

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Administration Assistant |
| **Reports to** | Community Hospital & Hub Manager |
| **Band** | 2 |
| **Department/Directorate** | Tyrrell Hospital, Ilfracombe |

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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. The post holder will be required to provide reception cover in a designated area and operate a switchboard system.  The post holder may be required on occasions to travel to external bases to support other services. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| The post holder will be part of the Tyrrell Hospital Admin Team and will be the first point of contact for staff, visitors and patients to the building. The post holder will need to be able to work without direct supervision and use their initiative.  The Administrative Assistant will be based at the Tyrrell Hospital, Ilfracombe and will provide reception and administrative cover to the Tyrrell Hospital and will be required to respond to changes in information technology and update skills as required, using Epic and IT systems.  The post holder will fulfil all the administration tasks and work as part of a team. To meet the needs of the service, the post holder is required to be flexible and will be required to work in other administrative areas as appropriate as directed by the Line Manager.  Duties and responsibilities include **(the following list in not exhaustive):**   * Booking appointments and assisting with the organisation of clinics * Manage waiting lists and outcomes of clinics * Answer and route telephone calls for the hospital, taking and delivering accurate messages where appropriate. * Provide reception services for the hospital * Respond to changes in information technology and update skills as required using in house IT systems * General office duties, including filing, photocopying, maintaining and ordering supplies and other admin duties as requested by senior admin staff * Provide cover for colleagues when absent, which includes other community sites when needed. |
| **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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| **The following sections outline the dimensions of the role so that the job evaluation panel can understand the scale, scope, and impact of the role.** |
| **COMMUNICATION/RELATIONSHIP SKILLS** |
| The post holder will be required to adhere to the organisation’s 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/JUDGEMENTAL 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/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. |
| **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. |
| **POLICY/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. |
| **FINANCIAL/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** |
| Provide on-the-job training for new staff, 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 relevant IT programmes related to department activity. |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Use standard keyboard skills in day to day activities. The post requires the operation of a switchboard. Manual handling for daily deliveries and sorting of internal mail. |
| **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 daily and complete photocopying, as and when required.  Undertake scanning as 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. |
| **OTHER RESPONSIBILITIES** |
| 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 |
| **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 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.  Committed to serving our community. We aim to co-ordinate our services with secondary and acute care.  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.  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.  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.  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 out 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 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 Trist equality polices and Equality Scheme. Employees must not discriminate on the grounds of sex, colour, race, ethic 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. |

PERSON SPECIFICATION

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| **Job Title** | Administration Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education  Relevant keyboard qualification i.e ECDL, RSA II  NVQ 2 Business Administration/ Customer Care or equivalent experience | X  X  X |  |
| **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. | X  X  X |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment.  Previous NHS/Social Services Experience  Cash Management i.e., Petty Cash | X | X  X |
| **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  Ability to demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Willing to travel to other locations as required. | X  X  X  X  X |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality polices approved by the Trust.  Willing to travel to other locations as required. | X  X |  |

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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 | Y/N |  |  |  |  |
| Contact with patients | Y/N |  |  |  |  |
| Exposure Prone Procedures | Y/N |  |  |  |  |
| Blood/body fluids | Y/N |  |  |  |  |
| Laboratory specimens | Y/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) | Y/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | Y/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/N |  |  |  |  |
| Animals | Y/N |  |  |  |  |
| Cytotoxic drugs | Y/N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | Y/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | Y/N |  |  |  |  |
| Dusty environment (>4mg/m3) | Y/N |  |  |  |  |
| Noise (over 80dBA) | Y/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | Y/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Yes |  |  |  | X |
| Heavy manual handling (>10kg) | Yes |  | X |  |  |
| Driving | Yes |  |  | X |  |
| Food handling | Y/N |  |  |  |  |
| Night working | Y/N |  |  |  |  |
| Electrical work | Y/N |  |  |  |  |
| Physical Effort | Y/N |  |  |  |  |
| Mental Effort | Y/N |  |  |  |  |
| Emotional Effort | Y/N |  |  |  |  |
| Working in isolation | Y/N |  |  |  |  |
| Challenging behaviour | Y/N |  |  |  |  |