

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Administrative Assistant
Band:	2
Responsible To:	Admin Team Leader
Accountable To:	Administrative Line Manager/Administrative Services Manager
Department/Division:	Therapies / Specialist Services

2. JOB PURPOSE

- Provide a professional, efficient and accurate administrative support function
- Undertake general clerical duties
- The post holder, may support either a medical or a non-medical team, and will support the team to provide an effective and timely service
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy
- Ensure all information is secure and confidentiality of information is maintained at all times
- Ensure the professional image of the Trust is maintained at all times

3. KEY WORKING RELATIONS (Examples below are not exhaustive)

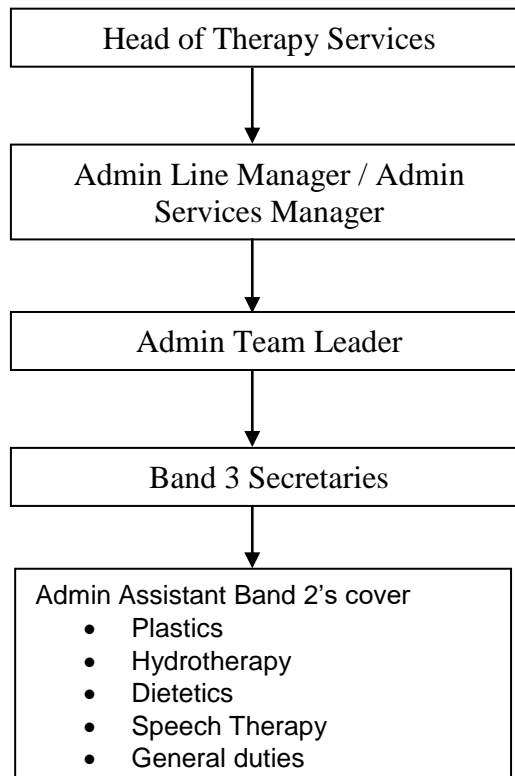
- Administrative Services Manager/Administrative Line Manager
- Head of Therapy Services
- Consultants and other members of the medical team
- Patients and their relatives
- GPs
- Divisional Management team
- Senior Nursing staff and other ward staff
- Other members of the multi-professional clinical team
- Health Records & IM&T Departments
- Administration and secretarial teams across the Trust
- Central Support Team

4. DIMENSIONS

- To provide professional, efficient and effective administrative support function to the Therapy teams which include physiotherapy, occupational therapy, speech & language therapy and nutrition & dietetics. This post will be based within the team admin office but will cover other departments as necessary eg women's health and hydrotherapy. Within the hydrotherapy area the post holder will be required to prepare the pool area for the sessions and may be required to provide minimal personal assistant to patients. They will be responsible for assisting with pool evacuation in the event of an emergency and will be required to prepare the hoist for patients if required.

- The post holder will be part of a Trust Administration team. This post may involve some evening/weekend working as required.

5. ORGANISATIONAL CHART



6. KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:

Administrative functions

- Ensure all paperwork/electronic notes are actioned; escalating any work or decision making as required.
- Use multiple computer systems as required within the department such as PAS, NHS E-referrals, CRIS to maximise all available outpatient capacity in an appropriate way
- Make and receive telephone calls both external and internal according to Trust standards
- Ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements.
- Update IT databases with accurate information as directed
- Organise diaries for any simple meeting requests, contacting attendees as required.
- Carry out filing, photocopying, typing of emails and simple letters as requested by team.
- Print out reports or paperwork necessary for the efficient functioning of the department, including meeting agenda items etc.
- Acknowledge and help all patients, visitors, staff attending the department.
- Provide general administrative support to secretaries and/or the wider team to contribute to an effective and efficient service
- Ensure accurate and up-to-date patient details are maintained on patient information systems such as PAS in line with Trust Information Governance policy

- Maintain health records and patient files in line with Trust Health Records Policy
- Respond to complaints where appropriate, escalating to Line Manager if unable to resolve

