

SWANSEA BAY UNIVERSITY HEALTH BOARD

JOB DESCRIPTION

JOB DETAILS:

Job Title	IPC Administration Officer
Pay Band	3
Hours of Work and Nature of Contract	37.5 hours per week (Monday to Friday)
Delivery Unit	Corporate Nursing
Department	Infection Prevention and Control
Base	Morrison Hospital (cover across sites, where required)

ORGANISATIONAL ARRANGEMENTS:

Managerially Accountable to:	Business Administration Manager, Infection Prevention and Control
Reports to: Name Line Manager	Business Administration Manager, Infection Prevention and Control
Professionally Responsible to:	Head of Nursing, Infection Prevention and Control

Our Values

In this Health Board we aspire to be driven by our values; where every person that works for us, regardless of their role, is expected to demonstrate the values of “caring for each other”, “working together” and “always improving”.

Job Summary/ Job Purpose:

To provide comprehensive administrative support to the Infection Prevention and Control Service. This includes; providing administrative support, arranging meetings, coordinating information, preparation of agendas, minute taking, data entry, generation of daily work lists and provide support for regular routine audits, daily update of patient alert systems, update DATIX Incident reports in relation to Tier 1 Target infections. Also includes administrative support for all aspects of IPC training including; arranging training sessions for the wide range of training provided by IPC, collating training data/ data entry, generate reports on training compliance, update ESR system with staff training compliance, managing training email account and diary; and dealing with training queries from staff.

The post holder is required to communicate and liaise with staff and members of partner organisations, produce work to tight deadlines whilst ensuring compliance with Health Board policies. This is a key supporting role in the effective running of the team, which includes the management of resources as part of the core duties and using different NHS computer systems.

Responsibilities and Duties

The duties and responsibilities detailed within this job description are not intended to be exhaustive, but are set out to indicate the main areas of activity currently expected. The post-holder will, therefore, be expected to adopt a flexible approach when the needs of the service require.

Key Tasks and Responsibilities of the Post

- Organise and support the planning of meetings, events and conferences; including booking venues and taking formal minutes, arranging equipment, preparing papers/documentation, registering delegates and arranging refreshments.
- Complete DATIX incident reports relating to infections.
- Provide typing support; including copy/ audio typing, to the Infection Prevention & Control Team, producing letters, reports, other documents as required.
- Organise and support the planning of training and events; including booking venues, arranging equipment, preparing documentation, registering delegates and arranging refreshments.
- Support the Business Administration Manager in organising an annual training programme containing all training provided by Infection Prevention & Control.
- Liaise with Service Groups to ensure training dates are circulated widely to all Health Board staff/ departments.
- Collate and process data; including updating ESR with training data.
- Provide support to business and project processes.
- Provide support to staff within the team/office.
- Provide a diary management service with the ability to resolve conflicting diary appointments and schedules.
- Make judgements involving straightforward job-related facts or situations, such as choosing and booking appropriate venues based on requirements and in line with agreed policies and procedures, conflicting diary appointments and schedules.
- Carry out other administrative tasks that fall within the competencies of the post holder in order to provide cover. Prepare and distribute documents and papers as required.
- Advanced keyboard skills and knowledge of telephony systems and general office equipment.
- Manage internal and external post, including sorting and arranging collection when necessary.
- The post holder may have contact with service users and will be expected to signpost/direct to the appropriate person/department.
- The post holder will facilitate bookings on behalf of staff as needed.
- Follow policies and procedures in own role which are determined by systems within the team and Health Board's corporate systems.
- Contribute and assist with the development of new systems and processes as part of the development of quality standards within the team.

- Required to prioritise their work and to work on their own initiative, managing own workload and deadlines, taking in to consideration agreed deadlines from Senior Management; including emails and video calls; seeking advice as necessary.
- Guided by standard procedures, good practice and understands the standards and results that are to be achieved.

