

# JOB DESCRIPTION

JOB DETAILS	
<b>Job Title</b>	Administration assistant
<b>Reports to</b>	Anna Trotter
<b>Band</b>	2
<b>Department/Directorate</b>	Admin For Audiology and ENT, Surgical Directorate

JOB PURPOSE
<p>The post holder will be responsible for a range of general administrative and clerical functions including data input onto spreadsheets and databases and word processing. This will include typing documents, retrieving and preparing patient records, filing and entering information onto computer systems in accordance with Trust policies.</p> <p>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 may be required to provide reception cover in a designated area.</p> <p>Working with 4 administrative staff, the ENT team and 21 Audiologists. Over 24,000 appointments are conducted annually through the ENT and Audiology department. The Audiology department supports over 16,000 existing patients through the acute site and a range of community locations and local schools. The Audiology department accepts 5000 new referral a year, and over 18,000 appointments are conducted annually. The department also provides diagnostic support to ENT for a further 3000 consultations annually.</p>

KEY RESULT AREAS/PRINCIPAL DUTIES AND RESPONSIBILITIES
<p>The Administrative Assistant will be based in the Royal Devon and Exeter hospital and will work under the supervision of the Administration Supervisor and Associate Head of Audiology. They will be required to work 37.5 hours a week over a 4 day period.</p> <p>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.</p> <p>Speciality Specific Information:</p> <ul style="list-style-type: none"> <li>• Generally develop good communications and working relationships with all colleagues</li> <li>• Performing general administrative and reception duties</li> <li>• Responding quickly and effectively to visitors/patients when they arrive in the department</li> <li>• Agreeing appointments with patients in person and on the telephone – scheduled and ad hoc.</li> <li>• Accurately booking appointments based on outcomes from outpatient appointments</li> <li>• Taking accurate messages and pass on, or deal with as appropriate</li> <li>• Full and accurate and proper use of the Patient administration system (Epic software)</li> <li>• Full and accurate use of the Audiology Auditbase system</li> <li>• Liaising with other trust personnel</li> <li>• Working flexibly with other members within the team</li> <li>• Being able to work well under pressure, to tight deadlines and be capable of prioritising</li> <li>• Observing and adhering to the strictest confidentiality regarding information to which you have access and to comply with the Data Protection Act.</li> </ul>

## KEY WORKING RELATIONSHIPS

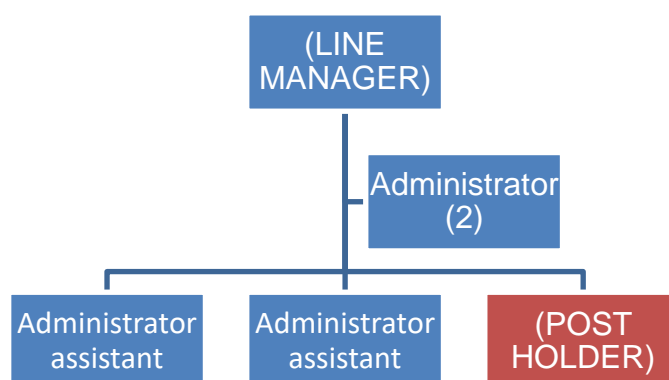
Areas of Responsibility: The post holder is required to deal effectively with staff of all levels throughout the Trust, the wider Healthcare community, external organisations and the public. This will include verbal, written and electronic media.

No. of Staff reporting to this role: Not applicable

Of particular importance are working relationships with:

Internal to the Trust	External to the Trust
<ul style="list-style-type: none"><li>• Audiologist</li><li>• Ear Nose and Throat consultants</li><li>• Outpatient Nurses</li></ul>	

## ORGANISATIONAL CHART



## FREEDOM TO ACT

The post holder will be under direct supervision from the Administrator (Band 3). They will work within the guidance of the trust and departmental standard operating procedures for administration tasks.

## COMMUNICATION/RELATIONSHIP SKILLS

The post holder will be required to adhere to the organisations standards of customer care when receiving and welcoming clients, taking messages and dealing with enquiries in a confidential and sensitive manner this could be face to face or over the phone, for example dealing with appointments and admissions.

The post holder will be responsible for distributing and re-directing mail and ensuring messages are passed on to the appropriate person.

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/JUDGEMENTAL SKILLS

Assess and prioritise verbal, electronic and written information. Assist as far as possible in non-medical enquiries 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.

## PLANNING/ORGANISATIONAL SKILLS

Deliver day to day activities and plan straightforward tasks e.g. amendment to bookings. The post holder will be responsible for organising their own work load.

## 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.

#### **HUMAN RESOURCES**

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**

The use of Epic and Auditbase is expected on a daily basis to make and change appointments and check patients in, to inform the clinician they have arrived.

#### **RESEARCH AND DEVELOPMENT**

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

#### **PHYSICAL SKILLS**

Frequent skill of typing and using a computer

#### **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 a occasional basis for several short periods.

#### **MENTAL EFFORT**

The work pattern will be unpredictable with frequent interruptions. There will be an occasional requirement for concentration for data entry.

#### **EMOTIONAL EFFORT**

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

#### **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 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.

At the Royal Devon, we are committed to reducing our carbon emissions and minimising the impact of healthcare on the environment, as outlined in our Green Plan available on our website. We actively promote sustainable practices and encourage colleagues to explore and implement greener ways of working within their roles.

# PERSON SPECIFICATION

<b>Job Title</b>	Administrator Assistant
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Requirements	Essential	Desirable
<b>QUALIFICATION/ SPECIAL TRAINING</b> Good general education to GCSE (grade A-C or equivalent must include English Language or capable of achieving level 2 literacy  NVQ level 2 Business Administration/Customer Care	E  E	
<b>KNOWLEDGE/SKILLS</b> Effective interpersonal, organisational and communication skills  IT/Keyboard skills and computer literate. Working knowledge of Microsoft Office packages, email and internet  Ability to prioritise and manage own workload within busy environment.	E  E  E	
<b>EXPERIENCE</b> Proven clerical/administrative experience within customer care environment  Previous NHS, or office work experience	E  E	
<b>PERSONAL ATTRIBUTES</b> Good communication skills  Ability to deal with telephone enquires politely and efficiently  Reliability and Flexibility, able to contribute to changing demands of the service.  Ability to work within a team  Ability to demonstrate a diplomatic caring attitude whilst maintaining confidentiality.	E  E  E  E	
<b>OTHER REQUIREMENTS</b> 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	D

WORKING CONDITIONS/HAZARDS		FREQUENCY (Rare/ Occasional/ Moderate/ Frequent)			
		R	O	M	F
<b>Hazards/ Risks requiring Immunisation Screening</b>					
Laboratory specimens	Y/N				
Contact with patients	Y/N				
Exposure Prone Procedures	Y/N				
Blood/body fluids	Y/N				
Laboratory specimens	Y/N				
<b>Hazard/Risks requiring Respiratory Health Surveillance</b>					
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				
<b>Risks requiring Other Health Surveillance</b>					
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				
<b>Other General Hazards/ Risks</b>					
VDU use ( > 1 hour daily)	Y/N				Y
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		Y		
Mental Effort	Y/N		Y		
Emotional Effort	Y/N				Y
Working in isolation	Y/N				
Challenging behaviour	Y/N		Y		