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JOB DESCRIPTION

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| **JOB DETAILS**  |
| **Job Title**  | Administrator |
| **Reports to**  | Administration Manager  |
| **Band**  | Band 3 (Subject to formal matching) |
| **Department/Directorate**  | Radiology, Clinical Support and Specialist Services |

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| **JOB PURPOSE**  |
| The post holder will be responsible for a range of general administrative and clerical functions, liaising with other departments and other healthcare professionals as necessary. The post holder will be the first point of contact for staff, patients and visitors to the hospital providing efficient administration in all aspects of patient appointment booking and reception duties with strict adherence to the Trust policies. The post holder will assist in the smooth and efficient running of Radiology services and provide a professional and empathetic interface between patients, their relatives or carers and the department. Context: The post holder will be based in the acute hospital. The department undertakes over 100,000 imaging investigations per annum within a variety of clinical settings. The images and reports of these investigations are required by clinicians, GP’s and other healthcare professionals to assist in the diagnosis and treatment planning of patients. The post holder will fulfil all 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 areas as appropriate as directed by the Line Manager.   |
| **KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES** |
| * Data input onto both national and local computer systems and Microsoft applications adhering to Trust policies and ensuring data is accurate and up to date.
* Maintain both electronic and paper filing systems.
* Opening and dating incoming mail via post and email and processing of Radiology requests.
* Dealing with general enquiries and provide information to patients, relatives and staff either face to face, via email or over the phone.
* Booking of patient appointments for all Radiology modalities together with managing waiting lists.
* Provide Reception duties for Radiology A and CT suite reception areas.
* Respond to changes in information technology and updates skills as required using Trakcare, Radiology Information System (RIS) and other IT systems.
* Undertake training as required in order to maintain competency including Mandatory training and other training for your own professional development.
* Compliance with and adherence to Trust policies and procedures at all times.
* To maintain confidentiality at all times.
* Work positively towards the smooth running of the administration services and the creation of a professional and efficient working environment.
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| **KEY WORKING RELATIONSHIPS**  |
| The post holder is required to deal effectively with staff of all levels throughout the Trust as and when they encounter on a day to day basis. In addition the post holder will deal with the wider healthcare community, external organisations and the public. This will include verbal, written and electronic media. Of particular importance are working relationships with:

