



Royal Devon and Exeter  
NHS Foundation Trust

***“Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”***

JOB DETAILS	
Job Title	Service Administrator
Reports to	Service Coordinator/Admin Line Manager
Band	Band 3
Department/Directorate	Medical Division – Community Cardiac Services

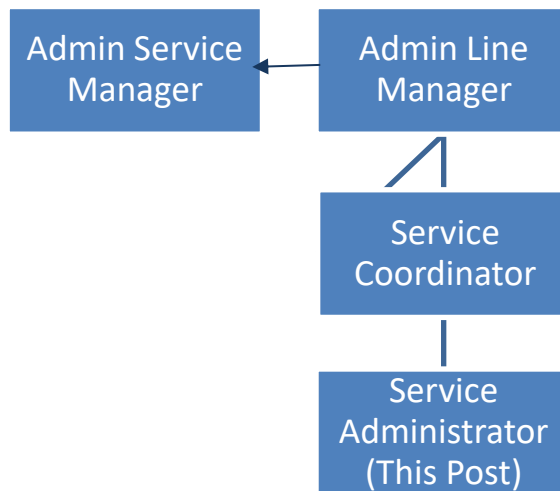
**JOB PURPOSE**  
The Service Administrator will work as part of an administrative team supporting the Nurse Specialists for Heart Failure and Cardiac Rehabilitation, to support the delivery of a high quality administration service, a positive patient experience and the highest levels of customer service to a multidisciplinary clinical service. This will include reviewing voice recognition dictated documents and typing of clinical letters, ensuring that they are produced to an excellent standard.

**KEY WORKING RELATIONSHIPS**  
The post holder will be required to work closely with:

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



## ORGANISATIONAL CHART



## KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES

- The post holder will support the Administration Line Managers/Service Coordinators by Co-ordinating a professional, efficient and effective administrative service to patients and visitors in accordance with Trust policies and standards.
- The role will coordinate and organise the attendance of patients to outpatient appointments in line with local team and Trust arrangements as instructed.
- Ensure all administrative processes; and enquiries are dealt with in an efficient and timely manner, following agreed standard operating procedures, escalating to senior manager as appropriate.
- Undertake general clerical duties to maximise all available capacity in an appropriate way. Including processing referrals and booking investigative appointments.
- Setting up and altering clinics as required and coordinating room availability.
- Ensure all information is secure and confidentiality of information is maintained at all times.
- Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy.
- To assist in the management of team diaries.
- Assisting and supporting (including cross covering) other members of the administrative team across the department or division, including dealing with telephone calls and resolving simple enquiries for patients, their carers and visitors.

## COMMUNICATION/RELATIONSHIP SKILLS

- Communicate clearly, effectively and compassionately with the multidisciplinary team, patients and their family, visitors or carers, in line with the Trust's values.
- Ensure the professional image of the Trust is maintained at all times.
- Manage and answer telephone calls related to the service in a courteous and prompt manner, taking telephone messages and passing on written or verbal information to patients. Ensuring office protocols are adhered to, for example telephone answering times and voicemail or mailbox cover.
- Act as a point of contact for the department or specialty, dealing with queries and passing on relevant information to appropriate team members as required.
- Respond to complaints where appropriate, escalating to your line manager if unable to resolve.
- Receive and respond to email queries, monitoring, managing and triaging email correspondence to generic inboxes and pools within Epic for the speciality within agreed timescales.
- Efficient preparation and processing of patient correspondence and other non-clinical documentation.

- Maintain direct contact with clinicians and senior managers to ensure services run smoothly with maximum capacity and appropriate bookings.
- Make and receive telephone calls both external and internal according to Trust standards.
- Take messages, 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.

#### **ANALYTICAL/JUDGEMENTAL SKILLS**

- To assist other members of the admin team in the delivery of a high quality service.
- To be responsive to administrative requests from service users and escalate any issues to the Admin Line Manager and Cluster Manager if appropriate.
- Monitor waiting lists and action any issues ensuring all patients are booked according to National Guidelines.
- Respond to complaints where appropriate, escalating to your Line Manager if unable to resolve.

#### **PLANNING/ORGANISATIONAL SKILLS**

- To work with the team to ensure adequate cover is in place during periods of leave.
- To ensure outcomes are recorded timely and follow up appointments are made where appropriate.
- Set up ad-hoc, irregular and new consultant clinics and ensuring the relevant teams are made aware of additional slots and linked to NHS E-Referral Service if needed.
- Contact patients whose appointments need to be changed and advise all relevant persons of the alterations.
- To liaise with Consultants to ensure administrative tasks are undertaken within expected timescales.
- To understand the outpatient waiting list and Referral To Treatment (RTT), NHS E-Referral Service processes to ensure that RTT waiting times meet NHS standards and targets and are managed in line with the Trust Access policy.

#### **PHYSICAL SKILLS**

- Use multiple computer systems as required within the department such as EPIC, NHS E-referrals, MedCon.
- Ensure accurate and up-to-date patient details are maintained on patient information systems in line with Trust Information Governance policy with high degree of accuracy.
- Maintain health records and patient files in line with Trust Health Records Policy.

#### **PATIENT/CLIENT CARE**

- Conduct reminder calls to patients, rearranging appointments where necessary in order to prevent non-attendances.
- Input clinical correspondence onto hospital systems.
- Sending correspondence to patients, GPs, or others involved in the care of a patient, in a timely manner.
- Process and register referrals, booking outpatient appointments as required and in line with the Trust's Elective Access Policy.
- Booking diagnostic tests, or elective admissions, as directed and in line with the Trust's Elective Access Policy.
- Collate required patient information at the request of clinical teams.

