

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Results Co-ordinator/Admin Assistant |
| **Reports to** | Senior Nurse/ Health Adviser |
| **Band** | Band 3 |
| **Department/Directorate** | Sexual Health Service |

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| **JOB PURPOSE** |
| * Under direction of Senior Health Adviser, is responsible for the receipting and direction of test results for Sexual Health Services. Acting on results in accordance with clinical guidelines and direction and taking a proactive role in the process by contacting patients to inform them of negative test results. * To provide a quality administrative support role to the Health Adviser Team & wider Sexual Health team including patient recall & acts upon according to guidelines. Respond to phone queries and direct accordingly. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| To provide confidential administration support to the Health Advisor Team & Sexual health teams.  Receipting and Processing of all incoming test results.  Ensure all test results are received back in the dept.  Coordinate negative results & inform patient of results.  Dealing with incoming telephone calls & enquiries & signposting appropriately.  Booking appointments using electronic booking system. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of Responsibility: Results Administration    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:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | |  |  | | * Lead Nurse * Senior Nurse Adviser & GUM Senior Nurses * Walk-in Centre Nurses * Clerical Staff * Lead Receptionist/Admin Lead * Medical staff and other related services * Pathology Services * Sexual Health clinical staff and associated agencies |  | |

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| **ORGANISATIONAL CHART** |
| **Lead Nurse for Sexual Health**  **Senior Nurse Advisor**  **Postholder**  **Other Clerical & Admin Staff**  **and associated agencies**  **s**  **Medical & Sexual Health Clinical Staff and Associated Agencies**  **Key**: Denotes working relationship  **Key:** Denotes Line Management accountability. |
| **FREEDOM TO ACT** |
| * Prioritise workload as to the demands of the service. * Works under direction of Senior Health Advisor, taking delegated responsibility for defined tasks within general scope of the post. * Uses initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to senior clinician. Work is managed rather than supervised. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| * Answering telephone and taking appropriate action. Direct calls to most appropriate member of the team. Pass on messages as required. * Co-ordinate all negative results and inform patients via their chosen method (phone/text/letter/email). * Acts on patient recall lists for follow-up blood tests and vaccinations and contact patients to arrange follow-up appointments. * Making appointments/sending reminders as necessary in line with Service Policy. * Communicate with all personnel in a warm, friendly and professional manner, including visitors to dept. * Maintain good communication links between all services. * Signpost and accompany service users around the site as required. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| * To support senior nurse advisor in the provision of a complete and efficient results service. * Monitor all specimen results for accuracy of patient details to ensure all results are received back in dept according to specimens sent to laboratory. * Liaise with Lab or check results via Pathology IT system when paper specimen results have not been received in department. * Ensure positive results, cervical cytology & biopsy pathology reports directed to clinician for action in accordance with clinic guidance. * Following patient attendance & consultation, will ensure all test results are received back into dept. Patients with negative results will be notified by the post holder without further input from the clinician. * Identifies & prepares current patient records for senior clinician to undertake essential clinical coding * Receive all HIV blood test results for HIV service, attaching to respective patient file for review by HIV   Co-ordinator/Consultant.   * To assist with administrative duties in the Health Advisor office, including receiving phone calls, answering queries, or directing to clinician if necessary. * Following appropriate training, assist health advisers to follow up partner notification by contacting other GUM clinics to verify partner attendance. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| * Ensure all results are acted upon in a timely way. * Organise own day to day activity and tasks. |
| **PATIENT/CLIENT CARE** |
| * To ensure confidentiality/security of patient notes and Lilie data within the department at all times. * Significant contact with patients on a daily basis by telephone – provides non-medical information and advice. |
| **POLICY/SERVICE DEVELOPMENT** |
| * Interface with other members of the multidisciplinary team, to best meet the needs of the service and the public using the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To take delivery and distribution of the clinical stores. |
| **HUMAN RESOURCES** |
| * To participate in annual personal development review. * Attend staff meetings and mandatory training as per Trust policy. * To undergo any training as required to maintain competency. |
| **INFORMATION RESOURCES** |
| * Record patient details accurately using the computer software system. * Ensure accurate record keeping, collation of data, to assist with audit and evaluation. * Reviews transmission log as necessary and liaises with the Lab as necessary. * Assist with GUMAMM (Genito-urinary medicine appointment monitoring) and SHAPT (Sexual Health & HIV activity) coding as required and reports concerns to senior staff. * Runs & acts on daily patient recall lists, identifies patients for Health Advisor attention. |
| **RESEARCH AND DEVELOPMENT** |
| * Support developments within the service. * To assist with clinical audit as required. |
| **PHYSICAL SKILLS** |
| * Frequent requirement to sit in a restricted position at a display screen. * Standard keyboard skills. |
| **PHYSICAL EFFORT** |
| * May require long periods of computer use. * Visual display unit user. * Manual handling loads of not more than 5kg. |
| **MENTAL EFFORT** |
| * Significant concentration and thoroughness required. * Act in a professional manner, remaining calm and efficient at all times. * Effective team player demonstrating good interpersonal skills at all times. |
| **EMOTIONAL EFFORT** |
| * Requirement to respond to patient anxiety, anger or distress and report concerns to senior staff when dealing with phone queries and/or results. * Remain calm in difficult situations – refer as necessary to senior staff. |
| **WORKING CONDITIONS** |
| * Uses display screen equipment for substantial proportion of working day. * May need to respond to verbal aggression on telephone when contacting patients. * Be aware of Health and Safety and Security procedures and work within local guidelines. * Actively work to maintain a tidy environment in all office, reception and public areas. |
| **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. |
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| **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.  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** | Health Advisor Admin Assistant/ Results Co-ordinator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING** |  |  |
| Good standard of education. | E |  |
| Computer Literate. | E |  |
| NVQ 3 in Customer Care or equivalent experience in this speciality. | E |  |
| Standard keyboard skills. |  | D |
| **KNOWLEDGE/SKILLS** |  |  |
| Significant previous experience of working in a GUM Setting. | E |  |
| Good understanding of GUM results/clinical processes. | E |  |
| Demonstrate understanding of performance targets. | E |  |
| Remains calm in stressful situations. | E |  |
| Work with the public. | E |  |
| Knowledge of Health & Safety requirements. | E | D |
| Able to handle enquiries and complaints & to forward them accordingly. |  |  |
| Aware of need for confidentiality. | E |  |
| Knowledge of filing systems. | E |  |
| Evidence of problem solving. | E |  |
| **EXPERIENCE** |  |  |
| Good organisational skills. | E |  |
| Ability to prioritise and work to deadlines. | E |  |
| Clear friendly telephone manner. | E |  |
| Good understanding of IT systems relevant to  area of work. | E |  |
| Good communication written & verbal. | E |  |
| Organised. | E |  |
| Ability to prioritise workload. | E |  |
| Accurate record keeping. | E |  |
| Ability to apply attention to detail & demonstrate thoroughness with clinical aspects of the role. | E |  |
| **PERSONAL ATTRIBUTES** |  |  |
| Ability to work as part of a team. | E |  |
| Good attendance record. | E |  |
| Good time management. | E |  |
| **Other Requirements** |  |  |
| Flexible to the requirements of the post | E |  |
| Committed to further professional development. | 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 | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/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) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/N |  |  |  | Y |
| Heavy manual handling (>10kg) | Y/N | Y |  |  |  |
| Driving | Y/N |  |  |  |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  | Y |  | Y |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  | Y |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  | Y |  |  |