

JOB DESCRIPTION

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| **JOB DETAILS** | |
| **Job Title** | Seamoor Unit Administration Assistant |
| **Reports to** | Seamoor Unit Manager |
| **Band** | Band 3 |
| **Department/Directorate** | Seamoor Unit/Cancer services |

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| **JOB PURPOSE** |
| The post holder will fulfil all tasks associated with the smooth running of the Seamoor administration department, liaising with other departments as necessary. As well as dealing with requests to access health records, diary management, typing letters, clinic preparation, reception duties, the booking of follow up appointments and Chemotherapy appointments, the post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration.  To provide administrative support to the operational team which may include typing documents, minute taking and typing of minutes in the absence of the Administration Lead, retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies.  The post holder will be the first point of contact for clients to the establishment; this will include dealing with routine queries and providing information to patients’, relatives and staff either face to face or over the phone. The post holder will provide reception cover in the Seamoor Unit and will operate a switchboard system. |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Understanding of a range of work procedures and practices, some of which are nonroutine, which require a base level of theoretical knowledge. This is normally acquired through formal training or equivalent experience * The post holder will agree follow up appointments and Chemotherapy treatment with patients in person, operating within the Booking Guidelines and Trust Waiting List Policy. * Maintain up-to-date waiting lists for Chemotherapy patients. * Adhere to the escalation process to the nursing team when Chemotherapy bookings are outside of remit or you are unable to book an appointment * Booking urgent manual referrals * Allocate appointment dates to patients for Pre-treatment visit, Outpatient and day treatments. * Arrange patient appointments using the Trust’s IT systems. * General administrative and reception duties – responding quickly and effectively to visitors/patients to the department. * Undertake a range of clerical duties as required. * Contribute to the development of effective office procedures to meet the needs of a busy and modernising department * Full, accurate and proper use of the My Care systems and Bookwise inpatient and outpatient IT systems and will ensure all data entries are accurate and correct * Action GP referrals for urgent treatments and ensure treatments are booked efficiently and accurately using Trust’s IT systems * Action referrals from other departments and book patients treatments using Trust IT’s systems * Extensive knowledge and understanding of Chemotherapy regimes in order to ensure correct patient appointments are made using Trust IT’s systems and following clinician’s instructions * Liaising with consultants for deferring of patients treatments * Starting patients treatment plans following clinicians instruction * Liaising with pharmacy when issues arise and using Chemocare * Adapting to change in current climates * Stopping and restarting treatment plans as per clinicians request, updating patients bookings and treatment plan on Bookwise * Correcting and responding to all clinical coding enquiries * Pre-admitting patients receiving treatment the following day on My Care (pre-docking) * Update all unrecorded outcomes weekly * To work as part of the wider team, prioritising workload and activity to provide support to managers and colleagues as required, this may include cover for colleagues at times of absence. * Participate in the training of new starters/less experienced staff * Deputise for Administration lead during any absences * Support Administration Lead with Induction planning * Attend meetings/Forums * Minute taking and typing up of formal minutes from monthly team meetings in the absence of Administration Lead * Update and maintain information boards * Determining and maintaining stock levels for stationery and office supplies using on-line ordering. * To review and revise personal work activities on a regular basis in conjunction with the Line Manager, to ensure effective and appropriate use of time in response to changing demands. * Take advantage of in-house training opportunities to develop appropriate office and communication skills for personal development * To observe and adhere to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act. * Any other duties as may be required by the direct line manager. * Liaise with other trust personnel. * To maintain the integrity and reputation of the Department and Trust by effective and harmonious attitudes and relationships with patients, colleagues and other hospital personnel. * Provide full support to line manager at all times. * Participate in Trust's Annual Development & Review process (maintaining a PDP file) * Adhere to the Trust’s policy on Fire Prevention, No Smoking and Health & Safety. |
| **KEY WORKING RELATIONSHIPS** |
| The Administration assistant will be based in the Seamoor Unit department at North Devon District Hospital and will provide administrative support to the Seamoor Unit.  The post holder will fulfil all administration tasks and work as part of a team and may be delegated responsibility for supervision of staff in lower bands and be involved in recruitment and selection of admin staff*.* 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.    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.  The Seamoor Administration assistant will liaise with management, consultants, pharmacy and nursing team on a daily basis.  Of particular importance are working relationships with:   |  |  | | --- | --- | | **Internal to the Trust** | **External to the Trust** | | * Management | * Patients | | * Consultants | * Patient transport | | * Pharmacy | * Charities/fund raisers | | * Nursing team |  | |

