



*Being there for you
and your family*

JOB DESCRIPTION

JOB TITLE: Administrator (Ward, IP&C and TV)
RESPONSIBLE TO: Ward Manager
LOCATION: LOROS Hospice, Groby Road, Leicester
REPORTING TO: Ward Manager

JOB PURPOSE:

To provide an administrative support service primarily to the Ward Manager, Team Leaders, associated staff and Lead Nurses for Infection, Prevention & Control (IP&C), Tissue Viability (TV), Practice Development Practitioners (PDP), and Discharge Liaison (DL).

Work alongside the Administrator (Enablement team) ensuring adequate administrative cover is maintained particularly for annual leave, absence, lunch time periods and fluctuating workloads.

To provide administrative cover within In-Patient Services, as required.

DUTIES & RESPONSIBILITIES INCLUDE:

- To provide an administrative support service to the Ward team, IP&C, TV, PDP team and Discharge Liaison.
 - TVN
 - ❖ Generate pressure ulcer report from Sentinel to go through with TV nurse and prepare data for monthly clinical dashboard and submit to Hospice UK quarterly and communicate via emails.
 - ❖ Format and type up any updated or new tissue viability policies for the organisation.
 - ❖ Photocopy the SSkins bundle every week to ensure enough supply available for staff.
 - IP&C
 - ❖ Generate infections report from Sentinel to go through with IP&C Lead/Matron nurse and prepare data for the monthly clinical dashboard.
 - ❖ Communicate with the Infection Prevention Lead nurse regarding audits via telephone and emails.
 - ❖ Print off and hand out various monthly audits to be carried out.

- ❖ Prepare audit report from audits carried out and notify of any outstanding issues raised from the audits to the relevant department lead.
 - ❖ Format and type up any new or updated infection prevention policies for the organisation.
 - ❖ Prepare audits spreadsheets in readiness for the following year.
 - ❖ Scanning of cleaning schedules and filing in correct folder.
- To type letters and correspondence, as required and distribute as appropriate, ensuring that these are in accordance with LOROS standards.
 - Arrange meetings (including booking meeting rooms, equipment and organising refreshments), as required.
 - Service regular meetings* liaising with both internal and external attendees, producing agendas and associated documents, including taking accurate minutes for approval and circulation and setting up meeting room screen if 'Teams' meetings.
 - *Regular meetings are: Senior Nurses, IP&C, Housekeepers, ward clerks, -
 - *Antimicrobial Stewardship (communicate with UHL consultant/PA) via emails. *-twice a year*
 - Input data collated by Team Leaders for the quarterly Ward clinical audits.
 - Upload relevant documents related to ward incidents onto Sentinel.
 - Create document templates as requested by Ward Manager/Deputy Ward Managers.
 - To take telephone messages ensuring that these messages are communicated to the relevant members of staff in an accurate and efficient manner.
 - Answer telephones in the absence of other colleagues in office and deal with any enquiries referring to health care professionals internal and external agencies as required.
 - To manage electronic diary systems of senior team members as directed by line manager and co-ordinating arrangements of meetings, as required.
 - To update and maintain accurate files and records both manual and electronic.
 - To input appropriate clinical data on to SystmOne and spreadsheets as required.
 - To produce monthly reports from SystmOne and Sentinel for the Inpatient Unit Activity (IPU) report, Pressure Ulcer and Infection Prevention returns for circulation.
 - To liaise with members of the multi-disciplinary team, other healthcare professionals, external hospital staff as required.
 - To attend ward multi-disciplinary Team meetings for admin duties as required
 - Collate and submit data to Hospice UK quarterly for Pressure Ulcers, Falls and Medication.
 - Maintain the information boards on the ward displaying audit data
 - Ensure weekly there is enough supply for the ward of paper documentation.
 - Collate and submit number of 'Thank you' cards and compliments received for the Inpatient Unit every month.
 - Type up the monthly messages to be circulated to the ward nursing staff.
 - Record and archiving of Health Care records from the Inpatient Unit, i.e. death certificate counterfoils, blood monitor Accu check quality control log books, blood bank registers etc.

- Arrange inductions for new starters to the Inpatient Unit and prepare orientation guide for the PDP team.
- Sending out bereavement cards to the next of kin on behalf of the ward.
- Scanning of competency records and any other paperwork and update spreadsheets from PDP.
- Update/photocopy documents for the Discharge Liaison team as required.
- Update the order codes list for housekeepers as required.
- Cover Rota Administrator when on annual leave/sickness – ensuring ward rota is kept up to date
- Collect and distribute incoming mail. Deal with outgoing mail as required.
- Service SystemOne cards – i.e. unlock Smartcards and certificate renewal.
- To communicate effectively in a caring manner dealing with patients, relatives and carers face to face and via telephone in a sensitive way.
- To provide comfort, compassion, empathy and time to patients and their carer's family and loved ones.
- To maintain patient confidentiality in line with GDPR.

PROFESSIONAL AND PERSONAL DEVELOPMENT

The post-holder will:

1. Commit to personal and professional development and participate in an annual appraisal and take actions to achieve objectives including the fulfilment of mandatory and job specific training.
2. Continue to advance knowledge, understanding and skills and acquire new knowledge and skills relevant to the service demands.

GENERAL:

- All staff are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
- To carry out and comply with the prevention and control of infection as per LOROS policies and procedures.
- All staff are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
- Take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- Co-operate with their employer as far as is necessary to meet the requirements of the legislation.
- All staff should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).

The contents of this job description are not exhaustive and may be amended in accordance with the needs of the service after discussion with the post holder whose agreement will not be unreasonably withheld.

Signed.....Date.....

Postholder

Signed..... Date
Line Manager