Communication

- Provide information orally, in writing and electronically to inform clients, work colleagues, and external partner organisations using tact and persuasive skills when necessary i.e. when dealing with angry/upset members of the public/ staff.
- Ensure effective communication between team members; providing information and advice in a timely manner.
- Provide an effective and professional service when liaising with colleagues, stakeholders and the public.
- Meet and greet visitors in a professional and polite manner, ensuring adherence to office protocol.
- Manage the telephony system, direct telephone calls appropriately and relay messages accurately and in a timely fashion (calls may be confidential and sensitive and be from a range of internal/external individuals and organisations).
- Setting up, managing and maintaining filing systems, ensuring that information is appropriately and securely stored, filed and retrievable whilst adhering to information governance guidelines to protect personal information.
- Deal with emails and take action on delegated emails at managers' request and supervision.
- The post holder will provide basic advice to clients and the public on health improvement and health behaviour change.
- Contribute to team meetings.

Education and Training

- Participate in self-development to continually improve performance and undertake development activities that are identified.
- Provide support to the induction process for new members of staff when joining.
- Support in the training of new staff on systems and procedures within the office.
- Undertakes any further appropriate and ongoing training as determined by the Senior Management Team.

Information Resources

- Responsible for the entry and storage of data compiled by others (electronic and hard copies).
- Use a variety of IT applications to promote the smooth running of the department and projects.
- Use a variety of NHS IT applications on a daily basis.
- Knowledge of word processing and associated software (e.g Microsoft Office)
- Able to prepare PowerPoint presentations, as guided by the IPC Nursing Team.
- Take and transcribe formal minutes of meetings.
- Ensure security of records in line with the Data Protection Act.

- Ensure compliance with information governance policies and procedures.
- Assist the Infection Prevention & Control team in providing information from Patient Clinical Systems for background surveillance.
- Receive and input patient data information for surveillance and audit purposes, as required.
- Request patient notes via the iFIT system for members of the Infection Prevention & Control Team, as required; ensuring the notes are stored securely and returned appropriately.
- Setting up, managing and maintaining office systems, including paper and electronic files, ensuring that information is appropriately and securely stored, filed and retrievable.

Finance

- Support the coordination and dissemination of resources; as agreed by the IPC Business Administration Manager.

Research and Development

- Provide administration support to those undertaking research, such as requesting information.
- Participate in the preparation and administration of audit information.
- Involvement in the arranging and recording of equipment required to be tested.

Effort & Environmental Factors

Physical Effort

- Required to use a computer and office equipment on a daily basis.
- There is a frequent requirement for sitting and standing in a restricted position and may be required to exert light physical effort for short periods of time i.e. resource equipment etc.
- Ability to move equipment and resources in line with Health Board's Manual Handling Policy.

Mental effort

- Required to concentrate for frequent periods of time where work pattern is predictable, with the ability to deal with unforeseen interruption.

Emotional Effort

- Exposure to distressing or emotional circumstances is rare.

Working Conditions

- The post holder will work in office conditions.
- The post holder may be required to travel to meetings or other Health Board sites.
- Required to use Visual Display Unit daily.
- Required to use Telephone headset daily.

Job – Administration Officer, Infection Prevention & Control

Person Specification

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications	Advanced level keyboard skills (RSA II/III or equivalent; such as OCR Text Processing/ Word Processing Level 2/ 3) ECDL	GCSE or O Level Qualifications	Application Form Certificates/ Registration Check
Experience	Experience of working in an administrative role Experience of communicating with all levels of professional staff and the public Experience of dealing with confidentiality, sensitive data, appropriate maintenance and storage of records Experience of transcribing and minute taking	Working in an NHS environment Experience of working within a multi-disciplinary team setting	Application form Interview References
Knowledge and Skills	Experience and knowledge of Microsoft Office Thorough understanding of office procedures Working knowledge of filing/data systems including record management Awareness of policies and procedures relating to dealing with confidential data, both personal and organisational Ability to work on own initiative and manage own workload Able to manage diaries Good written and verbal communication skills	Ability to speak welsh or willingness to learn	Application form Interview References

	Good organisational skills Ability to work within a team and to take direction from senior team members Problem solving and fact finding Diplomatic/ Tactful Self-motivated		
Other requirements	Ability to work to deadlines and under pressure Ability to work on own initiative Good time management Respect confidentiality Keen to learn and develop skills	Ability to lift/ carry resources Continued Personal Development	Application form Interview References

