

JOB DESCRIPTION

JOB DETAILS	
Job Title	Mobility Administrator- Wheelchair Repair Service
Reports to	Admin Team Lead- Repair Service
Band	Band 3
Department/Directorate	Exeter Mobility Centre Wheelchair Service / Acute Therapies Cluster

JOB PURPOSE
<p>To provide excellent customer service to Service Users</p> <p>To provide a good quality professional administration service</p> <p>To provide support/cover to other administrators within the team</p> <p>To work with colleagues and the Team Leader to ensure that they provide a professional, efficient, accurate and timely service.</p> <p>To contribute to the smooth running of the wheelchair service making best use of resources</p>

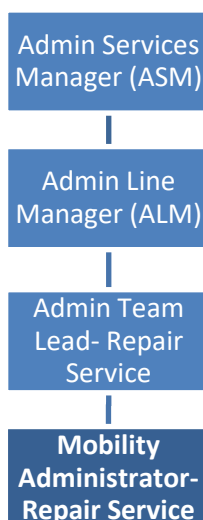
KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>Responsible for making and answering calls from patients, carers, family members relating to repair, maintenance and collection of their wheelchairs, assisting with calls in relation to referrals where required.</p> <p>Booking appointments and entering orders onto the Department IT system in a timely manner.</p> <p>Ensuring accuracy and completeness of information when using our database system.</p> <p>Arranging and planning workloads and efficient delivery routes for Mobile Engineers.</p> <p>To raise purchase orders and approve invoices when required</p> <p>To chase suppliers and request updates from engineers when required to ensure efficient patient care and provision of equipment.</p> <p>To readily participate in any other projects or tasks as necessary readily suggesting improvements if and when identified.</p> <p>Completing general administration tasks associated with the department</p> <p>To uphold Trust values at all times</p>

KEY WORKING RELATIONSHIPS
<p>Areas of Responsibility: as described above</p> <p>The post holder is required to deal effectively with staff of all levels throughout the Trust.</p> <p>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.</p>

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"> • Associate Clinical Services Manager • Wheelchair Repair Service Manager • Therapy and Rehabilitation Leads • Rehabilitation Engineers and Technicians • Wheelchair Therapists • Mobile Engineers • Admin Line Manager • Admin Team Lead • Stores Team Lead • Stores Administrators • Engineering Support Lead • Workshop Lead 	<ul style="list-style-type: none"> • Patients • Carers • Referrers (e.g. Physiotherapists and Occupational Therapists) • Schools • Suppliers

ORGANISATIONAL CHART



FREEDOM TO ACT

- The post holder reports to the admin team lead who is available for supervision and support when required. The post holder will be guided by standard operating procedures and adhere to deadlines. The post holder will manage their own workload and escalate for assistance when needed.

COMMUNICATION/RELATIONSHIP SKILLS

- Communicates with team members and suppliers in relation to prescriptions, complex problems, options, solutions and techniques. Able to offer advice and also ask for it.
- On occasions, service users may exhibit challenging behaviour and have unrealistic expectations. This will require assertive and persuasive skills to de-escalate.
- Deal with all day to day correspondence within the department, initiating appropriate responses in order to provide clients, staff and other parties with required information.
- To receive telephone calls and accept messages on behalf of team leaders & clinicians, determining level of priority and most effective method to progress queries.
- To manage email communication in a timely way and in line with Trust policy.
- To participate in team meetings as required.
- To update the patient records accurately and efficiently

ANALYTICAL/JUDGEMENTAL SKILLS

- The postholder will analyse the information available to them to inform required action such as liaison with clinicians, suppliers or patients or escalation to senior members of the team.
- Once trained, the postholder will be able to prioritise their workload

- The post holder will follow agreed scripts and paperwork to record jobs and identify emergency repairs.
- On a daily basis the post holder will use their own judgement, utilising maps as required to plan out ME and technicians' routes, making best use of time whilst also factoring in the urgency of the jobs outstanding in line with KPIs and RTTs targets

