

REF CODE:

**PORTSMOUTH HOSPITALS NHS TRUST
JOB DESCRIPTION**

Job Group: : Technical and Scientific	FOR OFFICE USE ONLY
Job Title: Supervisor	Position No:
Directorate/ CSC: Clinical Support Services	Approved Matching Classification
Existing Grade: Band 3	Job Analysis
Unit: Blood Sciences Department, Pathology	Job Evaluation
Base Location: Queen Alexandra Hospital	Pay Band code:
Reports to: Office Manager	
Accountable to: Head of Blood Sciences	Entered By:

Job Purpose

- To provide an accurate and efficient Antenatal – Neonatal Screening Clerical service to the Department of Clinical Biochemistry –working autonomously and within a team framework to deal with 58,000 request per year.
- To include the timely and efficient admission of all newborn babies in Wessex and all pregnant women who opt for Down's Screening onto the Blood Sciences computer system and ensuring that all reports, follow up samples and patient letters are accurately recorded in real time.
- To deputise for the office Manager in his/her absence
- Supervisor to eight MLA staff within Screening / Warfarin Clinic

Key Dimensions

Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. If your employment is to a post that requires you to be registered with a professional body, the continuation of your employment is conditional upon you continuing to be registered with the appropriate professional body. The Trust will require evidence of current registration.
9. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies assuring compliance with all defined infection control standards at all times.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Shared Core Functions

- Proactively and positively contribute to the achievement of deliverables through individual and team effort. Manage the production of the required deliverables and control risks,
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance and support as appropriate.
- Ensure that approved budgets are spent effectively and in accordance with agreed procedures
- Liaison with Senior Professionals and related functions to ensure that work is neither overlooked nor duplicated
- Build and sustain effective communications with other roles involved in the shared services as required
- Maintain and continuously improve specialist knowledge in an aspect of Health Service which significantly contributes to the Trust's stated objectives & aims
- Establish and maintain strategic links with a range of external partners/stakeholders or manage the links made through the team. Engage with external partners/stakeholders to gain their necessary level of contribution & commitment to the successful delivery of your work.
- Undertake proactive horizon scanning for either developments relating to Trust work or opportunities for Trust involvement around health issues
- Increase the level of knowledge & skills within the Trust through documenting key learning and supporting others to develop their professional abilities.
- Dissemination of knowledge through engagement in report writing, and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives with regard to issues such as Carbon reduction and waste minimisation and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

Specific Core Functions

Neonatal / Antenatal (Downs Syndrome) Screening **Overseeing a team of 4 Admin staff**

To be responsible for accurate data input of Down's & Neonatal Screening requests received from Hampshire, Dorset, Wiltshire Isle of White, Guernsey, Jersey & British Forces posted overseas. These are very complex data and arise from 20,000 Down's and 42,000 Newborn Screen requests per annum.

- To ensure all relevant data is available and entered onto the database and to search for incomplete data using Hospital Information System (HIS) or appropriate agency.
- To liaise with Maternity Depts. via telephone or email in order to verify missing information and organize repeat blood samples where appropriate and within a strict time frame.
- To ensure relevant Down' Syndrome high risk results are faxed to the Antenatal Clinics throughout Wessex within a set time frame.
- To ensure that all contact details are kept up to date
- To answer telephone enquiries on any aspect of Screening in a prompt and efficient manner, this requires a detailed knowledge of all complex pre-analytical aspects of newborn screening and a basic clinical knowledge of the 9 newborn screen conditions.

Office Manager Cover

Ensure that enquiries are dealt with promptly and efficiently in a courteous, professional and informed manner.

To answer general telephone enquiries in a prompt and efficient manner.

To provide cover for the reporting of Antenatal and Neonatal screening results via email and post for the Office Manager in his/her absence.

Liaison with midwives, Health Visitors and Child Health Services

To deal with telephone enquiries and issue results to Dieticians for positive PKU children

Anticoagulant Clinic

Overseeing a team of 3 P/T Admin staff

(1) To oversee the smooth running of the office liaising with Consultants, nurses, Doctors, District Nurses, and GP Surgeries. Supervise admin team sorting any queries and problems that they are unable to deal with

(2) Prepare rota for the administrative staff to ensure all jobs are covered ensuring flexibility to meet the needs of the service to maintain cover during staff absence.