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| **Internal to the Trust**  | **External to the Trust**  |
| * Clinical personnel within the department
 | * Public
* GP’s
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| * Wards
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| * A&E
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| **ORGANISATIONAL CHART**  |
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| **DECISION MAKING** |
| The post holder:* Is guided by Standard Operational Procedures (SOP) and will work unsupervised and organise their own workload on a day to day basis working within Trust policies and procedures.
* Will use their initiative to deal with routine matters and refer more complex queries to their Line Manager or other appropriate colleague. **Will us**
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| **COMMUNICATION/RELATIONSHIP SKILLS**  |
| The post holder will be required to adhere to the organisations standards of customer care when responding to internal and external routine queries. This may be via email, telephone and/or face to face with staff at all levels within and outside of the organisation.  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. The post holder must: * Provide a high quality reception service to patients attending the Radiology department. They will meet and greet patients to the department in a courteous, sensitive, caring, professional and confident manner.
* Validate patients’ identification and demographic details
* Be able to use initiative when assisting patients with queries, in person or by telephone, regarding Radiology or other departmental issues and directing/advising accordingly.
* Use judgement and experience in dealing with patient queries and decide the appropriate course of action.
* Confidently provide and receive complex or sensitive information where there may be barriers to understanding. Including the explanation of appointment letters, leaflets and procedures which needs an understanding of medical terminology and anatomy.
* Demonstrate well developed persuasive, negotiating and empathy skills with patients, carers and work colleagues.
* Assistant with initial patients complaints, or where appropriate, escalating to senior staff.
* Liaise directly with the patient regarding their appointment either by telephone, letter or in person.
* Update the Radiology Information System with any patient comments relevant to the Patient history and on-going care.
* Develop and maintain strong working relationships with Consultant Radiologists, Radiographers and managers within the department and key links in other departments and play an active part in this team.
* To reschedule appointments for patients whose imaging request or treatment has been cancelled or delayed. To adhere to patient appointment booking processes on RIS, ensuring that the Trust procedures and local protocols are met.
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| **ANALYTICAL/JUDGEMENTAL SKILLS** |
| The post holder will respond to routine request for information and decide how to deal with basic enquires:The post holder must: * Be able to assess and prioritise verbal, electronic and written information.
* Resolve patient appointment and booking issues.
* Schedule patient imaging appointments, having taken into account a range of influencing factors such as modality capacity, staff rotas and service dates.
* Use initiative and prioritise own workload on a day to day basis and others workload in the booking of appointments across all modalities including Consultant lists.
* Manage the Radiology waiting list effectively ensuring imaging is carried out according to clinical prioritisation, meeting local and national waiting time targets, including the 2 week rule for cancer referrals.
* To ensure that all relevant paper documentation is scanned correctly onto RIS.
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| **PLANNING/ORGANISATIONAL SKILLS** |
| The post holder must:* Organise and prioritise own workload and others workload in the booking of appointments across all modalities, including Consultants lists and be able to work efficiently with constant interruptions.
* Ensure that all Radiology referrals are processed in a timely manner and in accordance with department protocols and policies using RIS.
* Manage the Radiology waiting list effectively to ensure that imaging is carried out according to the clinical prioritisation, meeting local and national waiting times including 2 week rule cancer referral and AQP 4 week referrals.
* Ensure referrals are clinically vetted; and that the correct examination information and preparation information is sent to the patient.
* Monitor the waiting lists on a daily basis and escalate any potential waiting list issues or patient breaches to the line manager.
* To co-ordinate the patients Radiology appointment with the patients outpatient clinic appointment where possible.
* Ensure maximum efficiency and full use of services in the filling of cancellation slots and communicate changes to relevant staff.
* To arrange and schedule extra late or weekend modality lists in conjunction with the relevant superintendents to meet unusual levels of patient demand, for example after Bank Holidays or in times of increased service demand.
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| **PATIENT/CLIENT CARE**  |
| The post holder:* Is required to put the patient as the first priority and at the centre of all activities.
* Will be the primary contact with patients by telephone or face to face.
* Must ensure that the correct examination guidance, advice and preparation information is provided to the patient.
* To check blood test results on PATHLAB/complete blood test forms and send it to the patient as well as ‘prep’ for certain scans. To ensure that the radiographers/nurses have access to the required patient information, update results from the PATHLAB onto RIS.
* Altering the appropriate members of the radiographer, nursing or medical teams to patient enquiries or problems especially if patients become unwell or distressed. To liaise with Ambulance/Patient transport.
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| **POLICY/SERVICE DEVELOPMENT**  |
| The post holder will follow policy within their own role and will be encouraged to comment on administrative procedures. The post holder must: * Be proactive in the development of service to meet the modernisation agenda.
* Take an active role in developing continued improvements and training objectives within the service.
* Update protocols as necessary.
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| **FINANCIAL/PHYSICAL RESOURCES**  |
| The post holder must: * Be responsible for the careful use of office equipment and resources.
* Process all referrals, applying the appropriate referral and examination codes to establish the referral source for payment purposes.
* Ensure all private and out of area referrals are recorded appropriately on RIS and paperwork completed accordingly.
* Monitor stock levels of stationery, receive deliveries and report maintenance faults.
* Maintain efficient and effective use of all resources used within the course of your own duties with an awareness of the financial impact of inappropriate use.
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| **HUMAN RESOURCES**  |
| The post holder will: * Train new staff and work experience students on appointment systems, processing post and reception duties as necessary.
* Participate in mandatory training and induction programmes as well as appraisals and objective setting.
* Develop own skills and knowledge and contribute to the development of others.
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| **INFORMATION RESOURCES**  |
| The post holder will:* Process all referrals using the Radiology Information System (RIS)
* Make and change appointments using RIS
* Ensure that RIS is updated daily with any patients comments relevant to the patient history
* Process requests and/or enquiries by phone messages and emails.
* Use other IT systems within the Trust relating to department activity.
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| **RESEARCH AND DEVELOPMENT**  |
| The post holder will: * Comply with Trust requirements and undertake Staff surveys and audits as necessary to their own work.
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| **PHYSICAL SKILLS** |
| The post holder: * Requires the use of advanced keyboard skills on a day to day basis.
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| **PHYSICAL EFFORT** |
| The post holder:* Will be required to sit in a restricted position at display screen equipment for the majority of the working day.
* If undertaking reception duties, will have frequent short bursts of physical activity.
* Will undertake filing on a daily basis and photocopying duties as required.
* May be required to exert light physical effort (loads not more than 5Kg) on a frequent basis for short periods during the working day.
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| **MENTAL EFFORT** |
| The post holder: * Will be required to maintain concentration for long periods during the working day.
* Must be able to maintain accurate advanced keyboard skills with speed and efficiency with constant interruptions.
* Be able to remain calm and professional within a busy and pressurised environment.
* Will be expected to provide cover for other administrative staff during the day, including covering for breaks, sickness absence and annual leave. This may require the post holder to travel and work in other areas within the Trust.
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| **EMOTIONAL EFFORT** |
| The post holder:* Must be able to respond to difficult situations professionally and empathetically and deal with angry/abusive patients or members of the general public, referring onto a senior member of staff as necessary.
* Will be exposed to sometimes distressing/sensitive information whilst maintaining confidentially in accordance with Trust policy.
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| **WORKING CONDITIONS** |
| The post holder: * Will use display screen equipment for substantial periods of the working day.
* May be subjected to lone working in accordance with the Trust Lone Working policy.
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| **OTHER RESPONSIBILITIES**  |
| Take part in regular performance appraisal.Undertake any training required in order to maintain competency including mandatory training, e.g. Manual HandlingContribute 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 infectionAs 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.
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| **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. Northern Devon Healthcare NHS Trust and the Royal Devon and Exeter NHS Foundation Trust continue to develop our long standing partnership with a view to becoming a single integrated organisation across Eastern and Northern Devon. Working together gives us the opportunity to offer unique and varied careers across our services combining the RD&E’s track record of excellence in research, teaching and links to the university with NDHT’s innovation and adaptability.T*his is*  |

