**NHS GREATER GLASGOW & CLYDE**

# JOB DESCRIPTION

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| 1. **JOB IDENTIFICATION**   **Job Title: Nursing and Counselling Administration Assistant**  **Band: 3**  **Responsible to: Senior Charge Nurse**  **Department: Assisted Conception Service**  **Directorate: Women’s & Children’s Health** |
| **2. JOB PURPOSE** |
| Under supervision of the Senior Charge Nurse, the Nursing and Counselling Administration Assistant is responsible for providing comprehensive administrative support for the ACS Nursing and Counselling departments. They will provide an efficient administrative system to ensure that there is valid consent in place for all patients prior to treatment at the Assisted Conception Service, Glasgow Royal Infirmary, as defined by the Human Fertilisation and Embryology Authority (HFEA).  The post holder will communicate with patients by telephone and Work extensively with IT systems to meet the service and management requirements i.e. electronic diaries, electronic consenting platforms and patient record systems. |
| **3. ROLE OF DEPARTMENT** |
| The Assisted Conception Service (ACS) at Glasgow Royal Infirmary was established in 1984 and provides a comprehensive range of infertility treatment for all Health Boards in the West of Scotland. In addition, self-funding patients can be treated through the Reproductive Medicine Unit of the University of Glasgow. The facilities have recently undergone a major refurbishment programme to increase the overall capacity of the ACS, and provide state of the art laboratory equipment and clinical procedures to achieve the highest standard of fertility service to all patients.  The service is Consultant-led and the Consultant Embryologist is responsible for the running and development of the scientific service. The Unit is licensed by the Human Fertilisation and Embryology Authority (HFEA) and provides semen analysis, surgical sperm retrieval (SSR), sperm cryopreservation, ovulation induction, intrauterine insemination (IUI), in vitro fertilisation (IVF), intracytoplasmic sperm injection (ICSI), embryo cryopreservation, donor insemination, oocyte donation, oocyte cryopreservation, and preimplantation genetic testing (PGT). In 2019, the ACS Scientific Service carried out , approximately 1000 cycles of IVF/ICSI, 500 frozen embryo transfers and 300 IUIs with both partner’s and donor sperm. The Unit obtained an HFEA licence for clinical PGT in 2001 and was awarded National Service Division funding to provide a Scotland wide PGT service in April 2005. In 2019, the ACS provided 75 cycles of PGT.  **4. ORGANISATIONAL POSITION** |
| Clinical Services Manager  Clinical Director  Consultant  Clinical Embryologist/  Person Responsible  Lead Nurse/Midwife  Lead consultant for ACS  Senior Charge Nurse (SCN)  Charge Nurse Band 6  Staff Nurse Band 5  **Nursing and Counselling Administration Assistant**  **(this post)** |
| **5. SCOPE AND RANGE** |
| The role will provide comprehensive administration support to nursing and counselling staff within the department including drafting and typing of letters, reports, etc, which will include handling sensitive data and clinical information. The post holder will ensure that all enquiries are dealt with efficiently in a tactful and courteous manner using discretion and confidentiality at all times, to enhance the quality of the Service.  The post holder is required to use a degree of initiative and resource whilst exercising a high degree of confidentiality, diplomacy and tact. An understanding of divisional policies and procedures is necessary and the post holder needs excellent communication skills to ensure that information required is passed on accurately and timely.  The post holder will be responsible for the provision and maintenance of an effective and robust electronic consenting system to ensure that all patients undergoing treatment have effective consent, ensuring full compliance of the requirements within the regulations defined by the Human Fertilisation and Embryology Authority (HFEA).  The post holder will also be responsible for provision of administration support to the preimplantation genetic testing (PGT) service within the ACS.  The post holder must be aware of their level of responsibility and actions and as such take ownership of their post. The post holder must ensure that they undertake all statutory/mandatory training and, in conjunction with their Line Manager, develop their training as required by their own objectives and those of the service. |
| **6. MAIN TASKS, DUTIES AND RESPONSIBILITIES** |
