

# **University Hospital of South Manchester NHS Foundation Trust**

## **JOB DESCRIPTION**

<b>Title:</b>	Student Support Assistant
<b>Department:</b>	Undergraduate Medical Education
<b>Division:</b>	Corporate
<b>Base:</b>	Wythenshawe Hospital
<b>Band</b>	3
<b>Hours:</b>	37.5 hours

## **JOB PURPOSE**

The post will be responsible for assisting the Student Support service for the 450 medical students based at UHSM and associated community and hospital placements.

The post holder, whilst managed by the Student Support Advisor, will work closely with the Hospital Dean and Associate Hospital Deans for Student Support to provide an identifiable, accessible and responsive student support service on a day to day basis

The post holder will liaise, support and work with appropriate staff at all levels within and outside the Trust to assist in providing an effective student support service for students with health related, financial and family issues.

The post holder will ensure effective student support by arranging appointments with senior staff as appropriate such as the Director of Occupational Health at the University or Associate Hospital Dean for Student Support. These are frequently emotional, sensitive and complex issues that may be encountered on a daily basis.

## **GENERAL ADMINISTRATIVE DUTIES**

- Sorting and distribution of mail both electronic and paper from where appropriate, prioritising and expediting accordingly;

- Use judgement when liaising with Hospital Deans, Associate Hospital Deans and Undergraduate Managers on urgent matters;
- Arranging meetings within the Trust and outside as and when required, booking rooms, refreshments and AV equipment as required;
- Attend meetings and provide minutes as required
- Filing and dispersing of correspondence as instructed;
- Dealing with telephone enquiries some of which may require tact or diplomacy, promptly and communicating accordingly thereafter;
- Undertake routine clerical duties and any other tasks relevant to the role as requested as and when required;
- Follow departmental Standard Operation Procedures
- Comply with the Data Protection Act and Caldicott guidelines in relation to confidential data;
- Cross cover of colleagues in line with departmental arrangements;
- Attendance at training events that may be relevant in the execution of your duties;
- Manage the daily flow of student correspondence to an agreed timescale;
- Participate in the implementation of new IT systems and modernisation processes;

### **Student Support**

- Assist and deputise for Student Support Advisor with student surgeries as and when required

- Book student appointments, send reminders, type up file notes from dictation software
- Forward plan student support clinics, for example during induction periods, revision and exam periods and following release of examination results.
- Participate in student surgeries with Associate Hospital Dean for Student Support and Hospital Dean, making accurate records known as file notes for each student support interaction and provide appropriate copies to University Student Support as required. They will be required to record reason for appointment and to log follow up arrangements, making future arrangements and monitoring referrals as required.
- To provide general advice, information and guidance directly to students and tutors as required;
- To keep accurate written and electronic records of student support issues and appointments to assist day to day case management and later production of statistics and reports.
- To manage student support surgeries for the Hospital Dean and Associate Hospital Dean for Student Support;
- To draft or redraft response letter, file notes and meeting notes and ensure that all student support correspondence is clear, concise, grammatically correct and written to an appropriate standard.
- To collate relevant information and liaise with appropriate staff at Medical School Student Support and University Occupational Health to aim to achieve effective student support;

### **PROFESSIONAL DEVELOPMENT**

- Take every reasonable opportunity to maintain and improve personal professional knowledge, competence and skills.
- Participate in knowledge and skills framework
- Maintain Trust mandatory training for administrative staff

### **EFFORT AND ENVIRONMENTAL FACTORS**

**Physical Effort:** The post holder will be in a restricted position, mainly using a PC. They will be attending to the student files and filing cabinets, involving bending etc.

They will be required to set up meeting rooms as appropriate, involving moving chairs and tables.

**Mental Effort:** They will be dealing with constant interruptions from enquiries from colleagues, students and tutors. They must be aware of data protection at all times. A high degree of concentration is required as well as analysis of the student problem. Confidentiality and trust are key components of this role.

**Emotional Effort:** Initially they will be dealing with student support appointments and may be the first point of call for students with emotional distress, upset or anger or indeed when parents, tutors or placements providers contact the UG department with concerns about a particular student. These must always be dealt with in a sensitive and confidential manner. This work is intense and requires sustained concentration, however this may be frequently interrupted

**Working Conditions:** The post holder will be working in a shared office in ERC, with inefficient heating and ventilation conditions. The post holder may at times have to deal with distressed students in open spaces.

### **INFECTION CONTROL**

**“To assist the Trust in reducing healthcare associated infections you should be familiar with the Trust’s Hand Decontamination Policy, attend mandatory induction training and be compliant with all hand hygiene standards at all times”**

### **HEALTH AND SAFETY**

All staff will:

- Take care of own safety and that of others who may be affected by their actions or omissions.
- Adhere to Trust and Departmental Health and Safety Policies and use any equipment or personal protective equipment provided to ensure safety.
- Co-operate with managers to maintain safe systems and safe workplaces.
- Report any accidents/incidents or ill health, failings in premises, equipment or personal protective equipment.
- Not interfere with any equipment provided to ensure Health and Safety
- Not attempt to carry out tasks or repairs beyond their competence

The above is not intended to provide an exhaustive list of duties required of the post-holder and will be subject to regular review.

**Date prepared:**

**Prepared by:**

**Agreed by:**

**Employee’s Name and Signature:**

**Manager’s Name and Signature:**

**Date:**

**Date:**



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## PERSON SPECIFICATION

	Essential	Desirable	Method of Assessment
<b>QUALIFICATIONS</b>	General education to GCSE standard;  RSA/NVQ L3 or equivalent	Additional qualifications in software packages and/or ECDL	Certificates
<b>KNOWLEDGE</b>	In-depth knowledge of administrative processes	Knowledge of Student Support Issues  Health and Safety issues.  Good understanding of Trust policies and procedures	Application Form Interview References
<b>EXPERIENCE</b>	A minimum of 3 years administrative experience in a healthcare setting;  Proven experience of working to deadlines  Problem solving abilities  Ability to work within and across teams	2 years experience of dealing with students in emotional circumstances	Application Form Interview References
<b>SKILLS</b>	Good oral and written communication skills  Self motivated with	Audio typing skills  Training in Student Support Services	Application Form Interview Typing Test References

	<p>the ability to manage own workload</p> <p>Understanding of the importance of confidentiality</p> <p>Ability to prioritise competing tasks effectively</p> <p>Organisational ability</p> <p>Excellent interpersonal skills</p> <p>Excellent computer skills with proficient knowledge of Microsoft Office (Excel, Word and Outlook), Internet skills, knowledge of databases</p>		
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OTHER	<p>Conscientious and hard working</p> <p>Ability to remain calm and professional under pressure</p> <p>Proactive and able to work on own initiative</p> <p>Tactful and diplomatic</p> <p>Willingness to undertake training</p> <p>Flexible</p> <p>Caring and professional manner</p> <p>Team player</p>	Evidence of personal development	Application Form Interview References
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