***“*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”**

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| **JOB DETAILS** | |
| **Job Title:** | Administrative Assistant |
| **Reports to** | Medical Secretary Team Leader |
| **Band** | 2 |
| **Department/Directorate** | Clinical Genetics |

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| **JOB PURPOSE** | |
| **Outpatient management**   * To ensure all outpatient clinics are recorded on IPM. * To ensure all outcomes are recorded in accordance with Trust processes and timescales. * To ensure all paperwork/electronic notes are actioned, escalating any work or decision-making as required. * To update IPM and Trakgene databases with information as required. * To undertake photocopying and filing of letters/emails as requested by the team. * To provide general administrative support to the wider team to enable an effective and efficient service to be maintained. * To request notes via hospital system for upcoming clinics held in Plymouth. * To manage incoming requests via email.   **Communication**   * To communicate with patients and colleagues in a courteous, professional and timely manner at all times. * To deal with all day to day correspondence within the department – initiating appropriate responses in order to provide patients, staff and other parties with required information in a friendly and professional manner. * To receive telephone calls and accept messages on behalf of members of the clinical team and take appropriate action where necessary. * To manage email communication in a timely way. * To liaise with appropriate personnel in the multidisciplinary team to gather and co-ordinate patient information so that it is accessible in a timely manner.   **Resource Management**   * To monitor and maintain use of supplies and ensure this is done efficiently and cost effectively in line with the needs of the service; informing the Exeter team as needed.   **Additional Responsibilities**   * In addition, the post holder will be expected to carry out any other duties as required, commensurate with banding. | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Administrative Services Manager/Administrative Line Manager * 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 | |
| **ORGANISATIONAL CHART** | |
| **Admin Assistant**  Post holder  Clinical Lead  Genetic Counsellors  Family History and Secretarial Teams  Principal Genetic Counsellors  Cluster Manager and ASM  Admin Line Manager  Outpatient Slot Manager/Team Leader  Consultant Team  Satellite office A&C staff | |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** | |
| **Outpatient management**   * To ensure all outpatient clinics are recorded on IPM. * To ensure all outcomes are recorded in accordance with Trust processes and timescales. * To ensure all paperwork/electronic notes are actioned, escalating any work or decision-making as required. * To update IPM and Trakgene databases with information as required. * To undertake photocopying and filing of letters/emails as requested by the team. * To provide general administrative support to the wider team to enable an effective and efficient service to be maintained. * To request notes via hospital system for upcoming clinics held in Plymouth. * To manage incoming requests via email.  Service delivery and improvement  * Use and ensure office equipment is maintained * 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 – Including weekly comms cell. * Contribute to audits regarding departmental procedures when required. * 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 * Scan notes into EPIC as required post clinic.   **Communication**   * Answer the telephone promptly, deal with enquiries in a professional efficient manner, and/or take messages and ensure they are received by the correct recipient * Communicate effectively including discussion and written communication * Liaise regularly with multi-disciplinary staff, e.g. consultants, genetic counsellors, and admin colleagues * Liaise with GP surgeries and other hospital staff * Providing help and support to other people as required * Proactively manage email communication in line with the RD&E’s Email Best Practice guidance   **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 | |
| **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. | |

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| **POST**  P  E  R  S  O  N  S  P  E  C  I  F  I  C  A  T  I  O  N | Administrative Assistant – Clinic Prep |
| **BAND** | 2 |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good general level of education including GCSE English and Maths grade A-C or equivalent  My Care Outpatients or equivalent patient information system  NVQ level 2in administrationor equivalent | E | D  D |
| **KNOWLEDGE/SKILLS**  Good working knowledge of Microsoft Office Packages; Including word, excel and outlook.  Excellent verbal and written communication skills including efficient and understanding telephone manner  Ability to deal with members of a multidisciplinary team  Knowledge of issues of working with confidential information and understanding of need for confidentiality  Knowledge of outpatient procedures across secondary care  Knowledge of the Trust IT systems including My Care  Knowledge of TrakGene | E  E  E  E  E  E | D |
| **EXPERIENCE**  Proven admin / clerical experience including organising day to day tasks.  Experience of inputting accurate and timely data onto computer systems  Customer service experience  Previous healthcare experience | E  E | D  D |
| **PERSONAL ATTRIBUTES**  Able to follow Trust policies and procedures and work to deadlines  Ability to work as part of a team including implementing and improving processes  Able to offer a sympathetic & understanding approach to patients & their relatives, especially when dealing with sensitive and complex issues  Ability to deal with challenging behaviour | E  E  E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) |  |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  |  | X |  |
| Challenging behaviour | Y |  | X |  |  |