

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Podiatry Administrator |
| **Reports to** | Podiatry Business Manager / Podiatry Operational Service Manager |
| **Band** | 3 |
| **Department/Directorate** | Podiatry Community Care Group |

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| **JOB PURPOSE** |
| To provide administrative support to the operational team to include:   * A professional, efficient and effective reception and appointment booking service to patients and visitors in accordance with Trust policies and standards, acting as the public face for the Podiatry Department and the Trust * The first point of contact for clients to the establishment, this will include dealing with routine queries and providing information to patients’, relatives and staff either face to face or over the phone. * Reception cover and general admin duties as required. * Excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy. * Liaising with the clinical team, to assist with any administrative queries and provide administrative support as required. * Reviewing and inputting new patient referrals to include liaising with referring Healthcare Professionals (HCP). * Daily management of all aspects of patient records on the Trust Electronic patient record (EPR) ensuring all information is secure and confidentiality of information is maintained at all times. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will be based in the Podiatry services. This post is primarily working in one area however post holder may be asked to move to a different administrative area from time to time.   * Use computer systems as required within the department such as Epic (Trust EPR) and Unit 4 (Trust procurement and finance system). * Responsible for management of Podiatry work queues and clinic utilisation to maximise all available outpatient capacity. * Ensure accurate and up-to-date patient details are maintained on Epic in line with Trust Information Governance policy. * Triage of ad hoc patient enquires and identify those requiring clinical advice. * Sending of patient information leaflets / self-referrals / appointment information * Respond to complaints where appropriate, escalating to Line Manager if unable to resolve. * To liaise with clinical team, to assist with any administrative queries and provide administrative support as required. * To deputise for the Podiatry Office Co-ordinator * Management of historic patient records to include any access to records requests. * To understand the outpatient waiting list and Referral to Treatment (RTT) to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy. * Support for podiatry clinical training provision to include attendance records, power points and packs * To prioritise own duties as there are frequent interruptions, multitasking is essential * Management of stock levels across all sites. * Typing general correspondence and other documentation. * Care Opinion/Community Care Group Patient Feedback management and responding |
| **KEY WORKING RELATIONSHIPS** |
| Areas  of  Responsibility: The post holder will be based at Newcourt house Podiatry office / Barnstaple Health Centre and will provide administrative support to the Business Manager/ Service Manager and clinical team.  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.  No. of Staff reporting to this role: 0  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Community Podiatry Service Manager * Podiatry Operational Service Manager * Podiatry Professional Lead * Podiatry Business Manager * Lead Podiatrists * Podiatrists and Podiatry assistants * Admin/clerical staff * RDUH staff at all levels * District Nurses/Auxiliaries/support staff * Specialist Nurses * Consultants * Computer/ information services staff | * Patients/carers/relatives * Neighbouring Trust staff * GPs and practice staff * Private Chiropodists * NHS Supplies * Nursing/Residential homes * Patient Transport | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder works without direct supervision although supervision and advice is readily available close by through the channels illustrated in the organisational framework. The post holder is guided by standard operating procedures, policies and protocols.  The post holder will be responsible for own workload, dealing with clients/ visitors and multi-disciplinary teams.  The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager and may, on occasion, be required to deputise for the line manager. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisation’s standards of customer care. The post holder is required to courteously and efficiently receive enquiries, communicate effectively with staff at all levels across internal and external to the organisation, either by telephone, email or receiving visitors in person, in a tactful and sensitive manner, respecting confidentiality at all times.  The post holder will be responsible for a high-quality customer service function in recording contact information, supporting the initial prioritisation of contacts, subsequent feedback and on-going liaison with referrers and relevant others within the specified response time.  The post holder will exchange confidential or deal with unhappy patients due to delays in treatment or not meeting service criteria information with staff and clients within partner agency organisations where agreement and co-operation is required or where there is a need to diffuse potential aggression from upset or angry clients. The postholder will be able to respond in a calm and polite manner.  The post holder will be expected to behave in accordance with the Trust's values of demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.  Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The postholder will deal with a range of facts or situations which require analysis or comparison includes both clinical and non-clinical facts/situations where there is more than a straightforward choice of options and there is a requirement in a range of different cases to assess events, problems or illnesses in detail to determine the appropriate course of action. Examples include management of podiatry caseload, triage of patients taking into consideration severity of patient’s condition, other patient factors and clinical input required.   * Responsible for management of Podiatry work queues and clinic utilisation to maximise all available outpatient capacity. * To understand the outpatient waiting list and Referral to Treatment (RTT) to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy. First point of contact for receipt of internal and external referrals as well as inpatient consultations requires the post holder to assess, gather further information if required and escalate where appropriate. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * The post holder will organise their own day to day activities and tasks. * Management of internal referrals and inpatient consults * Management of Nail Surgery clinics and all relevant tasks associated with this. * The post holder will support Podiatry staff in optimising patient flow.to ensure patients are managed in a timely manner. Responsible for management of Podiatry work queues and clinic utilisation to maximise all available outpatient capacity. |
| **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. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will follow Trust policies and participate in policy and service development. The post holder will propose changes and implement administration policies and working practices for own area. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one's own duties, maintaining an awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post. Taking an active part in the development review of own work suggesting areas for learning and development in the coming year. Supervision of Podiatry Admin Assistants. |
| **INFORMATION RESOURCES** |
| * Minute and note taking of departmental meetings * Effective management of patient pathways using Epic (Trust EPR) , * Routine use of Trust intranet to access central Trust functions e.g. Payroll, Governance and policies / procedures Daily use of IT programmes relevant to the work area to produce documents and reports; be responsible for the effective inputting, storing and maintenance of information. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| The post holder will have advanced keyboard skills to operate a range of computer software. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit using display screen equipment for the majority of the working day.  The post holder may be required to exert light physical effort (loads of not more than 5kg) on an occasional basis for short periods at a time. |
| **MENTAL EFFORT** |
| The work pattern can be unpredictable, with frequent interruption dealing with patient and staff requests via phone, email or in person requiring the postholder to re prioritise their workload.  The post holder will be expected to provide cover for other administration and clerical staff during busy periods, including cover due to sickness absence and annual leave. This may require the post holder to involve travelling and working in other areas within the Trust. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff.  Moderate exposure to distressing circumstances such as bereavement, changes in medical condition. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. |
| **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. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Podiatry Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  NVQ 3 Business Administration  or Customer Care or equivalent qualification/ experience  Educated to GCSE level or equivalent  Demonstrable additional relevant administration knowledge acquired through further experience | E  E | D |
| **KNOWLEDGE/SKILLS**  Good IT skills  Effective interpersonal, organisational and communication skills  Ability to manage own workload  Advanced IT/Keyboard skills, IT literate  Medical Terminology  Knowledge of patient appointment systems | E  E  E  E | D  D |
| **EXPERIENCE**  Experience within customer care environment or similar  Previous NHS/Social Services experience | E | D |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently and within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Ability to deal with frequent interruptions where multitasking is commonplace  Need to respond and change tasks regularly as priorities change  Able to work as a team member. | E  E  E  E  E  E  E |  |
| **OTHER REQUIREMENTS**  Ability to share workspace with others  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 | E  E  E |  |

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