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| Job Title: | Tissue Viability Specialist Services Administrator (Band 3) |
| Reports to (job title): | Lead Tissue Viability Nurse |
| Line Manager to: | XXX |
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## Job purpose

This administrative role will provide support to extended Tissue Viability Team. The post holder will undertake administration tasks for the Tissue Viability Team whilst observing confidentiality at all times in respect of information handled. The post holder will work as a valued member of the team in providing a patient focussed service within a friendly environment.

The post holder will support varied levels of patient care including administration of the service and support of referrals to external and internal services. They will need to work without supervision, using their own initiative when dealing with enquiries that arise.

The post demands the ability to communicate at all levels with patients, relatives and medical colleagues to maintain a high standard of service to meet the needs of the patient and the business.

Base

Great Western Hospital

This post is responsible for

* Administrative tasks including: organisation of meetings inclusive of room bookings, collation of agenda items, completion of meeting notes/minutes and preparation of relevant documentation for review.
* Organisation of team appraisals and one to one meetings between the nursing staff and managers.
* Support to monitor mandatory training records and reports, including booking of training where required
* Assistance in interview and recruitment processes in the Tissue Viability team (including recruitment packs and room bookings).

## Key responsibilities

* Support the nursing team with external meeting arrangements and act as point of contact for both internal and external meetings where required.
* Support for HR record keeping inclusive of archiving and new processing
* Management of patient medical records as required.
* Support for official correspondence pertaining to charitable funds and donations.
* To devise and maintain efficient systems for the service including recording, sorting and archiving of documentation in accordance with departmental protocols and the Data Protection Act and other relevant legislation.
* Message retrieval and escalation as required.
* Support for external agency referrals.
* Emailing correspondence to external services and care providers as required.
* Prescription support, appointment escalation and booking queries.
* Ordering and monitoring of equipment to ensure accurate logs are maintained (e.g. NPWT / VAC units / Natrox ).
* Working with the senior nurse and volunteers on projects. Supporting the administration of the process (e.g. blanket project).
* Ordering stores and equipment as required under supervision of the senior nurse.
* Monitor emails and communication with the team. Supporting the nursing team with any that do not require clinical input.
* Support with administration and referrals to other agencies (e.g. district nurse team).
* Support and coordinate the role out of the Tissue Viability Specialist Service Education programme throughout the Trust.

## Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don’t translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there’s only three, but because they are unique to who we are. We care, we think, and we do.

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| **Care** | **Think** | **Do** |
| * Inspire * Understand * Communicate | * Challenge * Improve * Learn | * Accountability * Involve * Resilience |

## Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company’s employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the [Records Management:  NHS Code of Practice](https://www.nhsx.nhs.uk/media/documents/NHSX_Records_Management_CoP_V7.pdf) , [NHS Constitution](http://www.nhs.uk/choiceintheNHS/Rightsandpledges/NHSConstitution/Pages/Overview.aspx) and [HSCIC Code of Practice on Confidential Information](https://digital.nhs.uk/data-and-information/looking-after-information/data-security-and-information-governance/codes-of-practice-for-handling-information-in-health-and-care/code-of-practice-on-confidential-information) and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

## Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

* Completion of annual information governance training
* Reading applicable policies and procedures
* Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
* Ensuring the security and confidentiality of all records and personal information assets
* Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
* Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
* Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
* Adherence to the clear desk/screen policy
* Only using approved equipment for conducting business

## Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

## Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder’s responsibility to ensure they are both familiar with and adhere to these requirements.

## Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

## Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

## Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company’s medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company’s medicines policy where appropriate training has been given and competencies have been achieved.

## Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

## General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a “non-smoking” policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

## Equal Opportunities

It is the company’s intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

## Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

## Personal Specification

Essential

* Educated to GCSE level in English and Maths or overseas equivalent qualifications.
* Relevant level 2 NVQ or equivalent knowledge/experience.
* Demonstrates evidence of on-going continuous personal development
* Recent intermediate IT skills.
* Experience of working within a multiagency / professional team
* Experience of business administration
* Keyboard skills and an aptitude to use IT systems including knowledge of Microsoft office software packages
* Demonstrate polite and effective communication skills
* Good telephone manner
* Ability to multi-task and deal with non-routine situations
* Ability to communicate effectively at all levels
* Experience of dealing with people in sensitive / confrontational situations
* Willing to work in other areas of the Trust or Trust-wide as and when required to do so.
* Ability to use own initiative.
* Confidence to promote their role in a new and changing world
* Ability to work well with in a team environment.
* Willingness to try new ways of working.
* Willingness to develop own skills and abilities.
* Flexibility
* Reliability
* Demonstrate honesty, integrity, care and compassion when dealing with others.

Desirable

* ECDL (European Computer Driving Licence  
  Relevant level 3 NVQ or equivalent
* An awareness of medical terminology
* Involved with project work and data collection
* Previous experience working in the NHS.
* Experience in minute taking.
* Time management skills
* Solutions focussed approach
* Approachable, tactful and diplomatic
* Self-motivated
* Able to effectively adopt the appropriate style and approach within a range of environments
* Able to plan and prioritise workload

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| Employee signature |
| Manager signature |