Job Description

Title:	Labour Ward Reception Administrator
Grade:	Band 3
Annual Leave:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
Department:	Women's Health Services - Maternity
Responsible to:	Operational Support Manager - Maternity
Accountable to:	Women's Health Service Manager

POST SUMMARY

Labour Ward Administrators are the first point of contact for patients and visitors attending the Trust via the Labour Ward Reception entrance to the Hospital and is expected to demonstrate a high level of professionalism, care, courtesy and respect when greeting patients.

Working in a busy environment, Labour Ward Administrators will manage the administrative processes to support the effective running of the Labour Ward and wider Maternity Services as part of a 24/7 rota, including bank holidays.

MAIN DUTIES

RECEPTION DUTIES

The Labour Ward is the main entrance into the Trusts Maternity Department and the Administrator will manage this reception during daytime hours and additionally provide all administrative support for the wider Maternity Department out of hours. The duties include:

- Greet and communicate with service users and visitors in a consistently welcoming, polite, courteous, efficient, and sensitive manner, remembering they may be anxious or worried

- Ensure that all communication is dealt with confidentially and discreetly and that a sensitive approach is used; to always respect patient and staff confidentiality.

- Answer telephone calls in a polite and courteous manner, identifying yourself, the department and hospital

- During out of hours shifts on Labour Ward, ensure the Home Birth phone is carried at all times and notify CMW on call midwife of calls to the phone and logging when the CMW returns.

- Deal with queries face to face and escalate issues to the clinical team as appropriate

- Monitor visitors via the Labour Ward entrance and inform Security/Police of any issues with Patients/Visitors and Staff

- Liaise proactively out of areas with the areas across the Maternity department to provide administrative support as required to safely run the service across the Maternity pathway

PATIENT ADMINISTRATION

- In the event of an issue with Electronic Records or Systems Failure, or during downtime or in an Emergency Situation – complete Emergency Birth Registrations in line with trust standard operating procedures

- Register Births on the NHS Portal and print off supporting documentation where appropriate. Ensure any supporting IT Systems are updated as appropriate and provide the clinical team with any information required for their record keeping

- Print Birth & Delivery Information and bloodspot labels, ensuring information is correct, notifying the clinical team of errors and request amendments.

- Manage patient documentation appropriately, ensuring documentation remains with patients during their stay as they move to other areas of the department.

- Register and admit Neonatal Admissions out of hours and in the absence of Neonatal Unit Admin cover

- Maintain electronic patient movement/discharge details in a timely manner, transferring patients on IT systems to different ward areas as appropriate

- Locate notes for patient admission/attendance as appropriate

- Ensuring accurate data entry of patient data on all systems

- Amend patient and GP details as required

- Book appointments for patients as appropriate

- Manage and action the referrals and communications received in the Post Natal Referral email account (STOW) to ensure post-natal care is arranged for patients moving in/out of area

TRAINING AND DEVELOPMENT

- Maintain compliance with Trust Mandatory Training

- Actively engage in the annual appraisal process as part of the Trust's Individual Performance review and Personal Development Plan/Achieving Excellence in Administration

- Keep abreast of all new developments within job-role - participating in training and development as identified at appraisal; to improve existing skills and develop new skills, in accordance with the needs of the Service

- To guide, and support new starters

Whittington Health NHS

SPECIAL CONDITIONS

- Labour Ward Administrators will work on a rota which supports the department 24 hours per day, 365 days per year. It is an expectation for all staff to work a range of shift patterns to support the needs of the service

- Shifts will include days, evenings, nights and weekends

- Shifts will include Bank Holidays

- Labour Ward Administrators are expected to undertake any additional clerical duties as advised by the Operational Support Manager for Maternity or Operational Management Team.

GENERAL

- Act independently ensuring workloads are prioritised as determined by the clinical team and/or line manager.

- Undertake any other duties commensurate with the grade as agreed and delegated by your manager

- To be available for major incidents if required

KEY RELATIONSHIPS

The post holder will work as part of the Maternity Department Administration team and will work closely with the following post holders:

- Service Manager
- Assistant Service Manager
- Operational Support Manager – Maternity
- Director of Midwifery
- Midwifery Matrons
- Midwifery Team
- Obstetric Consultants
- Administrative colleagues in other clinical service areas

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.
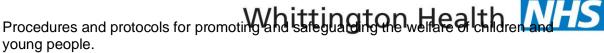
Health & Safety Policy

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:	Labour Ward Reception Administrator	Grade:		Band 3	
Department	Maternity	**Candidate Name**			**Notes**
Attribute		**Essential**	**Desirable**	**How Assessed**	
Education / Qualifications	• GCSE (5 grades A*- C) or equivalent experience • Numerate • Literate	* * *			
Skills & Abilities	• Excellent communication skills (written & verbal) • Able to work under own initiative as well as under supervision • Able to be trained to use Trust IT systems • Basic IT skills • Ability to interpret and priorities workload. • Good interpersonal skills. • Ability to adapt to change within working environment. • Confident and able to challenge in appropriate circumstances. Common sense.	* * * * * * * *			
Knowledge & Experience	• Experience of working in a busy environment. • Experience of completing general admin duties • Experience of working in environment focused on delivering quality customer service • Experience of completing reception and admin duties • Experience of working in the NHS (D)	* * * *	 *		
PERSONAL	• Professional & dedicated in approach to work.	*			

| QUALITIES | • Able to work under pressure
• Self-motivated
• Flexible
• Supportive
• Confidential | *
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| Other | • Smart in appearance
• Reliable
• Excellent timekeeper
• Able to work shifts on 24/7 rota — including evenings, weekends and bank holidays | *
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Completed by: ……………………………………………..   Date:………………

Offer post Yes/ No   Comments …………………………………………………..