



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Clinical Team Secretary - Shrewsbury**

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 at the address above, to arrive no later than **18<sup>th</sup> June**.

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 Manager**

## **Severn Hospice**

### **Clinical Team Secretary - Shrewsbury**

#### **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 salary for this post is £17,958 - £20,758 per annum depending on experience

Salaries are paid monthly by credit transfer to a bank or building society account.

##### **6. HOURS OF WORK**

37½ hours per week Monday to Friday

You will be expected to work full time when the other Inpatient Unit Coordinator is on annual leave

##### **7. HOLIDAY**

Full time holiday entitlement is 262 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.**

<b>First Name:</b>		<b>Surname:</b>	
<b>Date of Birth:</b>		<b>Position applied for:</b>	

Are you married or in a civil partnership?

<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	
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### ETHNICITY

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

## 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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## Job Description

<b>Title of Post:</b>	Clinical Team Secretary
<b>Grade:</b>	Band 3
<b>Responsible to:</b>	Clinical Administration Manager
<b>Accountable to:</b>	Director of Care

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### Outline of Responsibilities

Working under the direct supervision of the Clinical Administration Manager (CAM) the post holder will provide a competent and comprehensive administrative and secretarial support as required by the Matron for Clinical Services and in the absence of the CAM.

#### 1. Main Duties

- 1.1 To provide a full and comprehensive secretarial and administrative support to the Matron for Clinical Services and in the absence of the CAM the Director of Care also.
- 1.2 To receive all incoming telephone calls to the office, actioning as appropriate and deferring to/taking messages for the CAM and/or Matron/Director of Care where appropriate.
- 1.3 To have a proficient working knowledge of IT systems, video and audio-conferencing equipment, 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 Services. Specific knowledge and use of MS Excel is essential.
- 1.4 Be fully conversant with SystmOne (or other clinical databases) and utilise this database as required to fulfil the expectations of the role. To be able to scan directly into SystmOne.
- 1.5 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.
- 1.6 Under instruction of the CAM/Matron/Director of Care, arranging meeting dates, venues and appropriate participants.
- 1.7 As required or requested take minutes of meetings, prepare and distribute the agenda, minutes and accompanying documentation and take all follow up action as necessary e.g. the Clinical Leads Meeting, Clinical Governance Meetings and End of Life Care Group meetings.

- 1.8 On a rota basis live minute the weekly Ward and Community MDTs into SystmOne and undertake and preparation work and post meeting work necessary. Including reporting from SystmOne. To have excellent keyboard skills and preferable be a touch typist. To have exposure to details discussed at MDT meetings, to be emotionally equipped for this and to process details of terminally ill patients.
- 1.9 In the absence of the CAM maintain the Director of Care's electronic diary, making appointments and arranging meetings where necessary and keeping them informed of any changes.
- 1.10 Maintain the Matron for Clinical Services electronic diary, making appointments and arranging meetings where necessary and keeping them informed of any changes.
- 1.11 Maintain the Book of Remembrance in the Hospice Sanctuaries on both sites.
- 1.12 To have a budgetary ordering limit of £1,000 for all services in the Director of Care's Directorate.
- 1.13 Under the instruction of the CAM, Matron and Director of Care, order supplies and equipment for the department. To order these items using Focal Point and source and identify suppliers for a variety of items of equipment and furnishings. To keep accurate records regarding this.
- 1.14 Verify new staff and volunteer DBS application forms following Hospice procedures.
- 1.15 After authorisation from line managers, book all staff in the Director of Care's Directorate onto external study days and conferences as required and following set procedure. To keep a central spread sheet of study leave authorised.
- 1.16 To liaise with the Education Secretary with regard to booking staff in the Director of Care's Directorate onto courses run internally by the Hospice.
- 1.17 To provide administrative support for the breathlessness clinic to include receiving and registering the referrals, preparing notes and appointment letters, obtaining EMIS summaries and SaTH letters upon request and typing up clinic letters on request. Ensuring all is scanned in appropriately into SystmOne.
- 1.18 To receive from the In-Patient Unit Co-ordinators notifications of death for Shrewsbury ward patients and report these to the CQC as per process.
- 1.19 In the absence of the Clinical Admin Team members provide essential cross service cover for this as directed by the CAM or under own initiative in the absence of the CAM.
- 1.20 To have knowledge or and be familiar with clinical/medical terminology and to be able to interpret and analyse clinical service data and information.

## **2. Specific Social Work Team responsibilities**

- 2.1 To receive all new referrals to the Hospice Social Work team, input them into the set-up systems and register on SystmOne and escalate to the Duty Social Worker. To collate referrals on a weekly basis and keep accurate statistical data. To attend the weekly allocation meetings and record and action agreed course of action for referrals.

