

###### **JOB DESCRIPTION**

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| **Job Title:** | **Administrator – IBD Service** |
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| **Band:** | **3** |
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| **Responsible To:**  **Accountable To:** | **Administrative Line Manager/Department Line Manager**    **Administrative Services Manager/Department Line Manager** |
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| **Section/Department/Directorate:** | **Inflammatory Bowel Disease (IBD) Service**  **Gastroenterology**  **Medicine** |

1. **JOB PURPOSE**

* Ensure all referral processes, pending lists, reminder service reports, appointments and enquiries are dealt with in an efficient and timely manner
* Undertake general clerical duties associated with the smooth running of the administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters and reports, note taking, preparation of agenda’s and associated papers
* 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
* Ensure the professional image of the Trust is maintained at all times
* Provide clerical support to the IBD Specialist Nurses.

1. **KEY WORKING RELATIONS**

* Members of the multi-professional IBD / Gastroenterology team
* Administrative Services Manager/Administrative Line Manager
* 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

1. **DIMENSIONS**

The post holder will be part of a Trust Administration team.

* There is a high degree of patient contact on a daily basis and excellent interaction skills are required as a result.

1. **ORGANISATIONAL CHART:**

*Cluster Manager*

Cluster Support Manager

*Admin Services Manager*

*Admin Line Manager*

*Medical Secretary / Team Leader*

*Senior IBD Nurse Specialist / IBD Nurse Specialists*

***Post Holder***

Line Mangement Daily reporting line

1. **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES:**

**Administrative functions**

* To ensure outcomes are recorded timely and follow up appointments are made where appropriate
* Monitor pending lists, action any appointment slot issues ensuring all patients are booked within waiting times and breach dates
* Contact patients whose appointments need to be changed and advise all relevant persons of the alterations
* To liaise with Clinical Lead to ensure referrals are triaged on a regular basis
* To liaise closely with medical secretaries where necessary
* 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
* Use multiple computer systems as required within the department such as EPIC and NHS E-referrals.
* Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC 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
* Additional duties, including ordering stationery

**Service delivery/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
* 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**

* Maintain direct contact with clinicians and senior managers to ensure clinics 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
* Open and deal with post, ensuring any urgent and/or important communications are actioned efficiently
* Communicate effectively including discussion and written communication
* Proactively manage email communication in line with the RDUH’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**

* 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:

Compassion

Inclusion

Integrity

Empowerment

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: Administrator – Inflammatory Bowel Disease (IBD) Service**

**BAND: 3**

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| **REQUIREMENTS** | **Essential / Desirable at:** | |
|  | **Recruitment** | **1st PDR or (award of) increment** |
| **QUALIFICATIONS / TRAINING:**  Minimum of 3 qualifications to include GCSE grade A-C/4-9 or equivalent in Maths and English  NVQ Level 3 in Business Admin or equivalent level of experience  Patient Administration System (PAS) Level 3 outpatients  ECDL, CLAIT or equivalent | **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E** |
| **KNOWLEDGE / SKILLS:**  Excellent planning & organisational skills  Ability to prioritise workload to respond to changing demand  Ability to liaise and communicate with staff at all levels  Motivation and negotiation skills  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  Able to work independently, with minimum supervision | **D**  **D**  **E**  **D**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **D**  **E**  **E**  **E**  **D**  **D** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |
| **EXPERIENCE:**  Previous clerical experience  Working in an NHS/clinical environment e.g. hospital, GP surgery, CCG  Previous reception experience or dealing with the general public | **E**  **E**  **E** | **E**  **E**  **E** |
| **PERSONAL ATTRIBUTES:**  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  Empathetic, but able to understand professional boundaries  Smart appearance, adhering to the Uniform Policy  Welcoming friendly and approachable manner  An adaptable approach to work  Flexible approach to working hours  Commitment to continual development to inc. relevant new systems, policies and procedures  Adheres to relevant Trust policies & procedures  Adheres to confidentiality & data protection requirements | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **D**  **E**  **E**  **E** | **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E**  **E** |

\* Essential/Desirable

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| **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 |  |