JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title:** | Administrative Assistant - Appointments |
| **Reports to** | Outpatient Slot Manager/Team Leader |
| **Band** | 2 |
| **Department/Directorate** | Clinical Genetics |

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| **JOB PURPOSE** | |
| * Provide a professional, efficient and accurate administrative support function * Undertake general clerical duties * The post holder, may support either a medical or a non-medical team, and will support the team to provide an effective and timely service * Provide excellent customer care which may include communication with distressed and anxious patients and relatives, treating them with tact and empathy * Ensure all information is secure and confidentiality of information is maintained at all times * Ensure the professional image of the Trust is maintained at all times | |
| **KEY WORKING RELATIONSHIPS** |  |
| * Administration and secretarial teams within department and across the Trust * Family History team * Administrative Services Manager/Administrative Line Manager * Consultants and other members of the medical team * Genetic Counsellors/Nurse Counsellors * Patients and their relatives * GPs * Cluster Management team * Other members of the multi-professional clinical team * Health Records & IM&T Departments * Central Support Team | |
| **ORGANISATIONAL CHART** | |
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| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| Administrative functions  * Ensure all paperwork/electronic notes are actioned; escalating any work or decision making as required. * Make and receive telephone calls both external and internal according to Trust standards * Ensure all data whether paper based or electronic is stored, retrieved and archived according to Trust standards and maintaining data protection requirements. * Update IT databases with accurate information as directed * Carry out filing, photocopying, typing of emails, scanning and simple letters as requested by team. * Print out reports or paperwork necessary for the efficient functioning of the department, including meeting agenda items etc. * Acknowledge and help all patients, visitors, staff attending the department. * To book patient appointments to ensure full utilisation of slots and escalate any issues to line manager. * To cancel appointments and re-negotiate these with patients by telephone where required, in a sympathetic and helpful manner. * Assist with the monitoring of pending lists ensuring all patients are booked within waiting times and breach dates. * To assist with monitoring and identifying potential breaches and escalate to resolve any future problems. * Use multiple computer systems as required within the department such as EPIC, TrakGene & E-referrals. * Ensure accurate and up-to-date patient details are maintained on patient information systems such as EPIC, TrakGene & E-referrals 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   **Governance**   * To undertake training as required to maintain competency and comply with trust policies. * Work within Trust policies – including those for confidentiality, data protection, health and safety fire protection, and annual appraisal. |
| **COMMUNICATION SKILLS** |
| * 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. * Liaise regularly with multi-disciplinary staff, e.g. consultants, genetic counsellors, and admin colleagues within the Trust and at other sites across the peninsula. * Liaise with GP surgeries and other hospital staff. * Providing help and support to other people as required. * Working effectively with others. |
| **OTHER RESPONSIBILITIES** |
| Take part in regular performance appraisal.  Undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling.  Contribute to and work within a safe working environment.  You are expected to comply with Trust Infection Control Policies and conduct yourself 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.  You must also take responsibility for your workplace health and wellbeing:   * When required, gain support from Occupational Health, Human Resources or other sources. * Familiarise yourself with the health and wellbeing support available from policies and/or Occupational Health. * Follow the Trust’s health and wellbeing vision of healthy body, healthy mind, healthy you. * Undertake a Display Screen Equipment assessment (DES) if appropriate to role. |
| **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.  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. |

PERSON SPECIFICATION

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| **POST** | Administrative Assistant - Appointments |
| **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 Epic/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  E | 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) | Y |  |  |  | X |
| Heavy manual handling (>10kg) | Y | X |  |  |  |
| Challenging behaviour | Y |  | X |  |  |