- 2.2 Record any relevant information onto SystmOne on behalf of team members as required ensuring all relevant activities are also recorded. To liaise with bereavement support volunteers to retrieve and process information and to be point of contact.
- 2.3 Sort and prioritise daily correspondence and e-mails to the Team, organising such action as appropriate and ensuring all requests are brought to their attention to enable appropriate action to be taken.
- 2.4 Organise letters and collation of replies for the Team's various support groups. Send out bereavement letters as required.
- 2.5 Assist in practical preparations of Social Work events and training sessions.
- 2.6 Check stock levels of forms, leaflets and other resources required by the Teams and replenish and re-order when necessary.
- 2.7 To produce and circulate the Social Work Team's weekly timetable. To keep a shadow diary for the social work team and their regular and main commitments.
- 2.8 To liaise with the In-Patient Unit Co-ordinators regarding Social Work Team members' availability for family meeting and keep an accurate record of this. To add Social Work referral to SystmOne.
- 2.9 To receive incoming telephone calls and take messages and to respond to the same using own initiative. To deal with enquiries in a confident and efficient manner demonstrating a high standard of interpersonal and patient care skills.
- 2.10 To keep an accurate track of all patients on the waiting list for Social Work services support.
- 2.11 To provide specific service reports for to Social Work Team as agreed with the Service Lead and Director of Care.

### **3. Professional Responsibilities**

- 3.1 Attend all mandatory training required of the post holder.
- 3.2 To be familiar with and adhere to all relevant policies and procedures and report and relating matters to the Clinical Administration Manager.
- 3.3 To participate in regular appraisals.
- 3.4 To respect the confidentiality of information pertaining to patients and staff at all times in line with GDPR and Information Governance regulations.
- 3.5 To ensure the efficient and effective use of all resources.
- 3.6 To develop and maintain good working relationships the immediate team and wider Hospice colleagues, patients and community colleagues.
- 3.7 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.

- 3.8 To be skilled in prioritisation and reprioritisation of daily workload to ensure all deadlines are met.

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 May 2021**

**Severn Hospice**  
**Person Specification: Clinical Team Secretary**

	Essential	Desirable
<b>Qualifications / Training</b> Level of education necessary  Professional and post basic qualifications  Specialised training required for post	<p>Maths and English GCSEs or equivalent</p> <p>Secretarial qualification RSA/OCR levels 2 &amp; 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 and to be proficient in this.</p>	<p>ECDL, NVQ in Business Administration</p> <p>Attendance on any course run by Pitmans</p>
<b>Experience</b> Length, type and level of post related work experience required (additional or alternative to qualifications above)	<p>Work experience as a secretary in a clinical environment</p>	<p>Experience of working in a palliative / end of life care environment</p>
<b>Skills &amp; Knowledge</b> Range and level of skills  Depth and extent of knowledge required	<ul style="list-style-type: none"> <li>• Confident and ability to work autonomously</li> <li>• Excellent interpersonal and communication skills</li> <li>• Ability to write professional correspondence</li> <li>• Computer literacy, excellent word processing, communication and interpersonal skills</li> <li>• Excellent presentation of document skills and attention to detail</li> <li>• Statistical analysis and presentation experience – service reporting</li> <li>• Minuting of clinical meetings</li> <li>• Excellent literacy skills</li> <li>• Decision making skills</li> </ul> <p>A full understanding of all the Hospice's Services</p> <p>Experience in using SystemOne or equivalent clinical database</p> <p>Knowledge of clinical/medical terminology and to be familiar with end of life/palliative care conditions</p>	<p>A full understanding of the Hospice's philosophy and mission statement</p>
<b>Aptitudes &amp; Attributes Required</b>	<ul style="list-style-type: none"> <li>• Excellent organisational and listening skills</li> <li>• To demonstrate initiative and work well as part of a team</li> <li>• Time management and prioritisation skills and able to meet deadlines</li> <li>• To be able to support staff at all levels</li> <li>• To be able to act as an ambassador for the Hospice</li> </ul>	<p>To have a flexible approach to work</p> <p>Good sense of humour</p> <p>Can demonstrate empathy</p>

	<ul style="list-style-type: none"> <li>• To be aware of and of work within the multi-disciplinary team</li> <li>• To be emotionally intelligent</li> <li>• To work confidentially and comply with IG &amp; GDPR regulations</li> <li>•</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Willingness to undergo further training as required</li> <li>• Prepared to be flexible</li> </ul>	To own transport and be prepared to work on both main Hospice sites.