

JOB DESCRIPTION

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| Job Title: | Surgical Appliance Assistant |
| Band: | 3 |
| Responsible To: | Surgical Appliance Officer |
| Accountable To: | Head of Outpatients |
| Section/Department/Directorate: | Outpatients Department, Planned Care |

Job Purpose:

The post holder will fulfil all tasks associated with the smooth running of the surgical appliance team liaising with other departments as necessary.

Responsible for own workload which will include administration, greeting visitors to the department and clients via the telephone and work with the multi-disciplinary teams. Will be responsible for updating of all patient records.

The post holder will support all aspects of administration and co-ordination of the department and escalate issues to the Surgical Appliance officer/Service Manager of Outpatients.

Context:

The Surgical Appliance Assistant will provide business and administrative support to the team.

The post holder will support the Surgical Appliance Officer in optimising patients appointments. The post holder will be responsible for high quality customer service given to all patients and recording of information on the electronic healthcare record.

The post holder will fulfil all administration tasks and work as part of a team. To meet the needs of the service, the post holder may be required to work in other administrative areas as appropriate as directed by the line manager.

Primary duties and areas of responsibility:

- Develop good communications and working relationships with all colleagues.
- Develop and maintain an organised working environment in all areas including effective filing systems, both paper and electronic and other office systems to ensure records are kept up-to-date and readily accessible.
- Would be expected to sit on interview panels as requested
- Provide either formal or on the job training for staff as identified either in their application form,
- To have a broad and up to date range of knowledge so that queries can be dealt with effectively in the absence of or on behalf of other team members.
- Distribute information to relevant parties as appropriate, electronically or otherwise.

- Provide a key role in the maintaining of effective and accurate patient information and record on the electronic healthcare record.
- Monitor and report any difficulties or ineffectiveness of the electronic systems, offer support and liaise with the IT services.
- Full, accurate and proper use of electronic healthcare record including management of patient information and letters.
- Liaise professionally with all teams linked to the service internal/external.
- Work flexibly with other members within the team.
- Work well under pressure, to tight deadlines and be capable of prioritising.
- Project a professional image of the Team, maintaining high standards of courtesy and discretion, and upholding the strictest of confidentiality at all times.
- Communicate appropriately with the senior management team and to contribute to the strategic direction of the department.
- Daily management of cross cover of staff between teams over high periods of absence due to leave or sickness, escalating issues as necessary
- Devise creative and innovative solutions to ensure compliance with regulations escalating issues as required.
- Observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.
- Cash handling from patients for appliances and recording of this and keeping receipts from the general office
- Use of electronic web basket system to receipt orders
- Any other duties as required, which are appropriate to the grade

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.

Organisational Chart:



Key Result Areas/Principal Duties and Responsibilities:

Communication and Relationship Skills

The post holder will be required to adhere to the organisations standards of customer care when welcoming visitors and communicating with a range of clients on a range of matters. For example receiving enquiries, via telephone or face to face, taking messages and ensuring these are passed on to the correct person or acted on appropriately. The post holder may also be required to diffuse potential aggression from members of the public.

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 and Judgement Skills

Make judgments on facts or situations, some of which require analysis, such as resolving conflicting work areas within outpatients. Communicate general issues and those of concern to a senior member of staff and use initiative to escalate or resolve straight forward issues in the absence of the Outpatient Admin Manager.

Planning and Organisational Skills

The post holder will organise their day to day activities and prioritise the needs of the department.

Physical Skills

The post holder will have advanced keyboard skills to operate a range of computer software. Also be able to move and lift boxes to the appropriate area of clinic. Pack items for distribution.

Responsibility for Patient and 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.

Responsibility for Policy and Service Development

The post holder will follow Trust policies and participate in policy and service development. The post

holder will propose changes and implement administration policies and working practices for own area.

Responsibility for Financial and Physical

Report maintenance faults. To ensure the efficient and effective use of all resources used within the course of one's own duties maintain awareness of the financial impact of inappropriate use.

Responsibility for Human Resources

Maintain and update own training level to post.

Participate in recruitment processes including being involved in interviews. Participate in appraisals and support the development of staff in lower bands.

Provide on the job training for new staff and work experience students, taking an active part in the development review of own work, suggesting areas for learning and development in the coming year.

Responsibility for Information Resources

Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings including 1:1 with staff. Responsible for maintaining patient/staff data.

Responsibility for Research and Development

Comply with Trust's requirements and undertake surveys as necessary to own work.

