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| **JOB DESCRIPTION** |  | |
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| **Job Title:** | **Administrative Assistant** |
| **Band:** | **2** | |
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| **Responsible To:** | **Community Hospital & Hub Manager** | |
| **Accountable To:** | **Community Hospital & Hub Manager** | |
| **Section/Department/Directorate:** Detail as appropriate) | **Bideford Hospital** | |

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| **Job Purpose:** |
| To provide administrative support to the operational team which may include typing documents, retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies.  The post holder will be the first point of contact for clients to the establishment; this will include dealing with routine queries and providing information to patients, relatives and staff either face to face or over the phone. The post holder will be required to provide reception cover in a designated area.  To provide administrative and clerical support with the admin team at Bideford Hospital. To work positively towards the smooth running of the administration service and the creation of a professional and efficient working environment. To promote a positive atmosphere for service users/carers and families, which may include dealing with distress. The post holder will be required to support the Band 3 Administrators in general tasks and will be responsible for outpatients clinics  The post holder may be required on occasions to travel to external bases to support other services |
| **Context:** |
| The Administrative Assistant will be based in the Bideford Hospital and will provide administrative support to the Reception area, outpatient clinics, Health and Social Care Team, which includes Rehabilitation, District Nursing, Community Matrons, and Social Services.  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.  Speciality Specific Information: -   * Booking appointments and assisting with the organisation of clinics. * Answer and route telephone calls for the team, taking and delivering accurate messages where appropriate. * Providing reception services for the hospital. * General office duties, including filing, photocopying, timely delivery of post, maintaining and ordering supplies and other admin duties as requested by senior admin staff. * Provide cover for colleagues when required. * Respond to changes in information technology and update skills as required, using EPIC and IT systems. * Community Health and Social Team * Outpatients clinics * Check in and out medical records |
| **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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| Organisational Chart: |
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**Key result areas/duties and responsibilities:**

**Communication and Relationship skills**

The post holder will be required to adhere to the organisations standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions.

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 demonstrating compassion, striving for excellence, respecting diversity, acting with integrity and to listen and support others.

**Analytical and judgement skills**

Assess and prioritise verbal, electronic and written information. Assist as far as possible in non-medical enquiries ensuring that all non-routine and medical enquiries are referred to the appropriate person. Make judgements on facts or situations, some of which require analysis, such as resolving appointment and booking issues.

**Planning and Organisational skills**

Deliver day to day activities and plan tasks such as amendment to bookings. The post holder will be responsible for organising their own work load.

**Physical skills**

Use standard keyboard skills in day to day activities. The post requires the operation of a switchboard.

**Responsibility for 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 regular contact with patients/clients by phone or face to face and will provide non-medical information and advice to patients’ and carers.

**Responsibility for Policy and Service Development**

To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary.

**Responsibility for Financial and Physical resources**

To monitor stock levels of stationery and place orders when required, 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.

**Human Resources Responsibility**

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.

**Responsibility for Information Resources**

Daily use of relevant IT programmes related to department activity.

**Responsibility for Research and Development**

Comply with Trust requirements and undertake surveys as necessary to own work.

**Decision Making**

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 a supervisor or other appropriate colleague.

**Physical Effort**

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder will undertake filing on a daily basis and complete photocopying, as and when required.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on a frequent/occasional basis for several short periods during the shift.

**Mental Effort**

The work pattern will be unpredictable with frequent interruptions. 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**

Frequently manage difficult situations, which may arise with abusive clients and telephone callers. Occasionally these may need to be referred to a senior member of staff.

**Working Conditions**

Use display screen equipment for substantial proportion of working day.

**GENERAL**

This is a description of the job as it is at present constituted. It is the practice of this organisation periodically to examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to him or her. You will, therefore, be expected to participate fully in such discussions. It is the organisations' aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

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 Trust 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 post holder is required to travel to meet the needs of the job, we will make reasonable adjustments, if required, as defined by the Equality Act 2010.

**SAFEGUARDING**

To be fully aware of and understand the duties and responsibilities arising from the Children’s Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker’s role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker’s role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker’s line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

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.

**HEALTH AND SAFETY AT WORK**

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

**INFECTION CONTROL - ROLE OF ALL STAFF**

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

All staff have a responsibility to comply with Infection Prevention and Control policies and procedures, this includes:

* Attending mandatory and role specific infection prevention education and training.
* Challenging poor infection prevention and control practices.
* Ensuring their own compliance with Trust Infection Prevention and Control policies and procedures for example, standard precautions, hand hygiene, prevention & management of inoculation incidents

**CONFIDENTIALITY**

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

**JOB DESCRIPTION AGREEMENT**

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

**PERSON SPECIFICATION**

**POST : Administration Assistant**

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| REQUIREMENTS | E/D\* | HOW TESTED?  Application Form/Interview/  Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10 High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Good Standard of Education  Relevant keyboard qualification i.e. ECDL, RSA II  NVQ 2 Business Administration/Customer Care or equivalent experience | E  E  E | Application Form  Application Form/Skills Test  Application Form |  |  |
| KNOWLEDGE/SKILLS:  Effective interpersonal, organisational and communication skills  IT/Keyboard skills and computer literate  Ability to prioritise and manage own workload within busy environment. Ability to delegate tasks as necessary. | E  E  E | Interview  Skills Test  Interview |  |  |
| EXPERIENCE:  Proven clerical/administrative experience within customer care environment  Previous NHS/Social Services experience  Cash management i.e. petty cash | E  D  D | Application Form/Interview  Application Form  Application Form |  |  |
| PERSONAL REQUIREMENTS:  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  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E | Interview  Interview  Interview  Interview |  |  |
| OTHER REQUIREMENTS:  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Willing to travel to other locations as required | E  E | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens  Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure  Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour |  | Manual Handling | x |
| Solvents |  | Driving | x | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |