JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | **Administrator**  |
| **Reports to**  | **Administration Manager** |
| **Band**  | 3 |
| **Department/Directorate**  | Therapy Administration/Clinical Specialist Services |

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| **JOB PURPOSE**  |
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|  The post holder will fulfil all tasks associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking, operating a bring forward system and preparation of agenda’s and associated papers, the post holder may be required which may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.  To amend appointments and book follow up appointments.  To be competent in using NDHT electronic systems EPIC To accurately input patient information on the appropriate spreadsheets and database.  To prepare and organize clinics ensuring medical records and appropriate resources are available for the clinician.  To amend clinic letters on EPIC and send out to correct patient’s/GP/Therapist. To provide clerical, administrative and at times reception support to facilitate the smooth running of clinics.  To request provisions via the ERP system and wait for conformation of orders and receipt goods.  To provide cross cover with other administrative staff in the Therapy Administration Service in times of absence.  To liaise closely with the Out Patient Admin Team, OIFS/Persistent Pain team and eRs administrators to ensure smooth referral and cross transfer pathways.  |
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| **CONTEXT** |
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|  The Administrator will be based in the Therapy department and will provide administrative support to the Therapy Department. The post holder will fulfil all administration tasks and work as part of a team and may be delegated  |
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| responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff*.* 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. Speciality Specific Information:  To use a high level of communication skills when arranging appointments by telephone or post and advising patients.  To ensure compliance with waiting list management systems – 18 week wait.  To effectively use IT programs to include Microsoft Word, Excel, Power Point and access database required for patient data collation.  To be conversant with the use of e-mails and other means of electronic communication.  General administrative duties to include photocopying.  To monitor and ensure adequate supplies of all relevant stationery, dictation equipment.  To answer and redirect telephone calls taking and delivering accurate messages.  To undertake typing of general correspondence and other documentation.  To prioritise own workload and be responsible for own time management.  Maintain good office systems.  To deal with confidential waste.  To be flexible in all duties and to adapt to the needs of the service.  To do any other appropriate/relevant duties as the Service may require.  To provide holiday cover as required for other administrative posts.  To take accurate minutes of meetings and distribution of agendas and minutes  Prioritising and responding to incoming and outgoing mail, including e-mail, internal and external correspondence with the timely distribution of mail to the relevant place.  Ensuring clinical investigations/correspondence is accurately filed in a timely way in patient case notes.  To arrange and amend follow up appointments as necessary.  To be adaptable in supporting the clinician during clinics to facilitate the smooth running of that particular clinic e.g. collecting resources, ensuring clinic room is available and suitably set up.  Ensuring scans and investigations results are delivered to relevant departments/GPs in a timely manner.  |
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| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

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| **Internal to the Trust**  | **External to the Trust**  |
| * Administration Manager and Lead Clinicians
 | * Patients, relatives, carers
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| * Consultants and Clinicians
 | * GPs and other practice staff
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| * NDHT staff at all levels
 | * Social Services
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| * Clerical Staff
 | * Voluntary Services
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| * Computer Services
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| * ERS Teams
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| * Psychology
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| * GPs and other practice staff
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| * Other specialist services
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| **ORGANISATIONAL CHART**  |
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| **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, via telephone or face to face, 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** |
| Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the manager.  |
| **PLANNING AND ORGANISATIONAL SKILLS** |
| DeTo The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs. Plan and arrange staff cover as and when required. Regularly arrange meetings. The post holder will coordinate waiting lists and clinics. |
| **PHYSICAL SKILLS** |
| Use advanced keyboard skills to operate Trust computer systems |
| **POLICY/SERVICE DEVELOPMENT**  |
| 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.  |
| **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. The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient’s property.  |
| **HUMAN RESOURCES**  |
| Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands. 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 IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data.  |
| **RESEARCH AND DEVELOPMENT**  |
| Comply with Trust requirements and undertake surveys as necessary to own work.   |
| **DECISION MAKING** |
| To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.  |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.The post holder may be required to exert light physical effort (loads of not more than 5kg). on a frequent OR occasional basis for several short periods Or several long periods during the shift.  |
| **MENTAL EFFORT** |
| The work pattern will be predictable and 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** |
| Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. There will be occasional indirect exposure to distressing or emotional circumstances, for example, typing letters of a distressing nature.  |
| **WORKING CONDITIONS** |
| * Use display screen equipment for substantial proportion of working day.
* To be able to work in an open plan office liable to frequent distractions and interruption.
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| **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**  |
| We are committed to serving our community. We aim to co-ordinate our services with secondary and acute care. We aim to make all our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so. We will share our knowledge with neighbouring healthcare agencies and professionals. We recruit competent staff whom we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will pay staff fairly and recognise the whole staff’s commitment to meeting the needs of our patients. The Trust operates a 'non smoking' policy. Employees are not able to smoke anywhere within the premises of the Trust or when outside on official business. All employees must demonstrate a positive attitude to The Trust’s equality policies and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethnic or national beliefs, marital status, age, disability, sexual orientation, religion or belief and will treat patients, colleagues and members of the public with dignity and respect. If the postholder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the disability Discrimination Act.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. The Royal Devon University Healthcare NHS Foundation Trust continue to develop our long standing partnership with 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** | Administrator Band 3 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATIONS** | Good Standard of Education.Relevant keyboard qualification i.e ECDL, RSA II. NVQ 3 Business Administration/Customer Care or equivalent experience. |  |
| **KNOWLEDGE/SKILLS**  | Effective interpersonal, organisational and communication skills. Advanced IT/Keyboard skills. Ability to manage own workload and to supervise the workload of others. Ability to delegate tasks. |  |
| **EXPERIENCE**  | Proven clerical/administrative experience within customer care environment.  | Experience of supervising lower banded staffPrevious NHS/Social Services experience Cash management |
| **PERSONAL ATTRIBUTES**  | Reliability and Flexibility able to contribute to changing demands of the service.Willing to undertake training relevant to the postAbility to work within a team and delegate tasks to and supervise lower bands.Ability to demonstrate a diplomatic caring attitude whist maintaining confidentiality.  |  |
| **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  |  |

Complete the table below as appropriate

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