GENERAL REQUIREMENTS

Include those relevant to the post requirements-

- **Values:** All employees of the Health Board are required to demonstrate and embed the Values and Behaviour Statements in order for them to become an integral part of the post holder's working life and to embed the principles into the culture of the organisation.
- **Registered Health Professional:** All employees who are required to register with a professional body, to enable them to practice within their profession, are required to comply with their code of conduct and requirements of their professional registration.
- **Healthcare Support Workers:** Healthcare Support Workers make a valuable and important contribution to the delivery of high quality healthcare. The national Code of Conduct for NHS Wales describes the standards of conduct, behaviour and attitude required of all Healthcare Support Workers employed within NHS Wales. Health Care Support Workers are responsible, and have a duty of care, to ensure their conduct does not fall below the standards detailed in the Code and that no act or omission on their part harms the safety and wellbeing of service users and the public, whilst in their care.
- **Competence:** At no time should the post holder work outside their defined level of competence. If there are concerns regarding this, the post holder should immediately discuss them with their Manager/Supervisor. Employees have a responsibility to inform their Manager/Supervisor if they doubt their own competence to perform a duty.

- **Learning and Development:** All staff must undertake induction/orientation programmes at Corporate and Departmental level and must ensure that any statutory/mandatory training requirements are current and up to date. Where considered appropriate, staff are required to demonstrate evidence of continuing professional development.
- **Performance Appraisal:** We are committed to developing our staff and you are responsible for participating in an Annual Performance Development Review of the post.
- **Health & Safety:** All employees of the organisation have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. The post holder is required to co-operate with management to enable the organisation to meet its own legal duties and to report any hazardous situations or defective equipment. The post holder must adhere to the organisation's Risk Management, Health and Safety and associate policies.
- **Risk Management:** It is a standard element of the role and responsibility of all staff of the organisation that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.
- **Welsh Language:** All employees must perform their duties in strict compliance with the requirements of their organization's Welsh Language Scheme and take every opportunity to promote the Welsh language in their dealings with the public.
- **Information Governance:** The post holder must at all times be aware of the importance of maintaining confidentiality and security of information gained during the course of their duties. This will in many cases include access to personal information relating to service users.
- **General Data Protection Regulation (GDPR):** The post holder must treat all information, whether corporate, staff or patient information, in a discreet and confidential manner in accordance with the provisions of the General Data Protection Regulation and Organisational Policy. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and / or prosecution under current statutory legislation and the HB Disciplinary Policy.
- **Records Management:** As an employee of this organisation, the post holder is legally responsible for all records that they gather, create or use as part of their work within the organisation (including patient health, staff health or injury, financial, personal and administrative), whether paper based or on computer. All such records are considered public records and the post holder has a legal duty of confidence to service users (even after an employee has left the organisation). The post holder should consult their manager if they have any doubt as to the correct management of records with which they work.
- **Equality and Human Rights:** The Public Sector Equality Duty in Wales places a positive duty on the HB to promote equality for people with protected characteristics, both as an employer and as a provider of public services. There are nine protected characteristics:

age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex and sexual orientation. The HB is committed to ensuring that no job applicant or employee receives less favourable treatment of any of the above grounds. To this end, the organisation has an Equality Policy and it is for each employee to contribute to its success.

- **Dignity at Work:** The organisation condemns all forms of bullying and harassment and is actively seeking to promote a workplace where employees are treated fairly and with dignity and respect. All staff are requested to report any form of bullying and harassment to their Line Manager or to any Director of the organisation. Any inappropriate behaviour inside the workplace will not be tolerated and will be treated as a serious matter under the HB/Trust Disciplinary Policy.
- **DBS Disclosure Check:** The post holder does not require a DBS Disclosure Check.
- **Safeguarding Children and Adults at Risk:** The organisation is committed to safeguarding children and adults at risk. All staff must therefore attend Safeguarding Children & Adult training and be aware of their responsibilities under the All Wales Procedures.
- **Infection Control:** The organisation is committed to meet its obligations to minimise infections. All staff are responsible for protecting and safeguarding patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing Health Board Infection Prevention & Control Policies and Procedures.
- **No Smoking:** To give all patients, visitors and staff the best chance to be healthy, all Health Board sites, including buildings and grounds, are smoke free.

Flexibility Statement: The duties of the post are outlined in this Job Description and Person Specification and may be changed by mutual agreement from time to time.

Organisational Chart

