



Bicton Heath, Shrewsbury, SY3 8HS

Re : **Community Services Secretary (Outreach Team; Hospice at Home; Day Services).
Shrewsbury based**

This application pack contains the following information regarding the above-mentioned post:

- 1. Job Description and Person Specification**
- 2. Information to Candidates**
- 3. Equal Opportunities Monitoring Form**

Having read the enclosed information, your completed application form should be returned to me.

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

Gaynor Lewis
HR Advisor

Severn Hospice

Community Services Secretary (Outreach Team; Hospice at Home; Day Services)

INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

1. MEDICAL

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

2. REFERENCES

No formal offer of employment will be made until we have received satisfactory references.

3. DISCLOSURE

Not applicable

4. PROBATIONARY PERIOD

Your appointment will initially be for a probationary period of up to 6 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

5. SALARY

The hourly rate for this post is £9.22 - £10.65. Salaries are paid monthly by credit transfer to a bank or building society account.

6. HOURS OF WORK

You will work 3 days per week (22 ½ hours) usually worked Wednesday to Friday 8.30am to 4.30pm

7. HOLIDAY

You will be entitled to 157 ½ hours holiday per year (including public holidays).

8. NOTICE

During your probationary service the period of notice to terminate your employment is one week by either party.

Severn Hospice Equality and Diversity Statement

Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an “unspent” conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any “unspent” convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become “spent” (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including “spent” convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service’s Code of Practice for Registered Persons and other recipients of DBS information.

A copy of the Hospice’s Equality and Diversity Policy is available upon request.

EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

Please can you complete the form and mark the box with an 'x', where applicable. Please place in a sealed envelope separate to our application form.

First Name:		Surname:	
Date of Birth:		Position applied for:	

Are you married or in a civil partnership?

Yes		No		Prefer not to say	
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ETHNICITY

White	British	
	Irish	
	Gypsy or Irish Traveller	
	Any other White background (please specify)	
Mixed/ Multiple Ethnic Groups	White and Black Caribbean	
	White and Black African	
	White and Asian	
	Any other Mixed/multiple ethnic background (please specify)	
Asian or Asian British	Indian	
	Pakistani	
	Bangladeshi	
	Chinese	
	Any other Asian background (please specify)	
Black/African/Caribbean/Black British	African	
	Caribbean	
	Any other Black background (please specify)	
Other Ethnic Groups	Arab	
	Japanese	
	Any other ethnic group (please specify)	
Prefer not to say		

AGE

Under 16		35-39		55-59	
16-24		40-44		60-64	
25-29		45-49		65+	
30-34		50-54		Prefer not to	

RELIGION AND BELIEF

Buddhist		Jewish	
Christian		Sikh	
Hindu		No religion or belief	
Muslim		Prefer not to say	

GENDER

Male		Female		Transgender	
				Prefer not to say	

SEXUAL ORIENTATION

Heterosexual		Lesbian		Gay		Bisexual	
Prefer not to say							

DISABILITY

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

Physical Impairment	Yes		No		Prefer not to say	
Mental Impairment	Yes		No		Prefer not to say	

DECLARATION

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

Signature:	Date:
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SEVERN HOSPICE JOB DESCRIPTION

Title of Post:	Community Services Secretary (Outreach Team; Hospice at Home; Day Services)
Grade:	Band 3
Responsible to:	Clinical Secretarial Team Leader
Accountable to:	Matron for Clinical Services/Director of Care

Outline of Responsibilities

The post holder will provide a full and comprehensive secretarial and administrative service to the Hospice's Community Services (Outreach Team, Hospice at Home and Day Services) under the line management of the Clinical Secretarial Team Leader and direction of the Matron for Clinical Services /Lead Nurse for Day Services.

There is an expectation that the post-holder will work full-time to cover their job-share's annual leave and sickness leave where required.

1. Main Duties

- 1.1 Provide a full and comprehensive secretarial and administrative service to the Hospice's Outreach Team, Hospice at Home Team and Day Service Teams.
- 1.2 To receive all incoming referrals to the Outreach Team, Hospice at Home Team and Day Services Teams, register on the Hospice's clinical system SystmOne and scan this referral into SystmOne following set procedure.
- 1.3 Request from the patient's GP an EMIS report and scan this into SystmOne and check for any recent SaTH letters on the SaTH system CDS7, print and scan these into SystmOne as requested by Service Leads.
- 1.4 To have an excellent working knowledge of IT systems, the MS Office suite and use of e-mail in Outlook. To embrace and comply with the introduction of new technology to ensure the smooth running of the Service.
- 1.5 Be fully conversant with SystmOne and utilise this database as required to fulfil the expectations of the role.
- 1.6 To receive from the Shrewsbury Outreach Team any documents with confidential / sensitive patient identifiable data on to send via the NHS.net secure email address. To scan these documents into the patient's records.
- 1.7 To receive from the Outreach Team, Hospice at Home Team and Day Services Teams requests to discharge patients from the service and to undertake this following set procedure. To scan and shred paper notes following procedure. Add activity codes to SystmOne as appropriate in order to record administrative input.
- 1.8 To register on SystmOne and scan in referrals refused by the Service as instructed by the Service Leads.

