

JOB DESCRIPTION

JOB DETAILS	
Job Title	Service Administrator
Reports to	Admin Line Manager
Band	Band 3
Department/Directorate	Respiratory Medicine

JOB PURPOSE
The Service Administrator will work as part of an administrative team, to support the delivery of a high-quality administration service, a positive patient experience and the highest levels of customer service to a multidisciplinary clinical service.

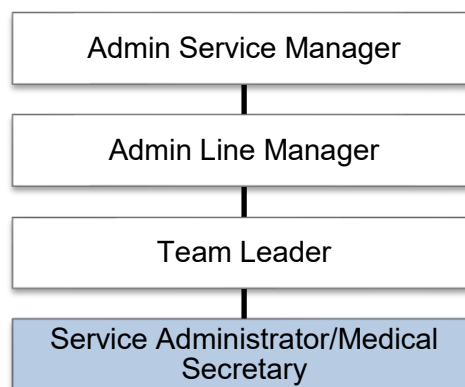
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
- The post holder will support the Administration Line Managers/Service Coordinators by Co-ordinating a professional, efficient and effective administrative service to patients and visitors in accordance with Trust policies and standards - The role will coordinate and organise the attendance of patients to outpatient, inpatient & day case appointments in line with local team and Trust arrangements as instructed - Ensure all administrative processes; and enquiries are dealt with in an efficient and timely manner, following agreed standard operating procedures, escalating to senior manager as appropriate - Undertake general clerical duties to maximise all available capacity in an appropriate way - Setting up and altering clinics as required and coordinating room availability - Ensure all information is secure and confidentiality of information is maintained at all times - Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy - Assisting and supporting (including cross covering) other members of the administrative team across the department or division, including dealing with telephone calls and resolving simple enquiries for patients, their carers and visitors.

KEY WORKING RELATIONSHIPS
Areas of Responsibility: Respiratory Medicine No. of Staff reporting to this role: n/a The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition, the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
- Consultants - Nursing teams - Admin Line/Service Managers - Cluster/Support Managers - Divisional Management Team - Other members of the multi-professional clinical team - Health Records & IM&T Departments - Administration and secretarial teams across the Trust - Central Support Team	- Stakeholders - Colleagues at Other Trusts - GPs - Patients and their relatives

ORGANISATIONAL CHART



FREEDOM TO ACT

- Use own initiative to prioritise daily workload of self and team to meet the changing demands of the service.
- Escalate more complex queries to relevant manager or team, managing the patient's expectations by providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result.
- Liaise closely with service administrators (medical secretary) and provide specialist knowledge where necessary.
- Have a flexible approach to working hours to meet the demands of the service.
- Understand the limitations of the role and how to access support.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicate clearly, effectively and compassionately with the multidisciplinary team, patients and their family, visitors or carers, in line with the Trust's values.
- Manage and answer telephone calls related to the service in a courteous and prompt manner, taking telephone messages and passing on written or verbal information to patients. Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover.
- Receive and respond to email queries in line with Trust's Email Best Practice guidance, monitoring, managing and triaging email correspondence to generic inboxes and pools within EPIC for the speciality within agreed timescales.
- Prepare and process patient correspondence and other non-clinical documentation.
- Maintain direct contact with clinicians and senior managers to ensure services run smoothly with maximum capacity and appropriate bookings.
- Make and receive telephone calls both external and internal according to Trust standards
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging. Challenging behaviour from patients or relatives, distressed patients, language barriers e.g. where English is not a first language.
- Show empathy when speaking with patients, adapting to the needs of the patient, remaining calm at all times, even when faced with challenging behaviour, and knowing that any concerns can be escalated to the management team to take forward.
- Communicate complex information and provide support to both clinical and administrative staff to resolve and correct patient tracking issues. There may be barriers to understanding complex patient pathways.
- The post holder may need to negotiate with consultants and other teams to organise additional clinics or sessions to provide the best service to patients.

ANALYTICAL/JUDGEMENTAL SKILLS

- Assist other members of the administration team in the delivery of a high-quality service.

- Respond to administrative requests from service users and escalate any issues to the Management Team if appropriate.
- Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines.
- Respond to complaints where appropriate, escalating to the Line Manager if unable to resolve.
- Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team.
- Act as a point of contact for the department or specialty, dealing with queries and passing on relevant information to appropriate team members as required.

PLANNING/ORGANISATIONAL SKILLS

- The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.
- Plan and arrange staff cover as and when required.
- Regularly arrange meetings.
- To work with the team to ensure adequate cover is in place during periods of leave
- To ensure outcomes are recorded timely and follow up appointments are made where appropriate
- Set up ad-hoc, irregular and new consultant clinics and ensuring the relevant teams are made aware of additional slots and linked to NHS E-Referral Service if needed
- Contact patients whose appointments need to be changed and advise all relevant persons of the alterations
- To liaise with Consultants to ensure administrative tasks are undertaken within expected timescales
- To understand the outpatient waiting list and Referral To Treatment (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy

PATIENT/CLIENT CARE

The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients' and carers.

- Conduct reminder calls to patients, rearranging appointments where necessary in order to prevent non-attendances.
- Input clinical correspondence onto hospital systems
- Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner.
- Process and register referrals, booking outpatient appointments as required and in line with the Trust's Elective Access Policy.
- Booking diagnostic tests, or elective admissions, as directed and in line with the Trust's Elective Access Policy.
- Collate required patient information at the request of clinical teams.

