***“*Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”**

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| **JOB DETAILS** | |
| **Job Title:** | Apprentice Administrative Assistant |
| **Reports to** | Slot Manager |
| **Band** | Apprenticeship  As this is a training/apprenticeship role, you will be paid under Annex 21 agreement of the NHS Terms and Conditions. This will be 75% of top of band 2. |
| **Department/Directorate** | Clinical Genetics |

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| **JOB PURPOSE** | | |
| * Provide a professional, efficient and accurate administrative support function for the Clinical Genetics outpatient service. This will include a rotation between our referrals team, appointments team and clinic prep team on a weekly basis. * To undertake general clerical duties, such as scanning, photocopying, retrieval of medical notes etc. * The post holder, may support either a medical or a non-medical team, and will support the team to provide an effective and timely service * Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy * Ensure all information is secure and confidentiality of information is maintained at all times * Ensure the professional image of the Trust is maintained at all times | | |
| **KEY WORKING RELATIONSHIPS** | |  |
| * Administrative Services Manager/Administrative Line Manager * Outpatient Slot Manager * Outpatient Service Team * Consultants and other members of the medical team * Patients and their relatives * GPs * Other members of the multi-professional clinical team * Health Records & IM&T Departments across the Peninsula * Administration and secretarial teams across the Trust * Central Support Team | | |
| **ORGANISATIONAL CHART**  J  O  B  D  E  S  C  R  I  P  T  I  O  N | | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | | |
| J  O  B  D  E  S  C  R  I  P  T  I  O  N  This role will predominantly be a rotational role between the areas of the outpatient referrals, outpatient appointments and outpatient clinic preparation team, under the supervision of the Outpatient Slot Manager. Administrative functions  * To ensure all paperwork/electronic notes are actioned; escalating any work or decision making as required. * To ensure all aspects of the clinic preparation is completed in a timely manner. * To make and receive telephone calls both external and internal according to Trust standards. * To be responsible for receiving and returning of hospital notes from other hospitals, accurately recording this data on our tracking spreadsheet. * To maintain data protection requirements. * To maintain and update IT databases such as TrakGene & EPIC with accurate information as directed * To carry out filing, photocopying, typing of emails, scanning and simple letters as requested by team. * To acknowledge and help all patients, visitors, staff attending the department, where able. * To input referrals and corresponding data onto EPIC ready for clinical triage. * To book patient appointments to ensure full utilisation of slots and escalate any issues to line manager. * To cancel appointments and re-negotiate these with patients by telephone where required, in a sympathetic and helpful manner. * To assist with the monitoring of pending lists ensuring all patients are booked within waiting times and breach dates. * To assist with monitoring and identifying potential breaches and escalate to resolve any future problems to the slot manager. * To use multiple computer systems as required within the department such as EPIC, TrakGene & E-referrals. * Maintain health records and patient files in line with Trust Health Records Policy * To escalate complaints to Slot Manager/Line Manager to resolve.   **Governance**   * To undertake training as required to maintain competency and comply with trust policies. * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal. | | |
| **COMMUNICATION SKILLS** |  | |
| * To answer the telephone promptly, deal with enquiries in a professional efficient manner, and/or take messages and ensure they are received by the correct recipient. * To liaise regularly with multi-disciplinary staff, e.g. consultants, genetic counsellors, and admin colleagues within the Trust and at other sites across the peninsula. * To liaise with GP surgeries and other hospital staff. * To provide help and support to other people as required. * To work effectively with others. | | |
| **OTHER RESPONSIBILITIES** | | |
| * To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling/Fire Training * To contribute to and work within a safe working environment * The post holder is 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. | | |
| **THE TRUST- VISION AND VALUES** | | |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:  Honesty, Openness & Integrity  Fairness,  Inclusion & Collaboration  Respect & Dignity  We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients.  We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.  We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. | | |
| **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.  The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. | | |

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| **POST** | Apprentice Administrative Assistant |
| **BAND** | Apprenticeship |

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| **Requirements** | **At Recruitment** | **At 1st PDR** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good general level of education including GCSE English and Maths grade A-D/4-9 or equivalent  EPIC Booking Clerk | E  D | E  E |
| **KNOWLEDGE/SKILLS**  Good working knowledge of Microsoft Office Packages; Including word, excel and outlook.  Excellent verbal and written communication skills including efficient and understanding telephone manner  Ability to deal with members of a multidisciplinary team  Knowledge of issues of working with confidential information and understanding of need for confidentiality  Knowledge of outpatient procedures across secondary care  Knowledge of the Trust IT systems including My Care  Knowledge of TrakGene  Ability to deal with challenging behaviour  Ability to provide excellent customer care | E  E  D  D  D  D  D  E  E | E  E  E  E  E  E  E  E  E |
| **EXPERIENCE**  Proven admin / clerical experience including organising day to day tasks.  Experience of inputting accurate and timely data onto computer systems  Customer service experience  Previous healthcare experience | D  E  D  D | E  E  E  E |
| **PERSONAL ATTRIBUTES**  Able to follow Trust policies and procedures and work to deadlines  Ability to work as part of a team including implementing and improving processes  Able to offer a sympathetic & understanding approach to patients & their relatives, especially when dealing with sensitive and complex issues  Ability to deal with challenging behaviour  Understand team work and work within a team  Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Smart appearance, adhering to the Uniform Policy  Adheres to relevant Trust policies & procedures | E  E  E  E  E  D  D  D  E  E | E  E  E  E  E  E  E  E  E  E |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) |  |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  |  | X |  |
| Challenging behaviour | Y |  | X |  |  |