#### **POLICY/SERVICE DEVELOPMENT**

- Adhere to the Trust Access Policy and appropriate standard operating procedures, Key Performance Indicators, government targets and standard operational policies.

- Work as part of the team in developing processes within the department to meet the demands of a growing service.
- Contribute to service improvement/service redesign as required
- Participate in team and directorate meetings as required
- Contribute to audits regarding departmental procedures
- Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal.

#### **FINANCIAL/PHYSICAL RESOURCES**

- To act in a supervisory capacity to a team of clerical staff including allocating work, resolving straight forward staffing issues and sharing best practice
- Monitor use of supplies and stationery and ensure this is done efficiently and cost effectively in line with the needs of the service
- Provide cover in periods of absence as directed by department manager, this may involve moving to other areas.

#### **HUMAN RESOURCES**

- Actively contribute to the smooth running of the service by ensuring harmonious working relationships with all colleagues
- Assist with on the job training of new staff when appropriate
- Assist volunteers in the department.
- Assist with the induction and orientation of new staff in the department, showing colleagues how to complete tasks associated with the role.
- Undertake training as required to maintain competency/comply with trust policies.

#### **INFORMATION RESOURCES**

- Input and access information on hospital information systems as required on multiple computer systems as required in the department, such as MedCon and EPIC.
- Use patient databases, inputting data and editing entries as required.
- Record and capture patient information appropriately and in line with Standard Operating Procedures.
- Ensure patient demographics are correct by checking with the patient at every encounter, highlighting any duplicate records and escalating appropriately.

#### **RESEARCH AND DEVELOPMENT**

- Contribute to audits regarding departmental procedures.

#### **FREEDOM TO ACT**

- To use own initiative to prioritise daily workload of self and team to meet the changing demands of the service
- Escalate more complex queries, providing reassurance, an expected response time, and further contact details as appropriate. Follow through to ensure responses are provided, learning from the outcome to develop own knowledge, skills and abilities as a result.
- Resolve queries, using judgement to determine when to pass the caller on to a member of the clinical team.
- To liaise closely with service administrators (medical secretary) and provide specialist knowledge where necessary
- Have a flexible approach to working hours to meet the demands of the service
- The post holder will understand the limitations of the role and how to access support

#### **OTHER 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

- The post holder will be expected to carry out any other duties as required, commensurate with their pay band

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.

#### **APPLICABLE TO MANAGERS ONLY**

#### **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.



<b>POST</b>	Service Administrator
<b>BAND</b>	3

Requirements	Essential	Desirable
<b><u>QUALIFICATIONS / TRAINING:</u></b>		
Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English	E	E
NVQ Level 3 in Business Admin or equivalent level of experience	E	E
ECDL, CLAIT or equivalent	D	E
<b><u>KNOWLEDGE / SKILLS:</u></b>		
Excellent planning & organisational skills	D	E
Ability to prioritise workload to respond to changing demand	D	E
Ability to liaise and communicate with staff at all levels	E	E
Motivation and negotiation skills	D	E
Excellent interpersonal & communication skills inc. demonstrating empathy & sensitivity to patients and relatives	E	E
Ability to promote good working liaisons (staff, patients, relatives)	E	E
Extracting information / Listening Skills	E	E
Ability to handle complex enquiries - distressed & anxious patients	E	E
Ability to deal with challenging behaviour	E	E
Ability to provide excellent customer care	E	E
Knowledge of IT databases and computer systems	E	E
Comprehensive PC skills - databases, word-processing, email, Excel	E	E
Understanding of hospital IT systems	D	E
Knowledge of a PAS or equivalent information system	D	E
Analytical skills & ability to problem solve	D	E
Proven strong administration skills	E	E
Accurate data entry	E	E
Excellent telephone manner	E	E
Knowledge of Trust procedures	D	E
Able to work independently, with minimum supervision	D	E
<b><u>EXPERIENCE:</u></b>		
Previous clerical experience	E	E
Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG	D	E
Previous reception experience or dealing with the general public	D	E
<b><u>PERSONAL ATTRIBUTES:</u></b>		
Enthusiastic highly motivated & committed to delivering a service	E	E
Understand team work and work within a team	E	E
Able to plan and organise workload	E	E
Able to prioritise own work load and meet deadlines	E	E
Ability to work un-supervised	E	E
Can remain calm and professional in a busy environment	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
<b>OTHER REQUIRMENTS</b>		
Flexible approach to shift patterns and location, including flexibility regarding working hours (e.g. early mornings, evenings and weekends).	E	
Some roles require additional levels of checks as part of the employment process i.e. roles which come into contact with children, vulnerable adults or their families		

		FREQUENCY			
		(Rare/ Occasional/ Moderate/ Frequent)			
WORKING CONDITIONS/HAZARDS		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	N				
Contact with patients	Y				
Exposure Prone Procedures	N				
Blood/body fluids	N				
Laboratory specimens	N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
Radiation (>6mSv)	N				
Laser (Class 3R, 3B, 4)	N				
Dusty environment (>4mg/m3)	N				
Noise (over 80dBA)	Y				
Hand held vibration tools (=>2.5 m/s2)	N				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y				
Heavy manual handling (>10kg)	Y				
Driving	N				
Food handling	N				
Night working	N				
Electrical work	N				
Physical Effort	N				
Mental Effort	Y				
Emotional Effort	Y				
Working in isolation	N				
Challenging behaviour	Y				