

***“*Our vision is to provide safe, high quality seamless service delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust Values”**

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| **JOB DETAILS**  |
| **Job Title:** | Administrative Assistant - Appointments |
| **Reports to**  | Slot Manager |
| **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
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| **KEY WORKING RELATIONSHIPS**  |  |
| * Administrative Services Manager/Administrative Line Manager
* Consultants and other members of the medical team
* Patients and their relatives
* GPs
* Divisional Management team
* Senior Nursing staff and other ward staff
* Other members of the multi-professional clinical team
* Health Records & IM&T Departments
* Administration and secretarial teams across the Trust
* Central Support Team
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| **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.
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| **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.
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| **OTHER RESPONSIBILITIES**  |
| * To take part in regular performance appraisal.
* To undertake any training required in order to maintain competency including mandatory training, e.g. Manual Handling/Fire Training
* To contribute to and work within a safe working environment
* The post holder is 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.
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| **THE TRUST- VISION AND VALUES**  |
| Our vision is to provide safe, high quality seamless services delivered with courtesy and respect. To achieve our vision we expect all our staff to uphold our Trust values. Our Trust values are:Honesty, Openness & IntegrityFairness,Inclusion & CollaborationRespect & DignityWe recruit competent staff that 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.We are committed to equal opportunity for all and encourage flexible working arrangements including job sharing. We are committed to recruiting and supporting a diverse workforce and welcome applications from all sections of the community, regardless of age, disability, gender, race, religion, sexual orientation, maternity/pregnancy, marriage/civil partnership or transgender status. We expect all staff to behave in a way which recognises and respects this diversity, in line with the appropriate standards. |
| **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.The RD&E is a totally smoke-free Trust. Smoking is not permitted anywhere on Trust property, including all buildings, grounds and car parks. For help to quit call: 01392 207462. |

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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 equivalentMy Care Outpatients or equivalent patient information systemNVQ level 2in administrationor equivalent | EDD | EDD |
| **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 mannerAbility to deal with members of a multidisciplinary teamKnowledge of issues of working with confidential information and understanding of need for confidentialityKnowledge of outpatient procedures across secondary careKnowledge of the Trust IT systems including My CareKnowledge of TrakGene | EEEEEED | EEEEEEE |
| **EXPERIENCE** Proven admin / clerical experience including organising day to day tasks.Experience of inputting accurate and timely data onto computer systemsCustomer service experiencePrevious healthcare experience | EEDD | EEEE |
| **PERSONAL ATTRIBUTES** Able to follow Trust policies and procedures and work to deadlinesAbility to work as part of a team including implementing and improving processesAble to offer a sympathetic & understanding approach to patients & their relatives, especially when dealing with sensitive and complex issuesAbility to deal with challenging behaviour | EEEE | EEEE |

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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) |  |  |  |  | X |
| Heavy manual handling (>10kg) | Y |  |  | X |  |
| Challenging behaviour | Y |  | X |  |  |