PLANNING/ORGANISATIONAL SKILLS

- Organises own workload with assistance of Admin Team Lead to assist with prioritisation where required

PATIENT/CLIENT CARE

- The postholder will have contact with Service Users, the majority of which will be on the telephone or via email. The postholder will follow written processes to ensure the right questions are asked of patients to help engineers and clinicians triage and prioritise patient care accordingly
- Provides advice to Service Users on lead times to manage expectations and signposting information to appropriate services where relevant

POLICY/SERVICE DEVELOPMENT

- The postholder will work to standard procedures and policies, raising potential changes / improvements to their line manager as these arise

FINANCIAL/PHYSICAL RESOURCES

- The postholder will raise orders, receipt goods and authorise invoices within a certain price limit

HUMAN RESOURCES

- To undertake training as required to maintain competency/comply with Trust policies

INFORMATION RESOURCES

- To manage and maintain appointment systems adhering to agreed timescales
- To set up and amend appointments, adhering to agreed booking rules as required, on the Wheelchair Service IT system
- To arrange reconditioning, modifications and repairs of equipment, as required
- To ensure all workflow tasks, resulting from an order, repair, PPM or referral, are accurately entered onto the Wheelchair Service IT system, within the required timescales
- To manage and maintain accuracy of information within the Wheelchair Service IT system
- To ensure reconciliation and coding of invoices is completed in a timely manner
- To ensure all post appointment paperwork is processed in an accurate and timely manner
- To ensure that all documentation is produced to an excellent standard
- To maintain records and filing systems in line with Trust policies
- To assist other members of the admin team in the achievement of a quality service

RESEARCH AND DEVELOPMENT

Undertakes surveys / audits as required for service, within area of work

PHYSICAL SKILLS

- Possess advanced keyboard skills to accurately and quickly transpose patient information, including patient identifier and clinical information from paper to systems and also during telephone calls with service users and referrers, entering relevant details accurately onto systems. The postholder will be able to properly format information as it is being entered
- File clinical notes accurately within racking using the alphabetical order system

PHYSICAL EFFORT

- Daily use of computers, telephones, scanners, printers and filing

MENTAL EFFORT

- Concentration for administrative duties, frequent interruptions from colleagues, patients and carers.

EMOTIONAL EFFORT

- Regular exposure to distressing or emotional circumstances such as reports of patient death
- Regular contact with terminally ill patients and their carers
- Regular contact with distressed and / or aggressive patients
- Occasional contact with complainants

WORKING CONDITIONS

- VDU use
- Office environment

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.

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.

This is

PERSON SPECIFICATION

Job Title	Mobility Administrator- Wheelchair Repair Service
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Requirements	Essential	Desirable
QUALIFICATION/ SPECIAL TRAINING Level 3 NVQ in relevant subject or equivalent qualification/ experience Minimum GCSE or equivalent in English and Mathematics RSA III Typing/ or equivalent	E E E	
KNOWLEDGE/SKILLS Linguistic skills: excellent written and oral communication skills; good command of English language. Computer skills: Microsoft Office packages including Outlook, Word, Excel and working knowledge of database systems (e.g. BEST).	E E	
EXPERIENCE Experience within an office environment Knowledge of wheelchair products and services. NHS experience Previous administrative experience Working with the public Managing filing systems experience Contribution to service development	E E	D D D D D
PERSONAL ATTRIBUTES Proven experience of adaptability in the workplace Excellent interpersonal/Communication skills Good understanding of working within a team Attention to detail A flexible approach to work Ability to work as part of a team Able to plan and organise workload Remain calm and professional in a busy environment Adhere to data protection and confidentiality requirements	E E E E E E E E	
OTHER REQUIREMENTS Must be a good team player, but also able to work along if required; be hard working; conscientious and flexible. Eagerness to learn, participate in training and self-development.	E E	

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