JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | **Administration Assistant** |
| **Reports to** | **Administration Manager** |
| **Band** | 2 |
| **Department/Directorate** | Therapy Administration/Clinical Specialist Services |

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| **JOB PURPOSE** |
| To provide administrative support to the operational.   * Provide a professional, efficient and accurate administrative support function * Undertake general clerical duties * 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   The post holder will assist the Admin Manager and fulfil all tasks associated with the smooth running of the administration departments across integrated In Patient and Out Patient, Physiotherapy and Occupational Therapy Teams, liaising with other departments as necessary. This may include entering information onto computer systems in accordance with Trust policies. |
| **CONTEXT** |
| The Administrative Assistant will be based in the acute hospitaland will provide administrative support to theTherapy Admin Manager.  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.  **Speciality Specific Information:**    Key requirements of the job role:   * Welcome and direct patients and visitors to the department, in a friendly and confident manner * Answer the telephone and advise and respond appropriately * Assist the Therapy Admin Manager and Service Leads with admin support as appropriate * Be adept at using a wide range of computer programmes and be able to type accurately * Data inputting * Be responsible for registering new referrals, organising waiting lists and booking patient appointments, under guidance from senior clinical and admin supervisor * Dealwith access to records requests in a timely manner  |  |  | | --- | --- | |  | | |  | | |
| **KEY WORKING RELATIONSHIPS** |
| 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.   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Administration Manager and Lead Clinicians | * Patients, relatives, carers | | * Consultants and Clinicians | * GPs and other practice staff | | * NDHT staff at all levels | * Social Services | | * Clerical Staff | * Voluntary Services | |  |  | | * Computer Services | | * ERS Teams | | * Psychology | | * GPs and other practice staff | | * Other specialist services | |

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| **ORGANISATIONAL CHART** |
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| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions.  The post holder will be responsible for ensuring messages are passed on to the appropriate person.  The post holder will be expected to behave in accordance with the Trust’s values of demonstrating Compassion, Integrity, Inclusion and Empowerment and to listen and support others. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Assess and prioritise verbal, electronic and written information. Assist as far as possible in non medical enquiries ensuring that all non routine and medical enquiries are referred to the appropriate person. Make judgements on facts or situations, some of which require analysis, such as resolving appointment and booking issues |
| **PLANNING AND ORGANISATIONAL SKILLS** |
| DeTo To deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. The post  holder will be responsible for organising their own work load. |
| **PHYSICAL SKILLS** |
| Use advanced keyboard skills to operate Trust computer systems |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. |
| **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.  The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient’s property. |
| **HUMAN RESOURCES** |
| Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.  Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **DECISION MAKING** |
| The  The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to de4al with routine matters and refer more complex queries to a supervisor or other appropriate colleague |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at 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 a frequent OR occasional basis for several short periods Or several long periods during the shift. |
| **MENTAL EFFORT** |
| The work pattern will be predictable and there will be an occasional requirement for concentration for data entry.  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.  There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature. |
| **WORKING CONDITIONS** |
| * Use display screen equipment for substantial proportion of working day. * To be able to work in an open plan office liable to frequent distractions and interruption. |
| **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** |
| We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care.  We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals.  We recruit competent staff whom 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.  The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business.  All employees must demonstrate a positive attitude to The Trust’s equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect.  If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the disability Discrimination Act.  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.  Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long-standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Administrator Band 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS** | Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English | Clinical Document Management (CDM) |
| **KNOWLEDGE/SKILLS** | Ability to liaise and communicate with staff at all levels  Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives  Ability to promote good working liaisons (staff, patients, relatives)  Extracting information / Listening Skills  Ability to handle complex enquiries - distressed & anxious patients  Ability to deal with challenging behaviour  Ability to provide excellent customer care  Knowledge of IT databases and computer systems  Proven strong administration skills  Accurate data entry  Excellent telephone manner | Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Comprehensive PC skills - databases, email, Excel  Understanding of hospital IT systems    Analytical skills & ability to problem solve  Knowledge of Trust procedures |
| **EXPERIENCE** |  | Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG |
| **PERSONAL ATTRIBUTES** | Enthusiastic highly motivated & committed to delivering a service  Understand team work and work within a team  Can remain calm and professional in a busy environment  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | Able to plan and organise workload  Able to prioritise own work load and meet deadlines  Ability to work un-supervised  Flexible approach to working hours |
| **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 |  |

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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 | x |  |  | x |
| Heavy manual handling (>10kg) | Y |  | x |  |  |
| Driving | Y |  | x |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | N |  |  |  |  |
| Emotional Effort | N |  |  |  |  |
| Working in isolation | N |  |  |  |  |
| Challenging behaviour | Y |  | x |  |  |