

JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Bladder & Bowel Administrator |
| **Reports to**  | Admin Team Leads |
| **Band**  | 3 |
| **Department/Directorate**  | Bladder and Bowel Care Service |

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| **JOB PURPOSE**  |
| The post-holder will support all aspects of Bladder and Bowel admin, assisting both Paediatric and Adult admin teams. The role will include booking appointments using the electronic appointment system, dealing with clinical letters, plus duties involving in ensuring the booking system is maintained to a high standard at all times,The post holder will act as the first point of contact for the Service dealing with patients, health professionals and members of the public; dealing with queries efficiently and ensuring messages are passed to the relevant staff. **K** |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Book and Manage Outpatient Clinic appointments using EPIC
* Diary Management for Bladder and Bowel Clinicians
* Manage the Service Email Inbox for Adults, Paediatrics (and Assistant Practitioners where required)
* Deal with phone calls and email correspondence from patients regarding their bladder and bowel care
* Support the ordering of office and clinical supplies
* Cover lower band duties when required such as scanning post
* Edit, proof read and send out Clinical letters
* Monitoring the waitlist ensuring great ‘housekeeping’
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| **KEY WORKING RELATIONSHIPS**  |
| Areas  of  Responsibility: Adult and Paediatric Bladder and Bowel AdministrationNo. of Staff reporting to this role: 0 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:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Bladder and Bowel Clinicians and Senior Management Team
 | * GP’s
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| * Healthcare Professionals
 | * Carers and health professionals
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| * Other Services within the Trust including Administration and secretarial teams.
* Community Hospital managers and reception staff
 | * Parents/Carers of Paediatric Patients
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| **ORGANISATIONAL CHART**  |
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| **FREEDOM TO ACT**  |
| * To use own initiative to prioritise daily workload of self to meet the changing demands of the service.
* Escalate more complex queries, 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.
* Resolve queries, using judgement to determine when to pass the issue on to a member of the clinical team.
* To liaise closely with service administrators and provide specialist knowledge where necessary
* Have a flexible approach to working hours to meet the demands of the service

The post holder will understand the limitations of the role and how to access support |
| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example, receiving enquiries (including telephone calls), taking messages and ensuring that these are passed on to the appropriate person. To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required to diffuse potential aggression from members of the public. 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** |
| Is required to make judgements on facts that require analysis i.e. resolving conflicting diary appointments, scheduling of clinics. Communicates general issues and those of concern to a senior member of staff. Ability to use initiative in absence of team/manager. |
| The ability to work using own initiative and manage time effectively and meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs. Arrange staff cover as and when required. Regularly arrange meetings. May coordinate waiting lists and clinics.  |
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| **PATIENT/CLIENT CARE**  |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. Contact with clients is regular but not face to face. Provide non-medical information and advice i.e. appointment information through phone/email/electronic means. |
| **POLICY/SERVICE DEVELOPMENT**  |
| Adheres to Trust policies. Contributes to the continuous improvement in the efficiency and effectiveness of the service provided to clients. Attend and participate at meetings as necessary. Comment on policies and propose changes to working practices that may affect their immediate work. |
| **FINANCIAL/PHYSICAL RESOURCES**  |
| Receives deliveries and monitors stock levels of stationery. 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. May be required to conduct some financial and personnel tasks i.e. processing of invoices. |
| **HUMAN RESOURCES**  |
| Maintain and update own training relevant to post. Involvement in interviews, appraisals and development of staff in lower bands. Training of 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. Modifies and maintains staff and/or patient data. |
| **RESEARCH AND DEVELOPMENT**  |
| Respond to requests to undertake surveys or audits relevant to own work. |
| **PHYSICAL SKILLS** |
| Advanced keyboard skills to operate Trust systems. |
| **PHYSICAL EFFORT** |
| Frequent sitting and or standing in a restricted position. Manual handling loads of not more than 5kg including equipment. |
| **MENTAL EFFORT** |
| Predictable work pattern. Concentration required for data entry. Undertaking a range of duties covering for other admin and clerical staff during sickness, absences and annual leave. This may involve travelling and working in other departments/areas |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with upset/angry clients and telephone callers. May type letters of a distressing nature. |
| **WORKING CONDITIONS** |
| Uses 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 HandlingContribute 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 infectionAs 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.
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| **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. 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** | Bladder and Bowel Administrator Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Minimum of 2 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and EnglishNVQ Level 3 in Business Admin or Customer Care or similar level of experience | EE |  |
| **KNOWLEDGE/SKILLS**Excellent planning & organisational skillsAbility to prioritise workload to respond to changing demandAbility to liaise and communicate with staff at all levelsExcellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relativesAbility to promote good working relationships (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 Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust proceduresAble to work independently, with minimum supervision  | EEEEEEEEEEDDDDDEDE |  |
| **EXPERIENCE** Clerical/administrative experience within customer care environmentExperience or willingness of supervising lower banded staff Previous NHS/Social Services experience | DDD |  |
| **PERSONAL ATTRIBUTES** Reliability and Flexibility, able to contribute to changing demands of theservice.Willing to undertake training relevant to the post.Ability to work within a team and delegate tasks to and supervise lowerbands.Ability to demonstrate a diplomatic and caring attitude whilst maintainingConfidentiality. | EEEE |  |
| **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. | EE |  |

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