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| **JOB DESCRIPTION** |  |
| **Job Title:** | **Ophthalmology Administrator** |
| **Band:** | **3** |
| **Responsible To:** | **Failsafe Officer** |
| **Accountable To:** | **Service Manager** |
| **Section/Department/Directorate:** | **Ophthalmology** |

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| **Job Purpose:**  The post holder will fulfil all tasks associated with the smooth-running of the Ophthalmology clerical team, providing administrative support to all clinical activity to help deliver high-quality, efficient care and experience to patients. The post holder with use a variety of IT systems to help manage and coordinate the Ophthalmology service. Key to this will involve use of Epic, Medisoft and Microsoft Office applications. |
| **Context:** |
| The Ophthalmology Administrator will be based in the eye department at North Devon District Hospital and will provide administrative support to the service.  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.  Specific responsibilities:   * Coordinate and book clinics on direction of Failsafe Officer * Validate waiting lists * Escalation of capacity issues to Failsafe Officer and/or Patient Access Coordinator * Taking a pro-active and forward-looking approach to all work and patients’ clinical needs * Direct patient contact via e-mail, telephone and in person * Daily use of core IT programs; Epic, Medisoft and Epro * Working closely with all levels of staff; clerical, nurses and doctors * Use Microsoft Excel to put together reports and use other reports to assist day-to-day work * Cover for colleagues due to leave/sickness absence. |
| **Key Working Relationships:** |
| 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. |

## Organisational Chart:

**Administrator**

**Administrator**

Failsafe Officer

Service Manager

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| **Key Result Areas/Principal Duties and Responsibilities:** |
| **Communication and 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, via telephone or face to face, taking messages and ensuring that these are passed on to the appropriate person.  To deal with staff, clients and partner agency staff in a confidential and sensitive manner, this could be face to face or over the phone. The post holder may also be required 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.  **Analytical & Judgemental skills**  Make judgements on facts or situations, some of which require analysis, such as resolving conflicting diary appointments, scheduling of clinics. 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 and Organisational Skills**  The ability to work using own initiative and manage time effectively to meet deadlines. Organise own day to day activities and tasks and that of staff in lower banded jobs.  Plan and arrange staff cover as and when required. Regularly arrange meetings.  **Physical skills**  Use advanced keyboard skills to operate Trust computer systems. |

**Responsibility for 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.

## Responsibility for Policy and 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.

## Responsibility for Financial and 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.

## Responsibility Human Resources

Maintain and update own training relevant to post.

Participate in recruitment processes including being involved in interviews. 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.

## Responsibility for 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.

## Responsibility for Research and Development

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

## Decision Making

To work within Trust policies and procedures. Use initiative to deal with routine matters and complex queries, deciding when it is necessary to refer to the available line manager. Work is managed rather than supervised and the post holder will organise own workload on a day to day basis.

## Physical Effort

Frequent requirement to sit in a restricted position at display screen equipment for the majority of the working day.

## Mental Effort

The work pattern will be predictable 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

Occasionally 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, for example, typing letters of a distressing nature.

## Working Conditions

Use display screen equipment for substantial proportion of working day.

# 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 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.

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.

# 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.

# JOB DESCRIPTION AGREEMENT

**Job holder’s Signature: .....................................................................................**

**Date: .....................................................**

**Manager’s Signature: .....................................................................................**

**Date: .....................................................................................**

# PERSON SPECIFICATION

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## POST: Administrator

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| REQUIREMENTS | E/ D\* | HOW TESTED?  Application  Form/Interview/ Reference/Test | INTERVIEW COMMENTS | SCORE  (1 Low – 10  High) |
| QUALIFICATIONS/SPECIAL TRAINING :  Good Standard of Education  NVQ 3 Business Administration or Customer care, or, equivalent experience  Relevant keyboard qualification i.e. RSA III | E E  E | Application Form Application Form  Application Form |  |  |
| KNOWLEDGE/SKILLS: |  |  |  |  |
| Effective interpersonal, organisational and communication skills | E | Interview |
| Advanced IT/Keyboard skills | E | Skills Test |
| Ability to manage own workload and to supervise the workload of others | E | Interview |
| Sound understanding and proven experience of Trakcare | E | Application Form |
| Understanding of capacity and demand meaning. | D | Interview |
| EXPERIENCE: | E  D  E |  |  |  |
| Proven clerical/administrative experience within customer care environment | Application Form/Interview |
| Experience of Ophthalmology administration or eye department environment. | Application Form |
| Previous NHS experience | Application Form |

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| PERSONAL REQUIREMENTS:  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 to and supervise lower bands.  Ability to work under pressure with conflicting demands. | E  E E  E | Interview  Interview Interview  Interview |  |  |
| 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 | Interview  Interview |  |  |

\* Essential/Desirable

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| **HAZARDS :** | | | | | |
| Laboratory Specimens Proteinacious Dusts |  | Clinical contact with patients |  | Performing Exposure Prone Invasive Procedures |  |
| Blood/Body Fluids |  | Dusty Environment |  | VDU Use | x |
| Radiation |  | Challenging Behaviour | x | Manual Handling | x |
| Solvents |  | Driving | x | Noise |  |
| Respiratory Sensitisers |  | Food Handling |  | Working in Isolation |  |
| Cytotoxic drugs |  | Night working |  |  |  |