

Job Description

Title:	Maternity Administrator
Grade:	Band 2
Annual Leave:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
Department:	Maternity
Responsible to:	Operational Support Manager - Maternity
Accountable to:	Assistant Service Manager – women's Health Services

POST SUMMARY

To work as part of an MDT team to provide administration support across the Maternity Service including Labour ward, the Maternity Assessment unit, Ante/Postnatal Wards and Antenatal clinics.

The post holder should:

- ensure excellent patient experience throughout the Maternity Service, meeting and greeting all visitors to the maternity Unit in a welcoming, courteous and efficient manner.
- record patient attendances, admissions and discharges and manage any appointments for patients as indicated by the clinical team and ensure patients are aware of these
- assist Maternity staff with designated tasks under direction and supervision
- manage patient records and information in line with local and national IG standards
- share responsibility for ensuring that the administration environment is kept safe at all times in accordance with the Health & Safety Act.

Post holders will engage in cross training within the team to ensure robust cover is available and work on a rotational basis, working across areas of maternity, depending on the needs of the service, and follow the Standard Operation Procedures for that area

The post holder is expected to have a flexible and “can do approach” in ensuring the work of the department is carried out to the required high standards



MAIN DUTIES

MATERNITY WARD SUPPORT

- Manage patient documentation appropriately, ensuring documentation remains with patients during their stay as they move to other areas of the department.
- Admit Maternity Patient to all ward areas, transfer as required in real time
- Support management of Amenity Room

CLINIC SUPPORT

- Accurately record appointment outcomes following clinic consultations on CareFlow LIVE in a timely manner
- Arrange follow up appointment or scans as clinically indicated and manage appointments, including communication with patients and other clinicians. Highlight DNA'S to clinicians and ensure follow up is recorded
- Escalate appointment capacity issues in line with service procedures
- File any clinic paperwork on a daily basis
- Cancel Outstanding Antenatal Appointments & discharge Antenatal referrals which are no longer required
- Liaise with the interpreting services to book interpreters where appropriate
- Support the maintenance of the filing room

PATIENT RECORDS AND INFORMATION

- Track, order, pull, prep and accurately book in and out casenotes for designated clinics, patient admissions or where requested by clinical staff
- Locate missing case notes, avoid the use of temporary folders wherever possible and maintain case notes
- Ensure that casenotes are forwarded to medical coding where appropriate
- Use CareFlow LIVE & Medway Maternity efficiently and effectively, ensuring that all data and activity is recorded accurately and in a timely manner.



- Ensure all Maternity Patients have an NHS number on CareFlow LIVE & Medway MATERNITY
- Ensure that patient demographics are correct and up-to-date and use NHS portal to check and update patients details where necessary
- Maintain patient discharge details in a timely manner
- Ensure all patient activity is recorded live and in real time. Ensure Patient Registrations are not duplicated and notify Administration Manager & Maternity EPR lead if errors are noted
- Notify Overseas Officer of Private /Overseas Patients to determine NHS eligibility in a timely manner

COMMUNICATION

- Communicate with service users and visitors in a consistently welcoming, polite, courteous, efficient and sensitive manner, remembering they may be anxious or worried
- Use good communication skills supporting patients in a manner that is polite, respectful but also assertive if necessary
- Liaise as necessary with Consultants, Midwives , Patient Pathway Co-ordinators, Health Records, GPs etc, carry out any other duties commensurate with the grade as directed by the Women's Health management team ensuring that the department interfaces efficiently with them

GENERAL

- Deal promptly and in a professional manner with telephone enquiries, taking the necessary action required to assist the caller, and ensuring messages are passed swiftly to the relevant person
- Log IT Issues e.g. Printer, Phone Problems with the IT Service desk
- Work in a way that is organised with a flexible and responsive approach to the varying demands of the post
- Prioritise work load effectively and have the ability to work with minimal supervision (at times)
- Maintain a high degree of confidentiality with relation to service users, employees and sensitive information in accordance with Trust policies and procedures
- Be aware of Child Protection and Security Protocols and follow Trust Guidelines regarding data protection



- Complete accurate data input and be able to use the computerised data base systems, e-mail and other IT systems
- Ensure own work is compliant with trust and team policy and procedure
- Use own initiative in the completion of delegated tasks, and to seek advice appropriately
- Provide cross cover in the various areas of maternity, providing administrative support for areas as required and escalating any gaps in cover
- Undertake any other duties commensurate with grade as agreed and delegated by your manager
- Be aware of Community Midwives on-call and at call outs and to record activity
- Monitor visitors entering clinical areas and inform Security/Police of any issues with Patients/Visitors and Staff

PERSONAL DEVELOPMENT AND TRAINING

- Actively be involved in the annual appraisal process and demonstrate a commitment to the knowledge and skills framework within your personal development plan, identifying your personal training needs in addition to those highlighted by your supervisor
- To undertake team training as identified and to demonstrate a commitment to the development of effective team working
- To facilitate good team working relationships both within own department and the Trust
- To attend participate in team meetings
- To participate in in-service training, statutory training and education to meet the needs of the service and assist in providing training and support for new and temporary members of staff

Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met, and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleagues professional practice across the trust through leading ward and/or department projects, and supporting training.
- Ensure optimum use is made of working time.

Equal Opportunities



Our latest policy known as “Promoting Equality, Diversity and Human Rights” outlines the Trust’s commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality>”

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.

Staff working in any department where an on 'call rota' operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding

To comply with the Trust’s Safeguarding Children and Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.



- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality

You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

Our mission

Helping local people live longer, healthier lives.

Our vision

Provide safe, personal, co-ordinated care for the community we serve.

Our goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care



- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment



Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.



Person Specification

Post:	Maternity Administrator	Grade:	Band 2		
Department	Maternity	Candidate Name			Notes
Attribute		Essential	Desirable	How Assessed	
Education / Qualifications	• Good standard of general education with particular strengths in English Language at GCSE Grade C or above or equivalent	*			
	• Recognised computer/IT skills including knowledge of Microsoft Office applications	*			
	• Knowledge of medical terminology		*		
	• Experience of working in the NHS		*		
	• Experience of team working to achieve targets	*			
Skills & Abilities	• Computer literacy skills including use of MS office applications for email, word processing etc.	*			
	• Excellent written English skills including keen attention to spelling and grammar	*			
	• Ability to put people at ease and recognise emotional needs of visitors	*			
	• Excellent customer service skills for both internal and external users	*			
	• Able to follow and learn processes	*			

Knowledge & Experience	<ul style="list-style-type: none"> Knowledge of routine office procedures. i.e. incoming post, relaying messages and using office equipment such as photocopier, fax, etc. Understanding the importance of confidentiality and data protection issues in a healthcare environment 	* *			
PERSONAL QUALITIES	<ul style="list-style-type: none"> Flexible attitude to ensure that optimum support is offered to the Service Leads and administrators in delivering services to patients. Good attention to detail Positive can do attitude Reliable and punctual Positive attitude towards change 	* * * * *			
Other	<ul style="list-style-type: none"> Flexible availability to ensure service is covered 	*			

Completed by:

Date:.....

Offer post Yes/ No

Comments