



University Hospitals Birmingham
NHS Foundation Trust

Join us at UHB



Building healthier lives

Welcome from our CEO

Professor David Rosser



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 stylized, handwritten signature in black ink, appearing to read 'David Rosser'.

Professor David Rosser,
Chief Executive Officer

JOB DESCRIPTION

Job Title	Medical Secretary/Biologics Administrator
Pay Band	3
Department	Rheumatology
Division	2
Reports to	Office Manager and CNS team
Professionally Responsible to	Office Manager
JOB SUMMARY	
<p>To work as part of a team providing comprehensive Administration / Co-ordination support to the Rheumatology CNS team, ensuring this is patient focused and patients receive a compassionate and professional service.</p> <p>Working in conjunction with colleagues, patients, service users and internal and external stakeholders.</p> <p>The post holder will work under indirect supervision and will directly contribute to and Co-ordinate the efficient running of the service, ensuring that a seamless approach to patient care is delivered.</p> <p>The post holder will undertake other duties as may be required to achieve the Trust's objectives, commensurate with the grading of the post.</p>	
TEAM/DEPARTMENT STRUCTURE CHART	
<p>General Manager Operations Manager Office Manager Clinical Nurse Specialists</p>	
KEY SKILLS	
<ul style="list-style-type: none"> <input type="checkbox"/> Attention to detail <input type="checkbox"/> Ability to input data accurately, identify errors and escalate to the appropriate teams <input type="checkbox"/> Ability to work independently and as part of team 	
KEY RESPONSIBILITIES	
<p>To exercise initiative and judgement based on acquired knowledge and experience when dealing with enquiries</p> <ul style="list-style-type: none"> <input type="checkbox"/> Receiving and dealing with telephone enquiries as appropriate <input type="checkbox"/> Input and look up data on Trust IT systems in accordance with Trust policy <input type="checkbox"/> Analyse and extract complex data sets from a number of different sources <input type="checkbox"/> To assist colleagues as directed by the Supervisor/Line Manager in times of pressure of work 	

- ☐ Co-operate in the introduction of new technology and new working practices to ensure the smooth running of the department
- ☐ Photocopying, Scanning and filing letters and documents as required
- ☐ Review and action electronic correspondence and disseminate appropriately
- ☐ Maintain confidentiality at all time in accordance with Caldicott Guidelines and Data Protection Act

Communication

- ☐ Liaise with staff, patients, service users and external agencies
- ☐ To provide a point of contact for service users
- ☐ Notify patients of new or changes to appointments
- ☐ Liaise with medical and nursing staff and other multi-disciplinary teams regarding patient appointments / pathways
- ☐ Be sympathetic and sensitive to the requirements of staff, 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
- ☐ Accurately record telephone messages and other enquiries and refer as appropriate
- ☐ Maintain Confidentiality at all times

Analytical and Judgemental Skills / Freedom to Act

- ☐ Ability to analyse and extract complex data sets in relation to patient information from a number of different sources
- ☐ 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
- ☐ Identify capacity shortfalls in clinical areas and escalate appropriately
- ☐ Ensure patients are listed in chronological order unless clinical priority determines otherwise
- ☐ Identify long waiting list patients and any breaches in policy

Planning and Organisational Skills

- ☐ Organise own day-to-day work tasks showing an ability to prioritise in order to achieve set timescales
- ☐ Scheduling of patients into clinics ensuring they meet capacity
- ☐ Where required by job role assist in ensuring that protocol required tests/ procedures are undertaken to the schedule within specific protocols
- ☐ When booking appointments ensure that patient accessibility needs are met, i.e.



ambulance transport requirements, appointment letters in bold print medication requirements. Ensure that patients' appointments meet the requirement of the NHS 18 week.

- ☐ Advise patients of appointment times, these could be generated via GP Referral or internal request
- ☐ Organise interpreters if required to meet the needs of the patient
- ☐ Follow up any do not attend (DNAs)
- ☐ Undertake work that has been prioritised by the Supervisor / Line Manager
- ☐ Manage at short notice cancellations and re bookings of patients as necessary onto appropriate lists

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 patient services

Responsibility for Financial and Physical Resources

- ☐ Have a personal duty of care for all equipment and resources used
- ☐ Maintain stock control such as stationery, clinical supplies, equipment and uniforms

EFFORT

Responsibility for Information

- ☐ Responsible for data inputting into Trust IT Systems
- ☐ Be fully conversant with Trust systems relevant to the role. Ensuring all data entered onto the Trust system is accurately entered in a timely way, making appropriate changes as required. Strictly adhere to Caldicott guidelines and the Data Protection Act
- ☐ When required liaise with medical records with regard to availability of medical notes as appropriate
- ☐ To develop and maintain an efficient individual filing system on behalf of the team to include correspondence, reports, complaints, research and results.
- ☐ Be responsible for confidentiality in line with Trust policy and procedures.
- ☐ Prepare and scan information onto the Trust IT systems
- ☐ Ensure all information held is kept up to date
- ☐ Be responsible for the quality of information. Photocopy and distribute documents as required
- ☐ Shred and destroy confidential documentation in line with Trust policy

Care records management duties:

- ☐ Be responsible for all aspects (as identified) in relation to care records preparation, such as verifying patient demographic details and making up patient and clinic files as required, and ensuring case notes are available prior to clinics, verifying against the clinic list
- ☐ Be responsible for the lifecycle management of records in paper and electronic form
- ☐ Maintain a confidential and efficient filing and maintenance system ensuring paper and electronic care records are up to date and available for staff as required. Including filing information into patient care records
- ☐ Participate in the on-going archive process for paper care records
- ☐ Ensure appropriate care records and files are available to clinicians (e.g. for inpatient and outpatient appointments and for ad hoc requests)

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.

TRUST VISION & VALUES

DO NOT AMEND THIS SECTION

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.

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:



PERSON SPECIFICATION

JOB TITLE: Administrator/Co-ordinator	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Good General Education (eg. GCSE English and Maths A-C) GCSE Level 9-4 • Business Administration NVQ level 3 or equivalent experience in an administrative environment 	
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Experience of dealing with the Public/Customer service experience • Experience of working with a range of Microsoft Office packages (eg. Word, Excel and Outlook) • Experience of using Trust IT systems 	<ul style="list-style-type: none"> • Experience of working in a busy environment • 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 • Good keyboard/ IT skills • Good organisation skills and ability to multitask • Good time management skills Ability to deal professionally with enquiries from staff, Patients and Visitors • Ability to problem solve 	



<ul style="list-style-type: none"> • 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 	
PERSONAL ATTRIBUTES AND OTHER FACTORS	
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 • Mature open and flexible approach to work • Demonstrates care and compassion • Good inter-personal and communication skills. • Good organisational skills • Team Player • Conscientious • Demonstrates reliability, motivation and commitment 	<ul style="list-style-type: none"> • Ability to travel to multiple sites • Ability to work under pressure and deal with stressful situations