POLICY/SERVICE DEVELOPMENT

- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Contribute to service improvement/service redesign as required
- Participate in team and directorate meetings as required
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal

FINANCIAL/PHYSICAL RESOURCES

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service.

HUMAN RESOURCES

- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues.
- Assist volunteers in the department.
- Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role.
- Undertake training as required to maintain competency/comply with Trust policies.
- Act in a supervisory capacity to a team of admin staff including allocating work, resolving straight forward staffing issues and sharing best practice.

INFORMATION RESOURCES

- Input and access information on hospital information systems as required.
- Use patient databases, inputting data and editing entries as required.
- Record and capture patient information appropriately and in line with Standard Operating Procedures.
- Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.

RESEARCH AND DEVELOPMENT

- Contribute to audits regarding departmental procedures.

PHYSICAL SKILLS

- Standard keyboard skills are needed for data entry and day-to-day processing.

PHYSICAL EFFORT

- Prolonged sitting and keyboard work.
- Light manual handling.

MENTAL EFFORT

- Frequent concentration for tasks such as booking appointments and reviewing of clinical letters,
- Prolonged concentration may be needed for reviewing of PTL (patient tracking lists).
- There will be unpredictable work patterns/interruptions from medical staff and colleagues.

EMOTIONAL EFFORT

- Frequent indirect exposure to distressing circumstances by typing letters and reports and receiving patient notes.
- There may also be contact with terminally ill patients.

WORKING CONDITIONS

- VDU use
- Dusty conditions in storage areas
- Potential exposure to distressed and aggressive patients over the phone

OTHER RESPONSIBILITIES

Take part in regular performance appraisal.

Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling

Contribute to and work within a safe working environment

You are expected to comply with Trust Infection Control Policies and conduct him/herself at all times in such a manner as to minimise the risk of healthcare associated infection

As an employee of the Trust, it is a contractual duty that you abide by any relevant code of professional conduct and/or practice applicable to you. A breach of this requirement may result in action being taken against you (in accordance with the Trust's disciplinary policy) up to and including dismissal.

You must also take responsibility for your workplace health and wellbeing:

- When required, gain support from Occupational Health, Human Resources or other sources.
- Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health.
- Follow the Trust's health and wellbeing vision of healthy body, healthy mind, healthy you.
- Undertake a Display Screen Equipment assessment (DES) if appropriate to role.

GENERAL

This is a description of the job as it is now. We periodically examine employees' job descriptions and update them to ensure that they reflect the job as it is then being performed, or to incorporate any changes being proposed. This procedure is conducted by the manager in consultation with the jobholder. You will, therefore, be expected to participate fully in such discussions. We aim to reach agreement on reasonable changes, but if agreement is not possible, we reserve the right to insist on changes to your job description after consultation with you.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

PERSON SPECIFICATION

Job Title	Service Administrator
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
- Minimum of 2 qualifications to include GCSE grade A-D/5-9 or equivalent in English or equivalent demonstrable experience - Level 3 qualification (e.g. A Levels, NVQ L3) or equivalent demonstrable experience	✓ ✓	
KNOWLEDGE/SKILLS		
- Excellent planning & organisational skills - Excellent knowledge of English - Ability to prioritise workload to respond to changing demand - Ability to liaise and communicate with staff at all levels - Motivation and negotiation skills - Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives - Ability to promote good working relationships (staff, patients, relatives) - Extracting information / Listening Skills - Ability to handle complex enquiries - Ability to deal with challenging behaviour - Ability to provide excellent customer care - Knowledge of IT databases and comprehensive PC skills (Microsoft office) - Knowledge of a EPIC or equivalent hospital information system - Analytical skills & ability to problem solve - Proven strong administration skills - Excellent telephone manner - Knowledge of Trust procedures - Able to work independently, with minimum supervision	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
EXPERIENCE		
- Previous administration experience - Work experience gained in an NHS/clinical environment e.g. hospital, GP surgery, CCG - Previous experience of dealing with the general public		✓ ✓ ✓
PERSONAL ATTRIBUTES		
- Enthusiastic, highly motivated & committed to delivering great customer service - Understand team work and work within a team - Resilience skills, including the ability to remain calm and professional in a busy environment - Empathetic, but able to understand professional boundaries - An adaptable approach to work	✓ ✓ ✓ ✓ ✓	

Commitment to continual development to including relevant new systems, policies and procedures	✓	
OTHER REQUIREMENTS		
- The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. - Ability to travel to other locations as required. - Flexible approach to shift patterns and location, including flexibility regarding working hours (e.g. early mornings, evenings and weekends). - Some roles require additional levels of checks as part of the employment process i.e. roles which come into contact with children, vulnerable adults or their families.	✓ ✓ ✓	✓

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
Hazard/Risks requiring Respiratory Health Surveillance					
Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate)	N				
Respiratory sensitizers (e.g isocyanates)	N				
Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel)	N				
Animals	N				
Cytotoxic drugs	N				
Risks requiring Other Health Surveillance					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	Y	X			
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y			X	
Emotional Effort	Y		X		
Working in isolation	N				
Challenging behaviour	Y	X			