

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Administrative Assistant
Band:	2
Responsible To:	Administrative Line Manager
Accountable To:	Administrative Line Manager/Department Line Manager
Department/Division:	Neurology Department & Mardon Neuro-rehabilitation Centre

2. JOB PURPOSE

- 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

3. KEY WORKING RELATIONS (Examples below are not exhaustive)

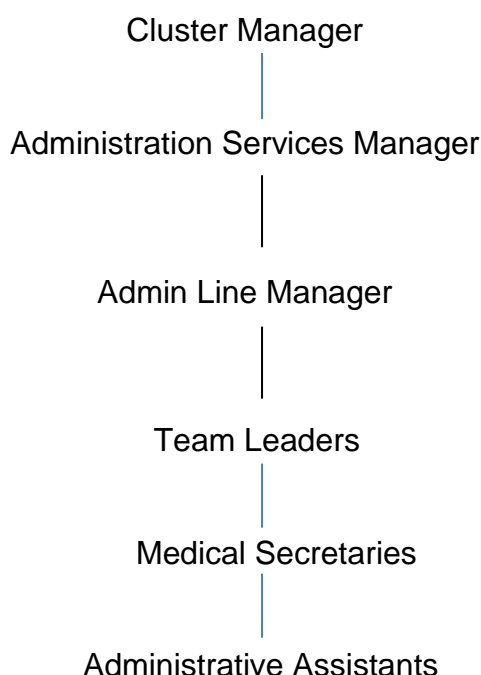
- Administrative Services Manager/Administrative Line Manager
- Consultants and other members of the medical team
- Patients and their relatives
- GPs
- Divisional Management team
- Senior Nursing staff and other ward staff
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

4. DIMENSIONS

- Taking phone calls and dealing with patient queries.
- Attending meetings with the teams and clinicians.
- Supporting the secretaries and working within a team.
- Supporting our admin generic email inbox workloads, phone lines and administrative duties and tasks.
- Contacting GP's and Patients via telephone as required.
- Booking appointments on an adhoc basis.
- Liaising with the booking teams and updating any service updates to the relevant teams.
- Supporting with the admin processes for prescriptions.
- Reception cover and other admin duties as requested via the management teams relevant to the role.

- To assist in monitoring the in-patient and day case waiting list and escalating any potential issues with the consultant's secretaries/service administrators, to ensure that waiting times meet NHS standards and targets, and are managed in line with the Trust Access Policy. This will include the use of EPIC/Pivot tables as appropriate, and liaising with directorate staff to answer queries about waiting times.
 - To assist Medical Secretaries/Service Administrators in monitoring the waiting list at regular intervals to ensure patients are treated in line with national waiting times targets.
 - Ensuring that all documentation is produced to an excellent standard.
 - To communicate with staff, external organisations and colleagues in a courteous, professional and timely manner at all times.
 - To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide, staff and other parties with required information in a friendly and professional manner.
 - To manage email communication in a timely way and in line with the RD&E's Email Best Practice guidance.
- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART



6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative functions

- Ensure all paperwork/electronic notes are actioned; escalating any work or decision making as required.
- Make and receive telephone calls both external and internal according to Trust standards
- Ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.

- Update IT databases with accurate information as directed
- Organise diaries for any simple meeting requests, contacting attendees as required.
- Carry out filing, photocopying, typing of emails and simple letters as requested by team.
- Print out reports or paperwork necessary for the efficient functioning of the department, including meeting agenda items etc.
- Acknowledge and help all patients, visitors, staff attending the department.
- Provide general administrative support to secretaries and/or the wider team to contribute to an effective and efficient service
- Use multiple computer systems as required within the department such as PAS, NHS E-referrals, CRIS
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS in line with Trust Information Governance policy
- Maintain health records and patient files in line with Trust Health Records Policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

Service delivery and improvement

- Use and ensure office equipment is maintained
- Research and report information
- Ensure adequate and appropriate stationery supplies are available
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

Communication

- Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently
- Answer the telephone within 4 rings, dealing with enquiries in a professional efficient manner.
- Take messages, ensuring they are actioned and/or received by the correct recipient.
- Communicate effectively including discussion and written communication
- Provide help and support as required to patients and relative who may be anxious and distressed.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and supporting meetings through effective communication
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages and 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

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

Resource Management

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

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.

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.

PERSON SPECIFICATION

POST: Administrative Assistant
BAND: 2

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1 st PDR or (award of) increment
<u>QUALIFICATIONS / TRAINING:</u> Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English Clinical Document Management (CDM)	E D	E E
<u>KNOWLEDGE / SKILLS:</u> Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand 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 Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of PAS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust procedures	D D E E E E E E E E D D D D E E E D	E E E E E E E E E E E E E E E
<u>EXPERIENCE:</u> Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D D	E E
<u>PERSONAL ATTRIBUTES:</u> Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised 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 Flexible approach to working hours Commitment to continual development to inc. relevant new systems, policies and procedures Adheres to relevant Trust policies & procedures Adheres to confidentiality & data protection requirements	E E D D D E E E E E D E E E	E E E E E E E E E E E E E E

Hazards within the role, used by Occupational Health for risk assessment

Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	