

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

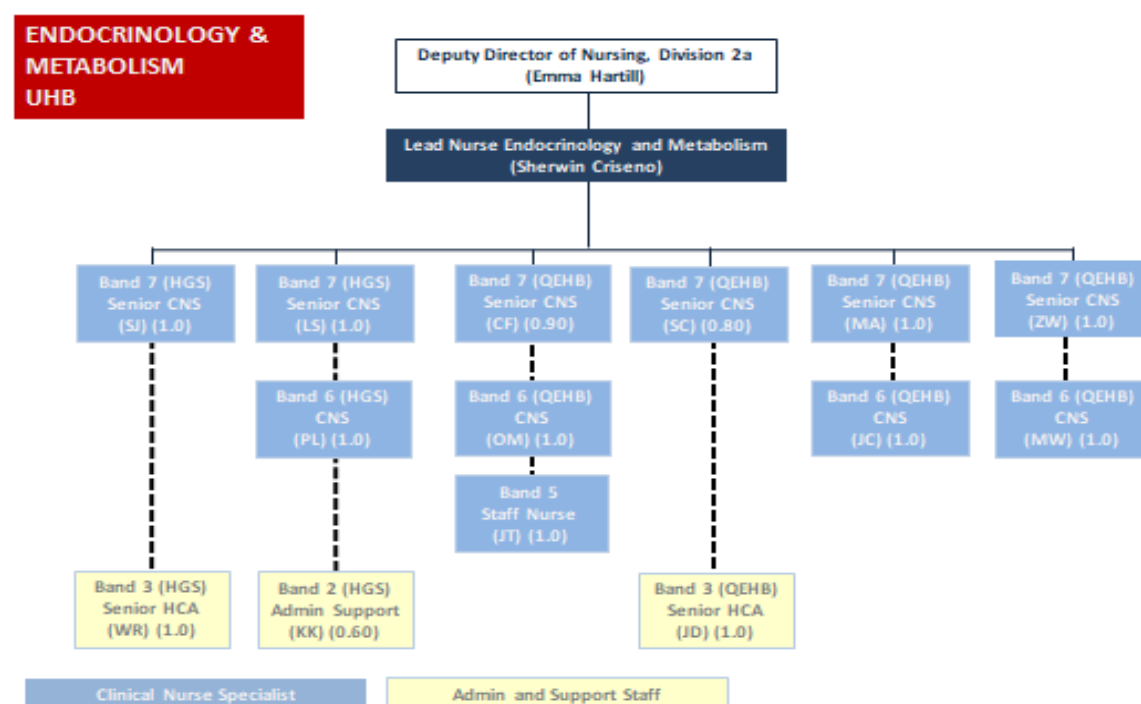
JOB DESCRIPTION

Job Title	Administrative Support Staff- Endocrinology
Pay Band	AfC Band 3
Department	Endocrinology, Diabetes and Metabolism
Division	2
Reports to	Senior Clinical Nurse Specialist, Endocrinology
Professionally Responsible to	Lead Nurse, Endocrinology and Metabolism

JOB SUMMARY

The post holder is responsible for providing secretarial support to the Endocrine Specialist Nursing Team. The main responsibilities include providing support secretarial/administrative support within the department with particular responsibility of arranging new and follow-up appointments, maintaining and updating databases, digital/audio typing clinic letters/discharge summaries, general copying, typing and sending of correspondence/ minutes/reports.

TEAM/DEPARTMENT STRUCTURE CHART



KEY SKILLS

- Excellent communication skills in English.
- Friendly and professional telephone manner to support the above.
- Ability to handle sensitive patient and relative queries.
- Advanced audio/copy typing skills.
- Competent on Microsoft Office tools/systems (MS Word, MS Excel, MS Powerpoint).
- Competent on PAS, Oceano/Concerto or other equivalent healthcare booking system.
- Able to prioritise tasks.



- Ability to work under pressure.
- Time management and organisational skills.