- 1.9 To liaise with Clinical staff both within and outside of the Hospice on patient related issues. Liaise with patients, relatives, community teams and Hospice and Hospital staff as required and within the GDPR/Information Governance regulations.
- 1.10 Under instruction of the Service Leads co-ordinate meetings, arranging dates, venues and appropriate participants. To act as a contact point in order to arrange visits and appointments for the Service Leads.
- 1.11 For the Hospice at Home Team collate face to face time and travel time as this information cannot be collected through SystemOne. To record this information in a pre-set up Access database.
- 1.12 To attend the Community MDT and live minute directly into the patient's SystemOne record.
- 1.13 To collect from Services pigeonholes post and other documents. To sort and prioritise these, taking action as appropriate and ensuring all requests are brought to the attention of the service leads.
- 1.14 As required or requested take minutes of meetings, prepare and distribute the minutes and accompanying documentation and take all follow up action as necessary.
- 1.15 To assist with the timely archiving of patient records as per Hospice policy/procedure.
- 1.16 Upon information from a verified source take all necessary action to deactivate a patient off SystemOne following procedure and appropriately scan in any patient paper notes and shred.
- 1.17 To organise and record relevant team staff training, liaising with the Education Secretary where necessary.
- 1.18 To prepare service and bereavement packs for the Outreach Team and Hospice at Home Team. Keep a stock check of relevant documents and request for more to be printed when required.

2. Professional Responsibilities

- 2.1 Attend all mandatory training required of the post holder.
- 2.2 To be familiar with and adhere to all relevant policies and procedures and report and relating matters to the Clinical Secretarial Team Leader.
- 2.3 To participate in regular appraisals.
- 2.4 To respect the confidentiality of information pertaining to patients and staff at all times in line with GDPR and Information Governance regulations.
- 2.5 To ensure the efficient and effective use of all resources.
- 2.6 To develop and maintain good working relationships the immediate team and wider Hospice colleagues, patients and community colleagues.

- 2.7 In accordance with the Hospice's Health and Safety policy all employed persons while at work are required by Section 7 of the H&S at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur. In particular any duties that will enhance the professional development of the post holder will be encouraged.

BR/CH April 2021

Severn Hospice
Person Specification: Community Services Secretary

	Essential	Desirable
<p>Qualifications / Training Level of education necessary</p> <p>Professional and post basic qualifications</p> <p>Specialised training required for post</p>	<p>Maths and English GCSEs or equivalent</p> <p>Secretarial qualification RSA/OCR levels 2 & 3 or equivalent</p> <p>Knowledge and proficiency in using the computer package Microsoft Office/Windows</p> <p>Experience in minuting meetings</p> <p>Ability to produce reports as required using Excel</p>	<p>ECDL, NVQ in Business Administration</p> <p>Attendance on any course run by Pitmans</p>
<p>Experience Length, type and level of post related work experience required (additional or alternative to qualifications above)</p>	<p>Work experience as a secretary in a clinical environment</p>	<p>Experience of working in a palliative / end of life care environment</p>
<p>Skills & Knowledge Range and level of skills</p> <p>Depth and extent of knowledge required</p>	<ul style="list-style-type: none"> • Confident and ability to work autonomously • Excellent interpersonal and communication skills • Ability to write professional correspondence <ul style="list-style-type: none"> • Computer literacy, excellent word processing, communication and interpersonal skills • Excellent presentation of document skills and attention to detail • Statistical analysis and presentation experience • Minuting of clinical meetings • Excellent literacy skills <p>A full understanding of Hospice's Community Services</p>	<p>A full understanding of the Hospice's philosophy and mission statement</p> <p>Experience in using SystemOne or equivalent clinical database</p> <p>Knowledge of medical terminology and to be familiar with end of life/palliative care conditions</p>
<p>Aptitudes & Attributes Required</p>	<ul style="list-style-type: none"> • Excellent organisational and listening skills • To demonstrate initiative and work well as part of a team • Time management and prioritisation skills and able to meet deadlines • To be able to support staff at all levels • To be able to act as an ambassador for the Hospice • To be aware of and of work within the multi-disciplinary team • To work confidentially and comply with IG & GDPR regulations 	<p>To have a flexible approach to work</p> <p>Good sense of humour</p> <p>Can demonstrate empathy</p>
<p>Other Requirements</p>	<ul style="list-style-type: none"> • Willingness to undergo further training as required • Prepared to be flexible 	<p>To own transport and be prepared to work on both main Hospice sites.</p>

