bristol's inner city, serving a population from all corners of the world and from all walks of life, and passionately believes in responding to all of our patients' cultural & social agendas. The team is enthusiastic and friendly and place a strong emphasis on a supportive environment.

Job Summary

The post-holder will undertake a variety of administrative duties to support the routine and project work managed by the Lead Nurse, and the Safeguarding Lead. The post-holder will work to agreed targets and timescales, and in accordance with Practice policies, protocols, guidelines and procedures.

Attendance at monthly team and clinicians meetings and periodic training days is mandatory except in exceptional circumstances. The Practice will commit to publishing a meeting schedule and to provide adequate notice for any training days.

At all times the postholder must act in a manner consistent with the 'code of conduct and appearance' when representing Charlotte Keel Medical Practice, BrisDoc and the NHS. The following list serves to illustrate the scope and responsibilities of the post and is not intended to be exclusive. This role will develop as the business develops, subsequently leading to changes in the job responsibilities.

Main duties and responsibilities:

PATIENT CARE:

The postholder will be involved in the areas below, working in close partnership with the Lead Nurse and Safeguarding leads

Screening, immunisation and health promotion services

- Recall 'hard-to-reach' patients to engage with specific immunisation, screening and health promotion services
- Work with interpreters and external organisations as required

Childhood Immunisation

- Coding mother and baby discharge summaries, and organising registration of babies, their 8 week checks and imm
- Co-ordinate scheduling of child immunisation with Child Health services and chasing of children to be booked in
- Co-ordination with Child Health Services regarding shared record keeping

- Ensuring that Open Exeter child health records are up to date, achieving targets, and children who are out of schedule with their immunisations are followed up

Research

- Assist research administrator with filing and management of research documentation
- Send research letters as requested
- As directed by the lead Nurse, research new projects using internet sources and collate data in digital form

WORKFORCE CARE:

Staff Communication

- To ensure effective internal staff communication mechanisms are in place across the CKMP nursing team
- To ensure staff receive feedback information relevant to their specific role and in a timely fashion
- To ensure that staff are valued and appreciated for their contribution to the service
- Taking notes during meetings and distributing them to relevant team members

Recruitment

- Supporting the Lead Nurse with recruitment processes for nursing staff

Induction Training and Development

- To assist with the induction of clinical staff when required
- Assist in organising annual appraisals and one to one meetings
- Maintain nurse team training records and liaise as required with Osprey Court HR department regarding training records

Annual Leave

- Communicating with nurse team regarding planning of annual leave over school holidays

QUALITY CARE:

Process Management

- To contribute to effective working partnerships with other teams working across the organisation.

Health and safety

- Complete the Health and Safety checklists as requested by Lead Nurse and report any concerns to the Lead Nurse
- Working with the Infection control Lead ensure the Infection Control audits are logged and managed
- Ensure fire audits are completed as requested
- Monitor/co-ordinate completion of DSE workstation risk assessments on induction and as needed
- In partnership with the Lead Nurse update COSHH assessments annually and ensure they are circulated to relevant staff

Significant events

- Ensure incidents/significant events are logged on team net and actions completed
- Schedule incidents/significant events at the nearest scheduled clinicians meeting

RESOURCE CARE:

General Administrative Duties

- To work autonomously to provide comprehensive administrative support including:
 - complex diary management and planning of forward calendar arrangements
 - preparing relevant papers for meetings
 - booking and managing external speakers for meetings/training
 - identifying and recording meeting actions, nominating appropriate respondent and tracking timely response
 - To provide high level minutes and servicing of meetings as required
- Answering telephone and taking messages for relevant people when required
- General word processing, emailing, photocopying as required for various projects
- Scanning incoming documents as required
- Prepare and submit periodic reports on external monitoring systems
- Ordering any consumables or stationery as required
- Ensuring any equipment owned and used by CKMP clinical team is calibrated and maintained as required in conjunction with BrisDoc's Facilities Manager
- Manage repairs of clinical equipment
- Undertake any other duty as reasonably requested by the Lead Nurse, Safeguarding Lead and/or the management team

General Duties

- **The Post Holder may be required to work additional hours to cover holidays and sickness.**
- Maintaining regular consistent attendance, punctuality, personal appearance and adherence to relevant health and safety procedures.
- To attend all statutory and mandatory training courses and any courses specific to this role.
- To be available for staff meetings and meetings with management.
- To have a good understanding and follow company policies and procedures.
- Establish and maintain effective working relationships with co-workers and the general public.
- Attend performance and development reviews with your line manager.

Flexibility

This role profile is intended to provide a broad outline of the main responsibilities only. The postholder will need to be flexible in developing the role and in initial and ongoing discussions with the designated manager.

Confidentiality:

Under the Data Protection Act 2018 (alongside the EU General Data Protection Regulations) the postholder must maintain the confidentiality of information about patients and staff. The work is of a confidential nature and information gained must not be communicated to other persons except in the recognized course of duty. Unauthorised disclosure of confidential information will result in disciplinary action and may lead to your dismissal.

- In the course of seeking treatment, patients entrust us with, or allow us to gather sensitive information in relation to their health and other matters. They do so in confidence and have the right to expect that staff will respect their privacy and act appropriately.

- In the performance of the duties outlined in this job description, the post-holder may have access to confidential information relating to patients and their carers, practice staff and other healthcare workers. They may also have access to information relating to the practice as a business organisation. All such information from any source is to be regarded as strictly confidential.
- Information relating to patients, carers, colleagues, other healthcare workers or the business of the practice may only be divulged to authorised persons in accordance with BrisDoc's policies and procedures relating to confidentiality and the protection of personal and sensitive data.

Equality and Diversity:

The post-holder will support the equality, diversity and rights of patients, carers and colleagues, to include:

- Acting in a way that recognises the importance of people's rights, interpreting them in a way that is consistent with BrisDoc's procedures and policies, and current legislation
- Respecting the privacy, dignity, needs and beliefs of patients, carers and colleagues
- Behaving in a manner which is welcoming to and of the individual, is non-judgmental and respects their circumstances, feelings priorities and rights

Health & Safety

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act (1974) to ensure that the agreed procedures are carried out to maintain a safe environment for patients, visitors and staff, including infection prevention and control.

Infection Prevention and Control

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

- Completing mandatory infection prevention training.
- Challenging poor infection prevention and control practices.
- Ensuring their own compliance with BrisDoc's Infection Prevention and Control policy and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

Safeguarding

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within BrisDoc 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. BrisDoc ensures that local Child Protection and Safeguarding

Adult policies and procedures are adhered to by all members of staff.

Smoking

Smoking will not be tolerated inside any BrisDoc building and vehicle.

Environment

The postholder needs to be aware of BrisDoc's impact on the environment and be vigilant and pro-active in ensuring they adhere to the management strategy i.e. recycling, waste management, use of vehicles etc.

Rehabilitation of Offenders Act

This post is subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975 and as such it will be necessary for a submission for Disclosure to be made to the Disclosure and Barring Service (formerly known as CRB) to check for any previous criminal convictions.

PERSON SPECIFICATION

Factor	Essential Attributes	Desirable Attributes
Qualifications and training	<p>Formal qualifications that demonstrate excellent literacy skills (minimum of GCSE English grade B, or equivalent).</p> <p>Evidence of computer literacy including MS Word, MS Excel and MS Powerpoint, Outlook</p>	<p>Formal training in business administration</p> <p>A short-hand qualification +Formal typing/word-processing qualifications (E.G. RSA III)</p>
Knowledge and Experience	<p>Experience of full range of administrative procedures</p> <p>Experience in handling sensitive and confidential data</p> <p>Fluency in Microsoft office products</p>	<p>Experience of providing PA support to senior staff</p> <p>Experience in managing diary and bring forward systems</p> <p>Experience of production of meeting agendas and minute taking</p> <p>RotaMaster</p>
Skills and abilities	<p>Excellent communication skills – able to communicate clearly and succinctly in writing and verbally</p> <p>Excellent administrative skills and with a high level of accuracy</p> <p>Sound understanding of data and basic data analysis and presentation methods</p> <p>Credible representative of the organisation with internal and external stakeholders</p> <p>Able to listen carefully in order to understand the needs of others</p> <p>Able to organise work flow for self and others</p> <p>Able to quickly establish rapport and credibility with others in the team</p> <p>Able to maintain confidentiality at all times with regards to staff and patients</p> <p>Able to use own initiative</p> <p>Excellent keyboard skills</p> <p>Able to maintain accurate records</p> <p>Excellent accuracy and attention to detail in document production</p>	<p>Able to identify opportunities for improving business procedures and processes</p>
Behavioural attributes and competencies	<p>Good team player who values the contribution of all members and works effectively in partnership with others</p>	

	<p>Good time management being able to prioritise work and work under pressure</p> <p>Adaptable and able to respond to a changing situation</p> <p>Self motivated and able to work autonomously</p> <p>Ability to recognise own limitations and act upon them appropriately</p> <p>Willingness to learn new skills and to problem solve</p> <p>Able to manage sensitive and emotive situations.</p> <p>Able to remain impartial and non-judgmental during times of sensitivity, stress and conflict.</p> <p>Willing to work flexibly as required to meet the needs of the Directors/Senior Managers and priority programmes and projects.</p> <p>Willing to attend meetings / events out of hours where needed.</p>	
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July 2019

Declaration

(to be completed by post holder):

By signing this declaration, you are acknowledging receipt of your job description and accepting the roles and responsibilities that this position entails.

Acceptance
Signed (job holder)
Please print name
Date

Please return signed version to the HR Department, Unit 21 Osprey Court