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| **ORGANISATIONAL CHART** |
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| **FREEDOM TO ACT** |
| Conforming to Trust policies, procedures and regulations, as well as having a good understanding of results and standards that need to be achieved.  Giving non-clinical advice to patients, carers, GP’s and members of the public, for example; describing access to services, treatment wait times and information about policies and procedures.  Maintaining and updating computerised information systems.  Working unsupervised, however work may be checked on a random basis by administration lead. |
| **COMMUNICATION/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, communicate effectively with staff at all levels across internal and external to the organisation, either via telephone, email or face to face in a tactful and sensitive manner, respecting confidentiality at all times and ensuring that messages are passed on to the appropriate person.  The post holder will exchange confidential or contentious information with staff and clients within partner agency organisations where agreement and co-operation is required or where there is a need 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.  Work closely with nursing team and consultants to ensure that waiting time targets are met and any issues are raised immediately.  Maintain close contact with clinicians and nurses within the Seamoor Unit to ensure patients have access to the required expertise to meet their needs.  Manage incoming and outgoing electronic and written communications, prioritise and escalate as necessary.  Meet and greet patients/visitors to the department, ensuring the all queries are dealt with promptly whilst maintaining confidentiality.  Review personal work activities and practice on a regular basis with line manager and clinical staff, and implement any modification agreed in response to changing needs of service. |
| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| Assess and prioritise verbal, electronic and written information. Assist as far as possible in non-medical enquires ensuring that all non-routine and medical enquiries are referred to the appropriate person.  Make judgements on facts or situations, some of which require analysis, such as resolving appointment and booking issues. 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 manager. |
| **PLANNING/ORGANISATIONAL SKILLS** |
| The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks e.g. amendment of bookings.  The post holder will maintain up to date waiting lists for Chemotherapy patients. |
| **PATIENT/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. |
| **POLICY/SERVICE DEVELOPMENT** |
| To adhere to Trust policies and contribute to the continuous improvement in the efficiency and effectiveness of the service provided to clients by attending and participating in meetings as necessary. |
| **FINANCIAL/PHYSICAL RESOURCES** |
| To monitor stock levels of stationery, receive deliveries and report maintenance faults.  To ensure the efficient and effective use of all resources used within the course of one’s own duties, maintaining an awareness of the financial impact of inappropriate use.  The post holder may be required to conduct some financial and personnel tasks i.e. processing of invoices, payroll, petty cash/banking administration or handle patient’s property. |
| **HUMAN RESOURCES** |
| Maintain and update own training relevant to post.  Participate in recruitment processes including being involved in employment checks. 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. |
| **INFORMATION RESOURCES** |
| Daily use of IT programmes relevant to the department to process and store information and type up minutes of meetings. Responsible for maintaining staff and/or patient data |
| **RESEARCH AND DEVELOPMENT** |
| Comply with Trust requirements and undertake surveys as necessary to own work. |
| **PHYSICAL SKILLS** |
| Use advanced keyboard skills to operate Trust computer systems. |
| **PHYSICAL EFFORT** |
| Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.  The post holder will undertake filing on a daily basis and complete photocopying, as and when required.  The post holder may be required to exert light physical effort (loads of not more than 5KG) on a frequent/occasional basis for several short periods/several long periods during the shift. |
| **MENTAL EFFORT** |
| The work pattern will be unpredictable with frequent interruptions and 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** |
| Frequently 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.  There will be occasional indirect exposure to distressing or emotional circumstances or information when booking patients treatments. |
| **WORKING CONDITIONS** |
| Use display screen equipment for substantial proportion of working day. |
| **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 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.  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. |
| **DISCLOSURE AND BARRING SERVICE CHECKS** |
| This post has been identified as involving access to vulnerable adults and/or children and in line with Trust policy successful applicants will be required to undertake a Disclosure & Barring Service Disclosure Check. |
| **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.  **STAFF HEALTH AND WELLBEING**  You must take responsibility for your workplace health and wellbeing:  Be physically active at work (i.e. take breaks away from your desk, taking the stairs where possible)  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.  If you are a line manager, in addition to the above, it is expected you will:  Champion health and wellbeing.  Encourage and support staff engagement in delivery of the service.  Encourage staff to comment on development and delivery of the service.  Ensure during 1:1’s / supervision with employees you always check how they are.  **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.  T*his is* |