KEY RESPONSIBILITIES

- 1 Provide administrative support to the Endocrine Specialist Nursing Team.
- 2 Type all correspondence relating to out-patients and day case appointments (audio, digital, copy).
- 3 Format any external transcribing and ensure authorisation and correct storage.
- 4 Maintain and update the Endocrine databases and generate required report on a regular basis as agreed with the manager as required by the service.
- 5 Upload data on the national and local databases on a regular basis when required.
- 6 Type, print and send clinic letters, patients' correspondences, departmental correspondence / reports / minutes etc.
- 7 Follow-up laboratory and radiology results/reports and ensure reports/results are brought to the attention of medical and/or nursing staff for review and onward transmission, if necessary, to the patients' general practitioners and are filed appropriately in patients' notes.
- 8 Organise and ensure availability of medical case notes as appropriate for the clinics and wards and return them to Medical Records Department using Trust's electronic tracking system (e-notes).
- 9 Receive enquiries from patients and staff, resolving straightforward enquiries and forwarding more complex issues to the most appropriate member of the team.
- 10 Liaise with Medical Records, wards, theatres and various departments regarding admissions, waiting lists and cancellations.
- 11 Use the hospital electronic Patient Administration System (PAS) to :-
 - update patients' records
 - add and delete patients from the waiting list as appropriate
- 12 Ensure accurate filing of patient records within the case note folder in accordance with Clinical Governance Guidelines.
- 13 Maintain essential case folders retained in the office in correct identifiable order for 24 hour access.
- 14 To accurately record the movement of patient case notes into and out of the department using the electronic e-notes booking system.
- 15 Arrange patients' new and follow-up appointments as required using PAS system and liaison with appropriate discipline.
- 16 To process any EHRA and Choose and Book referrals within the department.
- 17 Provide reciprocal cover for secretarial team during annual leave and sickness.

BUDGETARY AND RESOURCE MANAGEMENT

Not applicable

MANAGEMENT, SUPERVISORY, TEACHING, TRAINING RESPONSIBILITIES

Not applicable

RESEARCH AND DEVELOPMENT

Provide administrative support with departmental audit through data collection and management.



EFFORT

Mental Effort

Prolonged concentration is required for facilitation
Need to be able to work flexibly to assist with problem solving.

Emotional Effort

The post holder will have both direct and indirect contact with patients/staff .
Show awareness and sensitivity when dealing with patients with special requirements.
Show awareness and sensitivity when dealing with staff with special requirements
e.g. during relocation or following a serious incident or attending a training event.

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: 19 January 2023



PERSON SPECIFICATION

JOB TITLE: Administrative Support Staff- Endocrinology	
TRAINING, QUALIFICATIONS AND PROFESSIONAL REGISTRATIONS	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • GCSE or equivalent Pass English Language • RSA II or equivalent speed and accuracy • NVQ level II admin or equivalent skills • Medical Terminology 	<ul style="list-style-type: none"> • Medical terminologies in Endocrinology
EXPERIENCE & KNOWLEDGE	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Relevant secretarial experience to include medical terminology. • Demonstrates full understanding of the key functions of a medical secretary's role • Demonstrate understanding of patient confidentiality. 	<ul style="list-style-type: none"> • Experience in providing administrative support in Endocrinology service is highly desirable.
SKILLS & ABILITY	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Excellent communication skills in English. • Friendly and professional telephone manner to support the above. • Ability to handle sensitive patient and relative queries. • Advanced audio/copy typing skills. • Competent on Microsoft Office tools/systems (MS Word, MS Excel, MS PowerPoint). • Competent on PAS, Oceano/Concerto or other equivalent healthcare booking system. • Able to prioritise tasks. • Ability to work under pressure. • Time management and organisational skills. 	<ul style="list-style-type: none"> •
OTHER SPECIFIC REQUIREMENT	
ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Motivated and enthusiastic • Flexibility • Ability to interact well with patients, parents and carers • Maintain confidentiality • Work as a part of a team • Self-motivated and able to effectively organise and prioritise workload 	



<ul style="list-style-type: none"> • Initiative, enthusiasm and determination • Meticulous attention to detail and accuracy • Smart appearance • Be willing to undertake further education and training as necessary, including all courses relating to changes in the field of IMD databases and registries. • Diplomatic and professional • Confidentiality • Honesty and probity • Able to respond effectively to working alone or in a team. • Conscientious and hard working. • Ability to deal with distressing situations – poorly and or difficult patients/relatives. • Ability to use initiative. • Honest & Reliable. • Flexible. 	
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