Service delivery and improvement

- Use and ensure office equipment is maintained
- Research and report information
- Ensure adequate and appropriate stationery supplies are available
- Contribute to the NHS service improvement/modernisation agenda e.g. service redesign
- Work as part of the team in developing processes within the department to meet the demands of a growing service
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Have a flexible approach to working hours to meet the demands of the service
- Adhere to the Trust Access Policy and Health Records Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies

Communication

- Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently
- Answer the telephone within 4 rings, dealing with enquiries in a professional efficient manner.
- Take messages, ensuring they are actioned and/or received by the correct recipient.
- Communicate effectively including discussion and written communication
- Provide help and support as required to patients and relative who may be anxious and distressed.
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and supporting meetings through effective communication
- Make and receive telephone calls both external and internal according to Trust standards
- Take messages and ensuring they are actioned and/or received by the correct recipient
- Communicate effectively including discussion and written communication
- Proactively manage email communication in line with the RD&E's Email Best Practice guidance
- Provide excellent customer care, in a calm and professional manner – some situations may be challenging
- Organise and/or support meetings through effective communication

Governance

- Undertake training as required to maintain competency/comply with trust policies
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal
- Adhere to the Trust Access Policy, Key Performance Indicators, government targets and standard operational policies and procedures

Resource Management

- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service

Additional Responsibilities

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band
- The post holder will be required to facilitate and support new starters to carry out their role
- The post holder will understand the limitations of the role and how to access support

Trust wide Responsibilities

- To take part in regular performance appraisal
- To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling
- To contribute to and work within a safe working environment
- The post holder is 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.

The post holder is expected to comply with Trust Infection Control Policies and conduct him/her at all times in such a manner as to minimise the risk of healthcare associated infection.

THE TRUST – Vision and Values

Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:

Honesty, Openness & Integrity
Fairness,
Inclusion & Collaboration
Respect & Dignity

We recruit competent staff that 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.

We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing.

We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards.

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.

The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462.

PERSON SPECIFICATION

POST: Administrative Assistant
BAND: 2

REQUIREMENTS	Essential / Desirable at:	
	Recruitment	1 st PDR or award of increment
<u>QUALIFICATIONS / TRAINING:</u> Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English Clinical Document Management (CDM)	E D	E E
<u>KNOWLEDGE / SKILLS:</u> Excellent planning & organisational skills Ability to prioritise workload to respond to changing demand Ability to liaise and communicate with staff at all levels Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives Ability to promote good working liaisons (staff, patients, relatives) Extracting information / Listening Skills Ability to handle complex enquiries - distressed & anxious patients Ability to deal with challenging behaviour Ability to provide excellent customer care Knowledge of IT databases and computer systems Comprehensive PC skills - databases, word-processing, email, Excel Understanding of hospital IT systems Knowledge of PAS or equivalent information system Analytical skills & ability to problem solve Proven strong administration skills Accurate data entry Excellent telephone manner Knowledge of Trust procedures	D D E E E E E E E E D D D D E E E E D	E E E E E E E E E E E E E E E
<u>EXPERIENCE:</u> Previous clerical experience Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D D	E E
<u>PERSONAL ATTRIBUTES:</u> Enthusiastic highly motivated & committed to delivering a service Understand team work and work within a team Able to plan and organise workload Able to prioritise own work load and meet deadlines Ability to work un-supervised Can remain calm and professional in a busy environment	E E D D D E	E E E E E E

Empathetic, but able to understand professional boundaries	E	E
Smart appearance, adhering to the Uniform Policy	E	E
Welcoming friendly and approachable manner	E	E
An adaptable approach to work	E	E
Flexible approach to working hours	D	E
Commitment to continual development to inc. relevant new systems, policies and procedures	E	E
Adheres to relevant Trust policies & procedures	E	E
Adheres to confidentiality & data protection requirements	E	E

Hazards within the role, used by Occupational Health for risk assessment					
Laboratory specimens		Clinical contact with patients		Dealing with violence & aggression of patients/relatives	
Blood / Body Fluids		Dusty environment		VDU Use	✓
Radiation / Lasers		Challenging behaviour	✓	Manual Handling	✓
Solvents		Driving		Noise / Vibration	
Respiratory sensitisers		Food Handling		Working in isolation	
Cytotoxic drugs		Electrical work		Night working	