

Join us at UHB



Building healthier lives

Welcome from our Interim CEO

Jonathan Brotherton



Dear Candidate,

Thank you for your interest in working with us here at University Hospitals Birmingham NHS Foundation Trust (UHB).

Please take some time to read through this application pack to gain a better understanding of our Trust in general, this role in particular, and why UHB is a great place to work.

UHB is one of the largest teaching hospital trusts in England, serving a local, regional, national, and international population. We employ around 22,000 colleagues and are committed to investing in your training, development, health and wellbeing and future career with us.

We see and treat more than 2.2 million patients every year across our four hospital sites - Good Hope, Heartlands, Queen Elizabeth Hospital Birmingham and Solihull Hospital - and through our community services and clinics. We are centres of excellence in many clinical specialties.

But it's not just our patients we invest in at UHB; we also invest in our staff. In fact, we believe we are defined by our people, not the state-of-the-art equipment or facilities we work out of. We have high standards and we want to build healthier lives for patients and our teams, wanting you to enjoy your job, and flourish in it.

To reinforce this commitment, we recently refreshed our values after hearing from over 1,400 colleagues about what made them proud to work at UHB

We will be:

Kind: the kindness that people show to each other every day

Connected: the connections we build with everyone around us

Bold: the ability to be bold in how we think, speak and act


We hope you find this pack useful and look forward to receiving an application from you for this role within our Trust.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'J Brotherton', written in a cursive style.

Jonathan Brotherton
Interim Chief Executive Officer

JOB DESCRIPTION

Job Title	Clinic Co-ordinator
Pay Band	2
Department	Occupational Lung Disease, Respiratory Medicine
Division	2
Reports to	Office Manager
Professionally Responsible to	General Manager
JOB SUMMARY	
To assist in the provision of an effective administrative service to support the department/team, includes the coordination of Occupational Lung Disease clinics.	
TEAM/DEPARTMENT STRUCTURE CHART	
 <pre> graph TD OM[Office Manager] --- AC[Administrator / Co-ordinator] </pre>	
KEY SKILLS	
<p>Working in conjunction with colleagues, service users and stakeholders to provide an efficient clerical support service</p> <p>The overall activities of the post-holder will include:</p> <ul style="list-style-type: none"> • Word processing creating basic documents • Data input, accurately inputting data using a variety of Trust IT systems in a timely way • Undertake filing, photocopying, scanning of documents as required • Answering the telephone and taking messages, dealing with them in a timely and efficient way and referring on as appropriate • Arrange meetings, booking rooms and hospitality as and when required • Receive and open incoming post and take action as required • Review and action electronic correspondence and disseminate appropriately 	
KEY RESPONSIBILITIES	
Communication	

- Liaise with staff and service users
- Provide excellent telephone skills, accurately record telephone messages and other enquiries and refer as appropriate
- Provide effective communication and problem solving both face to face and via telephone
- Be sympathetic and sensitive to the requirements of staff and service users when communicating by telephone or face to face, including dealing with a difficult situation, e.g. aggressive or demanding behaviour; escalating conflict situations where necessary
- Maintain confidentiality at all times adhering to Caldicott Guidelines and Data Protection Act
- Attend admin team / departmental meetings on a regular basis. Contribute to building effective teamwork in exchanging views, ideas and communicating effectively
- Analytical and Judgemental Skills / Freedom to Act
- Ability to make decisions and take actions within the team relating to routine enquiries, whilst receiving support and supervision
- Ability to recognise situations that should be referred onto the Supervisor / Line Manager and take prompt and appropriate action

Planning and Organisational Skills

- Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- Undertake work that has been prioritised by the Supervisor / Line Manager.
- Book and monitor room bookings
- Arrange meetings as and when required
- Arrange hospitality and travel as and when required
- Book flexible / agency staff as requested
- Monitor stationary and raise orders to replenish stock as and when required
- Policy and Service Responsibilities
- Work collaboratively as part of an integrated team
- Work within and keep up to date with National and Trust legislation, guidelines, policies, procedures, protocols and code of conduct relating to own role
- Participate in and contribute to the effective introduction of new systems and initiatives leading to the improvement and development of services

