

JOB DESCRIPTION

JOB DETAILS

Job Title	Administrator
Reports to	Administration Manager
Band:	Band 3
Department/Directorate	Radiography, Clinical Specialist Services

JOB PURPOSE

- Provide a professional, efficient, and effective reception and appointment booking service to patients and visitors in accordance with Practice and Trust policies and standards.
- Act as a point of contact for patients and act as a focal point of communication between patients, medics, and other clinical staff.
- Act as the public face for the department.
- Undertake general clerical duties.
- Ensure all information is secure and confidentiality of information is always maintained.
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy.
- Ability to signpost patients to appropriate services and clinicians within the department.
- Ensure the professional image of the Trust is always maintained.

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- Acknowledge and help all visitors/patients to the reception area promptly and professionally.
- Act as a focus for patients and visitors at the reception desk and on the telephone; explain departmental arrangements and services (e.g. appointment systems, booking follow up appointments, etc), deal with queries and redirect to colleagues as appropriate.
- Provide general, non-clinical advice, information, and guidance directly to patients about appropriate appointments available.
- Ensure familiarity with the appointment systems to effect and book appointments with sufficient patient information to enable an appropriate consultation to take place.
- Have a thorough knowledge of all department reception procedures through initial induction training and ongoing on the job training.
- On an ad hoc basis, assist with onward transportation.
- Ensure the reception area is kept clean, tidy, and professional looking at all times.
- Deal with tasks from clinicians, including urgent tasks and liaise with patients where needed.
- Deal with emails received into the reception and bookings inboxes, including requests to and from other departments, patients and external organisations, dealing with them appropriately and in a timely manner depending on urgency.
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve.
- Work in accordance with written protocols and safe ways of working.
- Complete administrative tasks e.g. dealing with correspondence coming into the department.
- Book patients in for appointments; record 'patient attendance' on CRIS on arrival at reception.
- Ensure patient confidentiality is always maintained.
- Arrange follow up appointments or add patients to a follow-up pending list, as required, in accordance with clinician's instructions and department policy.

Specific duties for Booking Appointments

- Ensure all patients are booked within available times - either same day or routine appointments.
- Cancel appointments and re-negotiate new appointments with patients by telephone where required, in an empathetic and helpful manner.

- Respond to patient and relative enquiries appropriately.
- Contribute to audits regarding departmental procedures.

Resource Management

- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the Service.
- The post involves working flexibly as required to meet the demands of the Service eg flexibility in working patterns to ensure cover for periods of illness or holiday with the Reception Team.

Additional Responsibilities

- On a rota basis, the post holder will be responsible for opening and closing the reception desk (open 08:00, close 17:00).
- 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.

KEY WORKING RELATIONSHIPS

Areas of Responsibility:

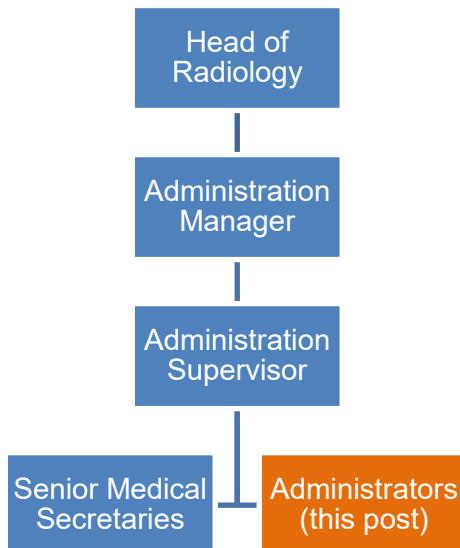
- Receive, assist, and direct patients in a courteous, efficient and effective way.
- Provide administrative assistance to the department teams and project a positive and friendly image to patients and other visitors, either in person or via the telephone.

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 communications.

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Other administrative staff within the Trust. • Members of the medical team. • Nursing staff and other members of the multi-professional clinical teams. 	<ul style="list-style-type: none"> • Patients • Patient's relatives/carers/guardians. • GPs and primary care

ORGANISATIONAL CHART



FREEDOM TO ACT

- Work is managed rather than supervised so, with training, the post holder decides how results are best achieved within set Reception and Booking protocols.
- Takes the initiative to manage own workload within clearly defined parameters and procedures. Support and supervision/escalation routes are always available.
- Post holder manages and prioritises own workload within operational procedures.
- Post holder implements known procedures within Reception and Booking protocol, escalating to peers, line manager, clinicians as necessary.
- Works with organisation and professional policies and procedures.

