

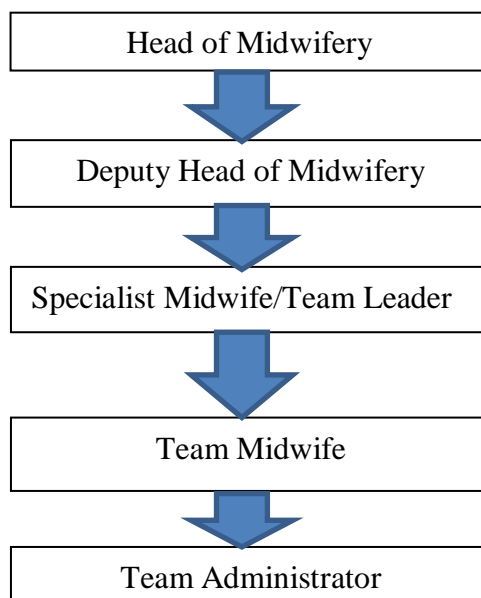
Job Description

Job Ref:	23-065
Job Title:	Care Co-ordinator/Administrator – Ivy Midwifery Team
AfC Pay Band:	Band 3
Number of hours:	As per contract
Clinical Unit / Division	Women and Children's
Department:	Maternity
Location:	Cross Site working and Community Settings
Accountable to:	Head of Midwifery
Reports to:	Ivy Team Lead Midwife

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	<p>Budget / Delegated Budget managed: N/A</p> <p>Authorised signatory for: N/A</p> <p>Other financial responsibility: Careful use of Trust resources</p>
Staff	None
Information Systems	<p>Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation</p> <p>Specialist systems: Badgernet, PAS, Esearcher, System one and Evolve</p>

Job purpose	<p>The Team Administrator role will enable The Ivy continuity of carer team to run more efficiently and effectively by supporting the midwives and team leader in a range of administration tasks.</p> <p>This is a new role therefore this list of roles and responsibilities is not exhaustive and will be developed in collaboration with the successful candidate.</p>
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Department Structure



Communication and Working Relationships:

With Whom:	Daily / as required	Purpose
Service Users	Daily / as required	To assist with appropriate queries
Team midwives	Daily/as required	work planning, advice and support.
Team Leader	As required	work planning, advice and support.
MDT (ward clerks/wider midwifery team/Dr's secretaries/USS dept/Phlebotomy/GP/ante natal education etc)	As Required	Relevant communications to ensure efficient workflow
Outside agencies (charities/children's centres/children's services/youth support agencies)	As Required	Relevant communications

Key duties and responsibilities

- To work effectively as part of the team, attend regular team meetings and contribute to building effective team working.
- To manage the team email inbox and deal with any incoming emails including forwarding emails as appropriate, co-ordinating any referrals that come in and allocating to the appropriate midwife, picking up and informing the team of any discharges.
- To manage workflow and the team calendar ensuring routine postnatal appointments are up to date following a birth.
- To maintain the team spreadsheets, data collection, data entry and collation including compiling and updating spreadsheets with clinical and non-clinical information from other maternity systems and the production of regular data reports.
- To be responsible for organising regular team meetings and events such as 'Meet the Team' and the home birth evening, including room bookings, disseminating agendas, taking accurate notes, transcription, and circulation as appropriate.
- To managing team social media platforms (Instagram and Facebook). This includes monitoring the inbox and posting feedback from service users, updates on the service, team statistics, team events and any information the team may give you.
- To liaise with the early help team to effectively co-ordinate antenatal education and engage service users.
- To communicate effectively with service users as appropriate including informing them of and arranging appointments maintaining a pleasant, professional, and helpful manner.
- Exercise confidentiality, empathy, discretion, and diplomacy skills when communicating by telephone or face to face, including dealing with difficult situations (eg. aggressive or demanding behaviour) and handling sensitive service user information, such as safeguarding and clinical results.
- To ensure patient and staff confidentiality is maintained at all times adhering to Trust and national policy regarding same.
- To become familiar with Badgernotes including uploading documents to care records as appropriate, inputting appointment times and extracting information to update spreadsheets.
- To complete any other general administrative duties as they arise
- To be able to work unsupervised most of the time, have excellent organisational skills and the ability to manage and prioritise own workload.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.

- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:					
Driving		Lifting		Verbal aggression	X
Use of PC/VDU	X	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing professional emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement		Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
 2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
 3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
 4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
 5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
 6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to. In addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
 7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
 8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
 9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
 10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
 11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
 12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.
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Person Specification

Job Title: Care Co-ordinator/Administrator –
The Ivy Midwifery Team

Grade: Band 3

Department: Maternity

Date: March 2023

*Assessed by: A= Application I= Interview R= References T= Testing C = /Certificate

Minimum Criteria	*	Desirable Criteria	*
Qualifications			
Good standard of general education, to GCSE grade C or equivalent in Maths and English	AI		
NVQ Level 3 in Administration or Maternity Support Worker/ Healthcare Assistant or equivalent	AI		
Experience			
Experience of working within a hospital setting or similar environment	AI	Working within a maternity setting	AI
Some knowledge of medical/midwifery terminology	AI	Using maternity IT systems	AI
Previous experience of prioritisation of workload	AI		
Direct contact with service users	AI		
Skills / Knowledge / Abilities			
Excellent communication skills, both verbal and written.	AI		
Competent use of Microsoft applications, the internet and social media platforms.	AI		
Awareness of confidentiality / safeguarding issues.	AI		

Ability to work as part of a team.	AI		
Willingness to undertake training applicable to the role.	AI		
Ability to use initiative and take direction.	AI		
Other			
Reliable work record	AIR		
DBS clearance if applicable	T		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholder's signature

Date