PERSON SPECIFICATION

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| **Job Title** | Radiology Administrator |

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| **Requirements** | **Essential** | **Desirable** |
| **QUALIFICATION/ SPECIAL TRAINING**Good general education to GCSE (grade A-C or equivalent must include English Language or capable of achieving Level 2 literacy)Relevant keyboard qualification i.e. ECDL, RSA IIINVQ 3 Business Administration/Customer Care or equivalent experience  | EEE |  |
| **KNOWLEDGE/SKILLS**Effective interpersonal, organisational and communications skills IT/keyboard skills and computer literateAbility to prioritise and manage own workload within a busy environment  | EEE |  |
| **EXPERIENCE** Proven clerical/administrative experience with a customer care environmentPrevious NHS experience | ED |  |
| **PERSONAL ATTRIBUTES** Reliability and flexibility, able to contribute to changing demands of serviceWilling to undertake training relevant to the postAbility to work within a teamAbility to demonstrate a diplomatic, caring attitude whilst maintaining confidentiality.  | EEEE |  |
| **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.  | EE |  |

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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 | N |  |  |  |  |
| Contact with patients | Y |  |  |  |  |
| Exposure Prone Procedures | N |  |  |  |  |
| Blood/body fluids | N |  |  |  |  |
| Laboratory specimens | 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) | N |  |  |  |  |
| Respiratory sensitisers (e.g isocyanates) | N |  |  |  |  |
| Chlorine based cleaning solutions (e.g. Chlorclean, Actichlor, Tristel) | N |  |  |  |  |
| Animals | N |  |  |  |  |
| Cytotoxic drugs | N |  |  |  |  |
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| **Risks requiring Other Health Surveillance** |  |  |  |  |
| Radiation (>6mSv) | N |  |  |  |  |
| Laser (Class 3R, 3B, 4) | N |  |  |  |  |
| Dusty environment (>4mg/m3) | N |  |  |  |  |
| Noise (over 80dBA) | N |  |  |  |  |
| Hand held vibration tools (=>2.5 m/s2) | N |  |  |  |  |
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| **Other General Hazards/ Risks** |  |  |  |  |
| VDU use ( > 1 hour daily) | Y |  |  |  |  |
| Heavy manual handling (>10kg) | N |  |  |  |  |
| Driving | N |  |  |  |  |
| Food handling | N |  |  |  |  |
| Night working | N |  |  |  |  |
| Electrical work | N |  |  |  |  |
| Physical Effort  | Y |  |  |  |  |
| Mental Effort  | Y |  |  |  |  |
| Emotional Effort  | Y |  |  |  |  |
| Working in isolation | Y |  |  |  |  |
| Challenging behaviour | Y |  |  |  |  |