PERSON SPECIFICATION

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| **Job Title** | Seamoor Unit Administration Assistant |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**  Good Standard of Education  NVQ 3 Team Leadership or Business Administration or Customer care or equivalent experience  Relevant keyboard qualification i.e. RSA III | E  E  E |  |
| **KNOWLEDGE/SKILLS**  Effective interpersonal, organisational and communication skills  Advanced IT/Keyboard skills  Ability to manage own workload and to supervise the workload of others  Ability to delegate tasks | E  E  E  E |  |
| **EXPERIENCE**  Proven clerical/administrative experience within customer care environment  Previous NHS/Social Services experience  Cash management | E  D  D |  |
| **PERSONAL ATTRIBUTES**  Reliability and Flexibility, able to contribute to changing demands of the service.  Willing to undertake training relevant to the post.  Ability to work within a team and delegate tasks  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality. | E  E  E  E |  |
| **OTHER REQUIREMENTS**  The post holder must demonstrate a positive commitment to uphold diversity and equality policies approved by the Trust.  Ability to travel to other locations as required | E  E |  |

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|  | | **FREQUENCY**  **(Rare/ Occasional/ Moderate/ Frequent)** | | | |
| **WORKING CONDITIONS/HAZARDS** | | **R** | **O** | **M** | **F** |
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| **Hazards/ Risks requiring Immunisation Screening** | |  |  |  |  |
| Laboratory specimens | ~~Y~~/N |  |  |  |  |
| Contact with patients | Y/~~N~~ |  |  |  |  |
| Exposure Prone Procedures | ~~Y~~/N |  |  |  |  |
| Blood/body fluids | ~~Y~~/N |  |  |  |  |
| Laboratory specimens | ~~Y~~/N |  |  |  |  |
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| **Hazard/Risks requiring Respiratory Health Surveillance** |  |  |  |  |  |
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| Solvents (e.g. toluene, xylene, white spirit, acetone, formaldehyde and ethyl acetate) | ~~Y~~/N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | ~~Y~~/N |  |  |  |  |
| Chlorine based cleaning solutions  (e.g. Chlorclean, Actichlor, Tristel) | Y/~~N~~ |  |  |  |  |
| Animals | ~~Y~~/N |  |  |  |  |
| Cytotoxic drugs | Y/~~N~~ |  |  |  |  |
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| **Risks requiring Other Health Surveillance** | |  |  |  |  |
| Radiation (>6mSv) | ~~Y~~/N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | ~~Y~~/N |  |  |  |  |
| Dusty environment (>4mg/m3) | ~~Y~~/N |  |  |  |  |
| Noise (over 80dBA) | ~~Y~~/N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | ~~Y~~/N |  |  |  |  |
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| **Other General Hazards/ Risks** | |  |  |  |  |
| VDU use ( > 1 hour daily) | Y/~~N~~ |  |  |  |  |
| Heavy manual handling (>10kg) | ~~Y~~/N |  |  |  |  |
| Driving | ~~Y~~/N |  |  |  |  |
| Food handling | ~~Y/~~N |  |  |  |  |
| Night working | ~~Y~~/N |  |  |  |  |
| Electrical work | ~~Y~~/N |  |  |  |  |
| Physical Effort | Y/~~N~~ |  |  |  |  |
| Mental Effort | Y/~~N~~ |  |  |  |  |
| Emotional Effort | Y/~~N~~ |  |  |  |  |
| Working in isolation | ~~Y~~/N |  |  |  |  |
| Challenging behaviour | Y/~~N~~ |  |  |  |  |