COMMUNICATION/RELATIONSHIP SKILLS

- Make and receive telephone calls from patients.
- Ensure urgent matters which require the immediate attention of a clinician are dealt with as appropriate, following through, where required, until completed. This includes taking calls from distressed, anxious and vulnerable patients; dealing with their needs sensitively and with regard to their mental/physical wellbeing.
- Taking calls from and making calls to patients regarding test results where no issues have been raised e.g. blood results.
- Dealing with vulnerable patients, ensuring their query has been understood correctly and ensuring their understanding of your reply.
- Taking, and actioning as appropriate, messages from other healthcare professionals; ensuring messages are actioned and/or received by the correct recipient.
- Dealing with patients where a communication barrier is in place, ensuring understanding on both sides via translators/written communication. This will also include booking translators where necessary.
- Take general calls from patients and other healthcare professions e.g. booking queries.
- Process appointment requests from patients by telephone and in person.
- Communicate effectively including discussion and written communication.
- Proactively manage email communication.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging. Where necessary inform patients of the Trust's Zero Tolerance policy and defuse conflict/confrontational situations or pass on to a colleague/manager if unable to defuse yourself.
- Dealing with irate patients and those wishing to make a complaint; informing patients of practice policies and protocols.
- Organise and/or support meetings through effective communication.
- Recognise people's needs for alternative methods of communication and respond accordingly with confidence and empathy.

ANALYTICAL/JUDGEMENTAL SKILLS

- Monitor appointment bookings for multiple clinics to ensure clinics are filled in a timely manner and with appropriate bookings, the post holder, with training, with decide which clinic is most appropriate for a patient to be booked into.
- Monitoring the appointment system within reception in relation to clinicians running late for appointments and appropriately inform waiting patients.
- Prioritise other reception related workloads (including tasks from clinicians, emails from patients, GP queries and prescription queries) and set priorities for order in which work needs to be completed.
- Use own judgement to ensure correct answers to queries, including judgement based on Reception & Booking protocols when making appropriate appointments.

PLANNING/ORGANISATIONAL SKILLS

- Organising and prioritising own daily workload to ensure all work is completed in a timely manner.
- Organising and prioritising diary sheets for each modality.

PATIENT/CLIENT CARE

- Post holder is the first point of contact for patients, visitors and other healthcare professionals for the department's reception.

- The post holder must utilise excellent communication and customer service skills at all times, including diffusion of challenging/escalating situations.
- The post includes face to face contact at the reception desk, dealing with whatever query the patient may present with.
- A large part of the role is telephone based with post holder being first contact for any patient calls coming into the department on a daily basis. Post holder must, with training, try to resolve any patient query received via the telephone or via online referral, and appropriately escalating when required to the relevant clinician
- Often written contact with patients is required, this can be in the form of letters, text messages and emails, post holder must be proficient in drafting and sending these forms of communications.

POLICY/SERVICE DEVELOPMENT

- Responsible for implementing policy in own area of work and be pro-active in proposing changes to practices.
- 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 meetings as required.
- Suggest changes to Reception and Booking procedures to ensure efficient working practices.
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.

FINANCIAL/PHYSICAL RESOURCES

- Receipting deliveries into reception.
- Personal duty of care in relation to equipment and resources.

HUMAN RESOURCES

- The post holder will be required to facilitate and support new starters to carry out their role including formal training of new staff in the processes and procedures of the Reception office.
- Teaching and supervising less experienced staff through example and informal teaching.
- Sharing good practice within the Reception Team and the wider department.

INFORMATION RESOURCES

- Use multiple computer systems as required within the department such as CRIS to maximise all available appointment capacity in an appropriate way.
- Process all new patient referrals.
- Scan documents to patient records. Record incoming documents on patient records.
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as CRIS in line with Trust Information Governance policy.
- Maintain health records and patient files in line with Trust Health Records Policy.
- Follow set protocols for use of computer systems, inputting and extracting data from the computer systems as appropriate (e.g. blood tests requested, telephone messages, appointment booking for consultants and sonographers etc).
- Use IT systems to maintain accurate and comprehensive records of patient details, referral sources, appointments and cancellations.