(3) Cover staff if / when required to ensure phone calls and work is dealt with

(4) Attend meetings

(5) Ensure the daily check list has been completed by the office team to ensure patient safety. Check monthly house keeping has been actioned by admin team to ensure GP's and patients have been notified when warfarin medication is to stop and anyone past their stop date has had a final blood test. Ensure that the Inactive patient list has been dealt with and passed to the nurses for review.

(6) To ensure that all patients who DNA blood tests are being monitored and the appropriate letters are sent out by admin team. Any new patients who DNA have been passed on to the nurses for action immediately to ensure patient safety by admin team

(7) To make sure clinics are fully booked by admin team and liaised with nurses to ensure any clinics that need to be cancelled or shortened are actioned

(8) Amend or prepare new PAS templates when necessary or add ad hoc clinics to PAS for booking by admin team

(9) Ensure the Domiciliary lists have been prepared by the admin team and taken to phlebotomy manager. Ensure the pre run of Domiciliary visits each week has been emailed to phlebotomy to ensure the manager can manage staffing for the following week

(10) Ensure that the admin staff have liaised with District Nurses to sort queries from her staff concerning patients they have visited and the booking of any urgent blood tests with the manager. Action concerns from phlebotomy manager concerning patients fitting the criteria for Domiciliary visits

(11) Help deal with patients concerns. Contacting patients or GP surgeries with results or information to effectively sort their queries and problems

(12) Deal with missing referrals or any urgent requests that need to be actioned outside of normal admin staff remit

(13) Actioning warfarin requests on the Choose and book systems. Sort out booking slots issues and missing referrals from appointments booked by patient

(14) Deal with requests from operational manager to check outstanding patient pathways for warfarin referrals and resolve on PAS

(15) Ensure that any incidents have been reported on the datix system and any errors by the warfarin team have been explained and any necessary procedure has been put in place to prevent any further incidents

appropriate place

(16) Maintain supply of warfarin slips and patient oatpacks for clinic and office use liaising with printing company to deliver next batch of slips when required

(17) Ensure warfarin slip printer is in working order and been cleaned by admin staff. Call

maintenance engineer when needed.

(18) Ensure that the admin team have liaised with cardiology waiting list office to ensure lists of patients referred for a DCC are provided weekly and any patient overdue for procedure is chased up with them

(19) Check the three email accounts set up to ensure patient results and queries have been dealt with and all pharmacy lists have been printed off and actioned and any scanned items have been moved by admin team

(20) Update SOP's when necessary

Other

Job Holders are required to:

- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
- Act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff is expected to complete essential/mandatory training in this area.
- Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff is expected to respect the requirements of the Data Protection Act 1998.

Job Description Agreement

Job Holders name:
(print)

Job Holders signature: Date:

Senior Officer/ Chief of Service

Name (print)

Signature: Date:

Title:

PERSON SPECIFICATION

QUALIFICATIONS AND EXPERIENCE:

ESSENTIAL

- GCSE or equivalent level of education including English Language.
- **Experience with electronic handling of data.**
- Fluent and accurate keyboard skills.

DESIRABLE

- Previous experience of working in a clinical laboratory

SKILLS AND KNOWLEDGE:

ESSENTIAL

- Evidence of ability to work using own initiative and without supervision.
- Good verbal and written communication skills.
- Demonstration of manual dexterity through previous employment/interests.
- Previous telephone/customer care skills.
- Conscientious, methodical approach to duties.

PERSONAL QUALITIES:

ESSENTIAL

- An understanding of the political sensitivities of the Trust
- Ability to demonstrate confidentiality and trustworthiness.
- A willingness to be flexible and part of a team.
- Ability to demonstrate a high degree of concentration and attention to detail
- Deal calmly and politely with members of hospital staff who are working in areas of extreme pressure
- Ability to juggle many priorities at one time, whilst remaining calm.
- Prepared to handle clinical samples.

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