

JOB DESCRIPTION

JOB DETAILS	
Job Title	Administration Assistant
Reports to	Administration Manager
Band	Band 2
Department/Directorate	Therapies Outpatients

JOB PURPOSE

To provide administrative support to the operational team which may include typing documents, retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies.

The post holder will be 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. The post holder may be required to provide reception cover in a designated area and operate a switchboard system.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

The Administrative Assistant will be based in the acute hospital and will provide administrative support to the department.

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.

KEY WORKING RELATIONSHIPS

Areas of Responsibility: (type of work undertaken)

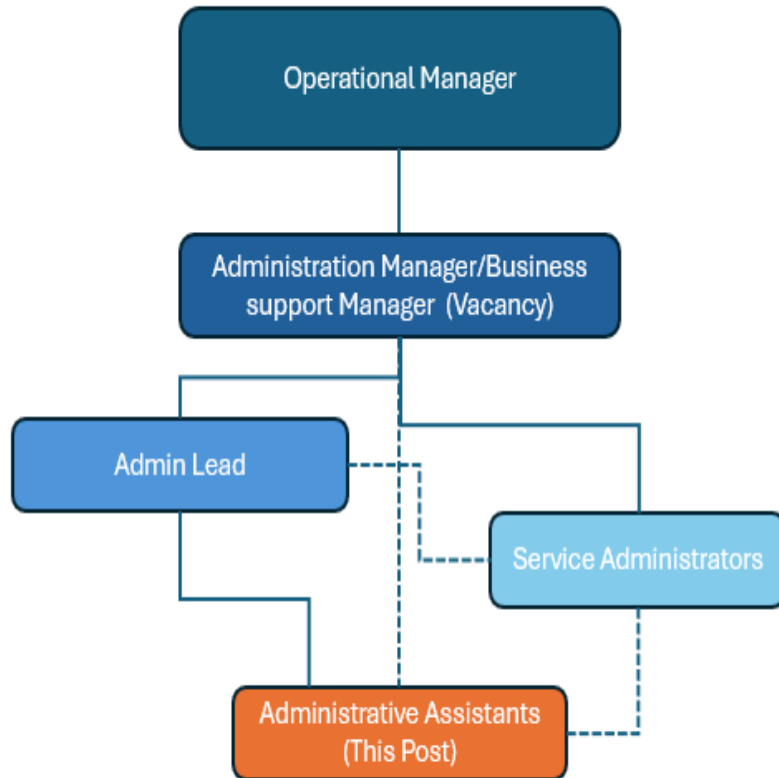
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages, ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication
- Use IT systems to maintain accurate and comprehensive records of patient details, referral sources, appointments and cancellations.
- Ensure patient information is recorded accurately and promptly onto the appropriate system and any phone calls, emails are dealt with efficiently.
- Monitor clinics daily to ensure full utilisation of appointment slots and escalate any issues to team leader.
- Actively monitor pending lists and action any Appointment Slot Issue requests
- Ensure all patients are booked within waiting times and breach dates and escalate to resolve any future problems.
- Cancel clinics and re-negotiate new appointments with patients by telephone where required, in a empathetic and helpful manner
- Respond to patient and relative enquiries appropriately

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:

- Administrative Line Manager/ Administrative Team Lead
- Heads of Department
- Clinicians
- Patients and their relatives
- GPs
- Care Group Management team
- Senior Clinical Staff
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

ORGANISATIONAL CHART



Key:

———— Direct line management

- - - - - Supervision and/or close working relationships with

FREEDOM TO ACT

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 deal with routine matters and refer more complex queries to a supervisor or other appropriate colleague.

COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisation's 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 distributing and re-directing mail and 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, striving for excellence, respecting diversity, acting with integrity 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/ORGANISATIONAL SKILLS

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.

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

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.

HUMAN RESOURCES

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 relevant IT programmes related to department activity.

RESEARCH AND DEVELOPMENT

Comply with Trust requirements and undertake surveys as necessary to own work.

PHYSICAL SKILLS

Use standard keyboard skills in day to day activities. .

PHYSICAL EFFORT

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder will undertake filing on a daily basis and complete photocopying, as and when required.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent/occasional basis for several short periods/several long periods during the shift.

MENTAL EFFORT

The work pattern will be unpredictable with frequent interruptions. 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

Frequently manage difficult situations, which may arise with abusive clients and telephone callers. Occasionally these may need to be referred to a senior member of staff.

WORKING CONDITIONS

Use display screen equipment for substantial proportion of working

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

Job Title	Administrative Assistant
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING		
Good Standard of Education	E	
Relevant keyboard qualification i.e. ECDL, RSA II	E	
NVQ 2 Business Administration/Customer Care or equivalent experience	E	
KNOWLEDGE/SKILLS		
Effective interpersonal, organisational and communication skills	E	
IT/Keyboard skills and computer literate	E	
Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary.	E	
EXPERIENCE		
Proven clerical/administrative experience within customer care environment	E	
Previous NHS/Social Services experience		D
Cash management i.e. petty cash		D
PERSONAL ATTRIBUTES		
Reliability and Flexibility, able to contribute to changing demands of the service.	E	
Willing to undertake training relevant to the post.	E	
Ability to work within a team	E	
Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E	
OTHER REQUIREMENTS		
The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.	E	
Willing to travel to other locations as required	E	

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
Hazards/ Risks requiring Immunisation Screening					
Laboratory specimens	N				
Contact with patients	N				
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 sensitisers (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)	N				
Hand held vibration tools (=>2.5 m/s2)	N				
Other General Hazards/ Risks					
VDU use (> 1 hour daily)	Y				X
Heavy manual handling (>10kg)	N				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	Y		X		
Mental Effort	Y		X		
Emotional Effort	Y				X
Working in isolation	N				
Challenging behaviour	Y		X		