RESEARCH AND DEVELOPMENT

- Take part in surveys and audits as required by the role.
- Ensure that any 6-week-referrals are at risk of breaching.

PHYSICAL SKILLS

- Standard keyboard skills required for accurate data inputting and recording of patient information.

PHYSICAL EFFORT

- Sitting for long periods at telephone call points and on the reception front desk.
- Standing to complete shifts of patient note pulling, photocopying and scanning on a daily basis.
- Moving deliveries into reception.

MENTAL EFFORT

- Mental effort is required on a daily, full-time basis. Dealing consistently throughout the day with patient queries and demands.
- High levels of concentration for extended periods of time to deal with tasks such as booking, amending and cancelling appointments, whilst also dealing with colleague queries/interruptions.
- Decision making within remit, escalating for clinical support as required, when booking appointments or signposting to various clinicians and clinical sites within role remit.

EMOTIONAL EFFORT

- Dealing with aggressive and rude/abusive patients.
- Dealing with very sick or end of life patients and their queries, or queries from their relatives.
- Dealing with patients with a new diagnosis, also nervous and anxious patients and their relatives.
- All of the above are difficult conversations to have but do happen on a regular basis, the post holder must be firm, show tact, diplomacy, understanding and sensitivity in these situations.

WORKING CONDITIONS

- Constant use of VDU equipment.

OTHER RESPONSIBILITIES

Take part in regular performance appraisals

Undertake all mandatory training and additional 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 (DSE) 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.

PERSON SPECIFICATION

Job Title	Administrator		
Requirements		Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING			
NVQ level 3 or equivalent experience	E		
Relevant keyboard qualification or equivalent experience	E		
KNOWLEDGE/SKILLS			
Excellent planning & organisational skills	E		
Ability to prioritise workload to respond to changing demand	E		
Ability to liaise and communicate with staff at all levels	E		
Excellent interpersonal & communication skills including demonstrating empathy & sensitivity to patients and relatives/carers	E		
Ability to promote good working liaisons (staff, patients, relatives)	E		
Extracting information / Listening Skills	E		
Ability to handle complex enquiries - distressed & anxious patients			D
Ability to deal with challenging behaviour	E		
Ability to provide excellent customer care	E		
Knowledge of IT databases and computer systems			D
Comprehensive PC skills - databases, word-processing, email, Excel			D
Understanding of Practice and Hospital IT systems			D
Knowledge of CRIS or equivalent information system			D
Analytical skills & ability to problem solve			D
Proven strong administration skills	E		
Accurate data entry	E		
Excellent telephone manner	E		
Knowledge of Practice and Trust procedures			D
EXPERIENCE			
Previous clerical/administrative experience	E		
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	E		
Previous reception experience or dealing with the general public and/or patients	E		D
PERSONAL ATTRIBUTES			
Enthusiastic highly motivated & committed to delivering a service	E		
Understand team work and work within a team	E		
Able to plan and organise workload	E		
Able to prioritise own work load and meet deadlines	E		
Ability to work un-supervised	E		
Can remain calm and professional in a busy environment	E		
Empathetic, but able to understand professional boundaries	E		
Smart appearance, adhering to the Uniform Policy	E		
Welcoming friendly and approachable manner	E		
An adaptable approach to work			D
Commitment to continual development to including relevant new systems, policies and procedures	E		
Adheres to relevant Practice and Trust policies & procedures	E		
Adheres to confidentiality & data protection requirements	E		
OTHER REQUIREMENTS			
Ability to travel to other locations as required			D

WORKING CONDITIONS/HAZARDS	FREQUENCY			
	(Rare/ Occasional/ Moderate/ Frequent)			
	R	O	M	F
Hazards/ Risks requiring Immunisation Screening				
Laboratory specimens	Y			X
Contact with patients	Y			
Exposure Prone Procedures	N			
Blood/body fluids	Y		X	
Laboratory specimens	Y			X
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