Decision Making

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

The post holder may be required to exert light physical effort (loads of not more than 5kg.) on an occasional basis for several short periods during the shift.

Mental Effort

The work pattern is unpredictable, with frequent interruption. 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

Occasionally manage difficult situations, which may arise with abusive clients and telephone callers, of which may need to be referred to a senior member of staff. Rare exposure to distressing circumstances.

Working Conditions

Use display screen equipment for substantial proportion of working day.

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.

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 our 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 the 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 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.

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.

SAFEGUARDING

To be fully aware of and understand the duties and responsibilities arising from the Children's Act 2004 and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation.

To also be fully aware of the principles of safeguarding as they apply to vulnerable adults in relation to the worker's role, which will include recognising the types and signs of abuse and neglect and ensuring that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding adults and/or child protection.

Everyone within the Trust has a responsibility for, and is committed to, safeguarding and promoting the welfare of vulnerable adults, children and young people and for ensuring that they are protected from harm, ensuring that the Trusts Child Protection and Safeguarding Adult policies and procedures are promoted and adhered to by all members of staff.

HEALTH AND SAFETY AT WORK

The employer will take all reasonably practical steps to ensure your health, safety and welfare while at work. You must familiarise yourself with the employer's Health & Safety policy, and its safety and fire rules. It is your legal duty to take care for your own health and safety as well as that of your colleagues.

INFECTION CONTROL - ROLE OF ALL STAFF

It is the responsibility of all members of staff to provide a high standard of care to patients they are involved with. This includes good infection prevention practice.

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

CONFIDENTIALITY

You may not disclose any information of a confidential nature relating to the employer or in respect of which the employer has an obligation of confidence to any third party other than where you are obliged to disclose such information in the proper course of your employment or as required by law. Any failure to comply with this term of your employment will be treated as an act of misconduct under the employer's disciplinary procedure.

JOB DESCRIPTION AGREEMENT

Job holder's Signature:

Date:

Manager's Signature:

Date:

PERSON SPECIFICATION

Northern Devon Healthcare

NHS Trust

POST : Team Leader – Clinical Management Centre

| REQUIREMENTS | E/D* | HOW TESTED? Application Form/Interview/ Reference/Test | INTERVIEW COMMENTS | SCORE (1 Low – 10 High) |
|---|---------------------------------------|--|--------------------|-------------------------------|
| <u>QUALIFICATIONS / SPECIAL TRAINING :</u> Good Standard of Education NVQ 3 Business Administration or Team Leadership or Customer Care or equivalent qualification / experience RSA III or equivalent level of skill gained through experience or alternative qualification Relevant IT qualification specific to post i.e ECDL Additional relevant co-ordination knowledge acquired through further experience | E E E E E | Application Form Application Form/Skills Test Application Form Application Form Application Form | | |
| <u>KNOWLEDGE/SKILLS:</u> Effective interpersonal, organisational and communication skills Ability to manage own workload and to supervise the workload of others, ability to delegate tasks Advanced IT/Keyboard skills, IT literate Medical Terminology Knowledge and experience of electronic rostering systems | E E E D D | Interview Application Form/Skills Test Interview Interview Application Form Application Form | | |
| <u>EXPERIENCE:</u> Significant clerical/administrative experience within customer | E | Application Form | | |

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| care environment or similar | | | | |
| Experience of supervising staff | E | Application Form | | |
| Previous NHS/Social Services experience | D | Application Form | | |
| Experience of managing medical staff rotas | D | Application Form | | |
| <u>PERSONAL REQUIREMENTS:</u> | | | | |
| Reliability and flexibility, able to contribute to changing demands of the service. | E | Interview | | |
| Willing to undertake training relevant to the post. | E | Interview | | |
| Ability to work independently, within a team | E | Interview | | |
| Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E | Interview | | |
| <u>OTHER REQUIREMENTS:</u> | | | | |
| The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust. | E | Interview | | |
| Ability to travel to other locations as required | E | Interview | | |

* Essential/Desirable

| HAZARDS : | | | | | |
|-------------------------|--|--------------------------------|---|---------------------------|---|
| Laboratory Specimens | | Clinical contact with patients | | Performing Exposure | |
| Proteinacious Dusts | | | | Prone Invasive Procedures | |
| Blood/Body Fluids | | Dusty Environment | | VDU Use | X |
| Radiation | | Challenging Behaviour | X | Manual Handling | X |
| Solvents | | Driving | | Noise | |
| Respiratory Sensitisers | | Food Handling | | Working in Isolation | |
| Cytotoxic drugs | | Night working | | | |