Responsibility for Financial and Physical Resources

- Have a personal duty of care for all equipment and resources used
- Maintain stock control of stationery / supplies
- Responsibility for Staff
- Participate in the induction and training of all new members of staff
- Demonstrate own activities to new / less experienced staff
- Responsibility for Information
- Be responsible for maintaining confidentiality in line with Trust policy and procedures
- Accurately input data/confidential data using a variety of Trust IT systems in a timely way. Strictly adhere to Caldicott and the Data Protection Act
- Prepare and scan information onto the Trust IT systems

Other Duties may Include

- Create electronic and paper records to the standard Trust design
- Maintain a confidential and efficient filing and maintenance system ensuring paper and electronic records are up to date and available for staff as required

- Be responsible for the quality of information
- Photocopy and distribute documents as required
- Shred and destroy confidential documentation in line with Trust policy
- Provide information / produce basic routine reports at an appropriate level under supervision
- Records management duties:
- Be responsible for all aspects (as identified) in relation to records preparation, such as verifying details and making up files as required
- Be responsible for the lifecycle management of records in paper and electronic form
- Participate in the on-going archive process for paper records

BUDGETARY AND RESOURCE MANAGEMENT

MANAGEMENT , SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

RESEARCH AND DEVELOPMENT

- Undertake surveys and routine audits of own work as and when required

This job description is not intended to be a complete list of duties, but is expected to act as a guide to the main areas of key responsibility and as such will include any duties appropriate to the role. This job description may be reviewed and revised where appropriate with the mutual agreement of the post holder.

The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.

EFFORT

TRUST VISION & VALUES

The Trust is clear on its vision and values and aims to make sure that they are reflected in all areas of activity. Our vision is simple; building healthier lives. Our values apply to every member of staff and help us in all we do and how we do it. They are:

Kind: The kindness that people show to each other every day

Connected: The connections we build with everyone around us

Bold: The ability to be bold in how we think, speak and act

ADDITIONAL INFORMATION

This job description is designed to assist post holders with understanding what is expected of them in their role. University Hospitals Birmingham NHS Foundation Trust may ask them to undertake other duties, as required, which are not necessarily specified on the job description but which are commensurate with the grade of the post.

The job description itself may be amended from time to time in consultation with the post holder, within the scope and general level of responsibility attached to the post.

The developing needs of the service may require the post holder to change their work base either temporarily or permanently.

Cross-Site Working: The Trust is a multi-site organisation and your role may be within a Division or Department which provides services across some or all of these sites. The Trust may therefore, require you to work in any of the Trust sites for the proper performance and exercise of your duties. The Trust will give you reasonable notice if you are required to work from a site which is not your normal place of work.

Relocation: The Trust may require you to change your normal place of work either temporarily or on a

permanent basis. This could be the result of development or reorganisation of Trust services. The Trust will discuss this with you and will give you reasonable notice of your relocation.

All post holders must take responsibility to ensure that they are aware of and adhere to all Trust policies, procedures and guidelines relating to their employment regardless of their position within the Trust.

Last Updated: 24/02/2023



PERSON SPECIFICATION

JOB TITLE: Clinic Co-ordinator	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (e.g. GCSE English and Maths A-C) or GCSE Level 9-4 	<ul style="list-style-type: none"> •
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of working with a range of Microsoft Office packages (e.g. Word, Excel and Outlook) • Experience of using IT systems • Experience of working in a busy office / customer care environment 	<ul style="list-style-type: none"> • Experience of working in Healthcare
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good communication / customer care skills both written and verbal demonstrating sympathy and compassion • Standard keyboard / IT skills • Good organisation skills and ability to multitask • Good time management skills • Ability to deal professionally with enquiries from staff, service users and stakeholders • Ability to problem solve • Understand confidentiality and apply the principles in every day working practice • Ability to pay attention to detail where there are predictable interruptions to the work pattern • Ability to deal with stressful situations and sensitive issues 	<ul style="list-style-type: none"> •
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Work effectively and flexibly as part of a team to meet the needs of the services • Confident in dealing with people at all levels • Must be able to demonstrate an understanding of equality and diversity 	<ul style="list-style-type: none"> • Ability to handle cash

<ul style="list-style-type: none"> • Other Factors • e.g. ability to work shifts, ability to drive, etc • Ability to travel to multiple sites • The post holder will have the ability to pay attention to detail where there are predictable interruptions to the work pattern • Ability to work under pressure and deal with stressful situations 	
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