

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Patient Experience Administrator |
| **Reports to** | Patient Experience Coordinator |
| **Band** | 3 (Subject to formal matching) |
| **Department/Directorate** | Patient Experience |

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| **JOB PURPOSE** |
| The post holder will fulfil all administration tasks associated with the smooth running of Patient Experience team, liaising with other departments as necessary. This will include dealing with patient experience feedback, interpretation and translation, the inclusion agenda, supporting carers and other Patient Experience associated workstreams.  The administrator will be based in the acute hospital and will provide administrative support to the Patient Experience team.  The post holder will fulfil all administration tasks and work as part of a team and may be delegated 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. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * To complete administration for patient experience feedback, encouraging the patient voice through a variety of methods. * To complete the administration required for the NHS England Friends and Family Test (FFT) feedback submission deadlines, including the monthly administration of uploading the results to NHSE. * To deliver on administration aspects of Care Opinion, including supporting Trustwide services to produce reports and respond to feedback. * To monitor the patient experience email in box which may include responding to members of the public and staff * Supervise the Patient Experience volunteers, students and project search interns to support them to complete identified administration tasks. * To use our internal reporting system (Datix) for administration tasks e.g. compliment reporting. * Supporting the Patient Experience Matron and the Patient Experience team with the delivery and reporting of patient experience data e.g. interpretation and translation services. * Working to raise awareness of unpaid carers within the Trust and associated admin tasks. * Working with our voluntary services team to identify opportunities and supporting duties undertaken by the Patient Experience volunteers. * Record and analyse data accurately in an electronic database and present in a variety of formats * The post holder will have responsibility for on-site Patient Experience volunteers, students and project search interns to support them to complete administration identified tasks. |
| **KEY WORKING RELATIONSHIPS** |
| Areas of responsibility:  The post holder is required to deal effectively with staff of all levels throughout the Trust, the wide 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** | | * Patient Experience Feedback Lead * Patient Experience Matron * Patient Experience Coordinator * Patient Experience Team Members * Deputy Director of Nursing (Patient Experience) * Patient Experience Volunteers * Clinical Nurse Managers/Ward & Department Managers * Wider Trustwide staff | * Care Opinion * Devon Carers * Healthwatch * Members of the public * Independent contractors/suppliers * Wider healthcare community | |
| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| 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. |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisations standards of customer care when communicating with patients, relatives, carers, staff and stakeholders, taking messages and dealing with enquiries in a confidential and sensitive manner. This could be face to face or over the phone. The post holder may on occasion, be required to diffuse potential aggressions from members of the public.  The post holder will be responsible for distributing and re-directing mail and ensuring messages are passed on to the appropriate person.  The post holder will be expected to behave in accordance with the Trust's values of being compassionate, acting with integrity, valuing and promoting inclusion and encouraging empowerment.    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. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Assess and prioritise verbal, electronic and written information.  Make judgements on facts or situations, some of which require analysis, such as resolving feedback queries, scheduling of workload and patient experience issues. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| Work using own initiative and manage time effectively to meet deadlines.  Organise own day to day activities and tasks and that of volunteers, students and staff in lower banded jobs.  Regularly arrange meetings, one to ones, volunteer schedules and other patient experience activity. |
| **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 occasional contact with patients and the public by phone or face to face and will provide non-medical information and advice to patients’ and carers. |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided by the Trust and attend and participate in meetings as necessary. |
| **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. petty cash. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post.  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, project search 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. May on occasion 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. |
| **PHYSICAL SKILLS** |
| Use keyboard skills to operate Trust computer systems. |
| **PHYSICAL EFFORT** |
| Frequent requirement to use 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 an occasional basis for short periods. |
| **MENTAL EFFORT** |
| The work pattern will be unpredictable with regular interruptions from Trust staff and volunteers with queries and/or needing support. There will be a regular requirement for concentration for data entry.  The post holder will be expected to provide administration cover for other team members 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** |
| There will be occasional indirect exposure to distressing or emotional circumstances, for example, feedback of a distressing nature. |
| **WORKING CONDITIONS** |
| Use visual display screen equipment for substantial proportion of working day.  Occasional use of road transportation as there is a requirement to work at different Trust sites.  Occasionally manage difficult situations, which may arise with abusive clients and telephone callers. These may need to be referred to a senior member of staff. |
| **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.   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.  At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles. |

PERSON SPECIFICATION

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| **Job Title** | Patient Experience Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience | E |  |
| **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 | E  E  E  E |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment  Experience of supervising lower banded staff  Previous NHS/Social Services experience | E | D  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 within a team and delegate tasks to and supervise lower bands.  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | 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** |  |  |  |  |
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| **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** |  |  |  |  |
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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) | **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 |  |  |  |