

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administration Assistant/Receptionist |
| **Reports to** | Senior Team Leader |
| **Band** | 2 |
| **Department/Directorate** | Outpatients Department, Cancer and Elective Care |

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| **JOB PURPOSE** |
| The Administration/Receptionist Assistant will be based within the Outpatients Department ,Barnstaple.  To provide administrative support to the operational team which can include the typing of documents/reports, retrieving patient’s referrals letters, filing and entering information onto the computer systems in accordance to Trust polices.  The post holder will support the team members by keeping all referrals paper or electronic up to date and filing all relevant records when required.  The post holder may be required to support the admin function, with any other administrative duties as directed by the Team Leader/Senior Team Leader. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To be responsible for Booking Patients into department updating patient information * Ensuring that the processes are completed. * To follow trust policies and procedures when handling data. * To process any paper referrals from other primary care providers. * To ensure post sent within the timeframe. * To liaise with members of management on what stationary is needed. * Ensure End of Day process is completed * Respond to and action telephone calls * Book appointments as per Trusts policies * Assist patients with all enquiries |
| **KEY WORKING RELATIONSHIPS** |
| The post holder will fulfil all administration tasks and work as part of a team. 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  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** | | * Outpatients * Patient Access Co-Ordinator | * Community Healthcare Providers | | * Medical Records * Relevant Administration Staff | * GP Surgeries * The General Public | |  |  | |  |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| The post holder is guided by Standard Operational Procedures and will organise own workload on a day to day basis and work within Trust policies and procedures. Use initiative to deal with routine matters and refer more complex queries to Team Leader/Senior Team Leader. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when dealing with patients and work colleagues in a confidential and sensitive manner, this will be over the phone, and Face to Face:  For example:   * Develop and maintain strong working relationships with Outpatient teams, Patient Access Coordinators, Medical Records, and relevant administration staff. * Update EPIC (patient information portal) as required. * Daily use of core IT programmes, including EPIC and ERS   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** |
| Assess and prioritise verbal, electronic and written information. Use initiative and prioritise own workload on a day to day basis.  Make judgement on facts or situations, some of which require analysis and present in a readable format.  To ensure that all relevant paper and electronic documentation is scanned correctly onto EPIC and any comments added when required. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder will organise and prioritise own work load on a day to day basis, relating to service need. |
| **PATIENT/CLIENT CARE** |
| The post holder is required to put the patient, as the first priority, at the centre of all activities. The post holder will have contact with patients/clients by Face to Face or phone and will provide non-medical information and advice to patients and carers. |
| **POLICY/SERVICE DEVELOPMENT** |
| The post holder will adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor stock levels of stationery, receive deliveries and report any maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties maintaining awareness of the financial impact of inappropriate use. |
| **HUMAN RESOURCES** |
| Maintain and update own training level to post.  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. Process all referral using the Epic System, updating any comments. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust’s requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| 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 no more than 5kg) on a daily basis for several short periods during the shift. |
| **PHYSICAL EFFORT** |
| The post holder will be expected to sit a desk and would be encourage to take regular movement breaks. |
| **MENTAL EFFORT** |
| Will be required to maintain concentration for long periods during the working day.  Maintain accurate advance keyboard skills with efficiency with constant interruptions.  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. |
| **EMOTIONAL EFFORT** |
| Occasionally manage difficult situations, which may arise with abusive clients, of which may need to be referred to a senior member of staff. Occasionally exposed to distressing and sensitive information when inputting data or patient interaction Face to Face or via the phone whilst maintaining confidentiality in accordance with Trust Policy. |
| **WORKING CONDITIONS** |
| Use of display screen equipment for substantial proportion of working day. |
| **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. |
| **APPLICABLE TO MANAGERS ONLY** |
| Leading the team effectively and supporting their wellbeing by:   * Championing health and wellbeing. * Encouraging and support staff engagement in delivery of the service. * Encouraging staff to comment on development and delivery of the service. * Ensuring during 1:1’s / supervision with employees you always check how they are. |
| **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** | Administrative Assistant – Clinical Management Centre |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education  NVQ 2 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience  Relevant IT qualification specific to post i.e ECDL,RSA11 | E  D   D |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills  Ability to manage own workload within busy environment.  Advanced IT/Keyboard skills, | E  E  D |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment or similar  Previous NHS/Social Services experience | E   D |  |
| **PERSONAL ATTRIBUTES**  Reliability and flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work independently, within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.  Ability to work under pressure. | E   E  E  E   E |  |
| **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 | E   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 | N |  |  |  |  |
| Contact with patients | N |  |  |  |  |
| 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 | Y |  |  |  | Yes |
| 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 |  |  |  | Yes |
| Heavy manual handling (>10kg) | Y |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort | N |  |  |  |  |
| Mental Effort | Y |  |  |  | Yes |
| Emotional Effort | Y |  |  |  | Yes |
| Working in isolation | N |  |  | Yes |  |
| Challenging behaviour | Y |  | Yes |  |  |