| **Duties and Responsibilities**  Nursing Admin (75% of role)   * Work under supervision in accordance with HFEA Regulations and Trust Departmental Policies and Standard Operating Procedures. * Utilise and maintain the Infertility Database for Embryology and Andrology Systems (IDEAS), to accurately book and record patient appointments * Management of an effective electronic consenting system * Ensure appropriate documentation is maintained in electronic records and written records * A high level of attention to detail is imperative as it is essential that patients receive accurate information regarding their treatment and consent forms and that confidentiality is not breached. * Answer nursing telephone enquiries efficiently and direct appropriately. * Work within the legal requirements of the HFEA. * Carry out the instructions of the Senior Charge Nurse and other tasks as required. * Empower patients to take responsibility for their health, well-being and future lifestyle by practising in an open transparent and inclusive manner; thereby ensuring patients have the relevant information to participate in decisions about their care. * They will comply with the Data Protection Act, Caldicott Guidelines and local policies regarding confidentiality and access to medical records and ensure all staff comply with policy.   Counselling Admin (25% of role)   * Respond to telephone enquiries efficiently, taking clear and detailed messages * Provide administrative support to the counselling team * Manage and organise digital filing system * Manage and update Excel database system as required * Assist counsellors in collection and registration of counselling data for service audit and reports * Arrange counselling appointments, provide patients with all the required information for their appointments, report to Counsellors of changes in schedules * Maintain and action Counselling appointment calendar, session checklists * Help develop and improve counselling service by ensuring efficiency in service delivery, establishing effective service monitoring systems, and managing communication pathways. |
| **7a EQUIPMENT** |
| Computer Equipment and Programmes   * + Computers and printers   + Microsoft Office including Word and Excel   + Specialist commercial database for all aspects of treatment, embryology and outcomes   + Access and Dbase programmes |
| **7b. SYSTEMS** |
| The post holder should adhere to the regulations set out in HFEA code of practice  The post holder should adhere to all local polices as defined by NHS Greater Glasgow & Clyde. |
| **8. DECISIONS AND JUDGEMENTS** |
| The daily organisation of the job is self-determined. The Nursing and Counselling Administration Assistant must prioritise and organise their work to meet the needs of the service.  Typical Judgements   * Prioritise own workload. * Respond to telephone enquiries from within and out with the hospital within limits of the post. * Responsibility to report all clinical and non-clinical incidents or accidents promptly to the Senior Charge Nurse * Assist in the timely allocation of clients (two weeks) prioritising support over implications counselling * Recognise any deficiencies or errors in consents and/or patient records and report within limits of the post. |
| **9. COMMUNICATIONS AND RELATIONSHIPS** |
| The post holder works as part of a multi-disciplinary team within the Assisted Conception Service.  Typical Communication   * Communicate with all levels of nursing, counselling, laboratory and medical staff regarding matters within the scope of the post. * Communicate with patients regarding consent forms. * Answer telephone queries. * Communicate with patients making appointments. * Assist visitors to the ACS by providing directions to members of staff and other areas of the department. * Participate in departmental meetings as required. * Participation in in-house teaching, information and presentations. * Communication with other licensed centres. |
| **10. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** |
| * A high degree of accuracy is required when assigning, checking, re-issuing and approving consent forms. * A high degree of accuracy is required when recording results and data in the IDEAS database. * A high degree of accuracy and concentration is required when checking patient identities * A high level of concentration is required for prolonged periods of the working day * Required to work in areas with low level back ground noise and interruptions * Awareness and empathy towards the needs of people with Fertility and/or mental health issues |
| **11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB** |
| Intellectually – maintaining high levels of concentration and attention to detail throughout the working day while working in a busy area.  Emotionally – interacting with patients, including cancer sufferers, during stressful treatments. |
| **12, KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB** |
| Essential   * HNC or equivalent in a relevant discipline * Good general education (including English) * Administrative experience gained in healthcare or similar environment * Experience in data entry * Knowledge and experience of Microsoft packages including Word and Excel * Knowledge and understanding of healthcare information technology and database systems * Excellent communication skills * Confidentiality and a sensitive approach to dealing with patients * Able to work under own initiative and make decisions * Able to work with a high level of commitment to deliver an excellent service at all times * Able to adapt to the changing needs of the scientific department and have a flexible approach to work * Able to make best use of time and complete workload and tasks and to establish own work priorities * Able to follow policies and procedures   Desirable   * Experience of working in a hospital setting * Secretarial or Administration qualifications * Previous experience of working in a multidisciplinary team |