

Job Description

Job Information	
Job Title:	Administration Assistant
Directorate/Service:	St Helens Community Administrative Service
AfC Band:	Band 2
Responsible to:	Administration Services Co-ordinator
Accountable to:	Office Manager
Base Location:	Within the St Helens Community Administration Service
Job Code:	409-5875808

Job Summary
<p>This role is vital in supporting our aim to provide exceptional patient care and we look to appoint individuals who are as passionate about patient care as we are. Using your organisational, administration and people skills, you will contribute towards an effective and consistent level of service.</p>

Dimension & Context of the role
<p>As a must have, you will possess:</p> <ul style="list-style-type: none"> • Excellent communication skills, in order to liaise with Service Users on a daily basis and with a wide range of staff both internal and external to take messages, deal with enquiries and pass on accurate information. • Excellent written and verbal communication skills are essential, in dealing with all forms of communication, e.g. letters, emails, telephone calls. • Ability to work independently and as part of a team. • Working knowledge of Microsoft Office and Outlook. • Experience of working in an office environment and on reception, ideally in health care. • Data inputting experience, with ability to work under pressure to deadlines. You will be responsible for receiving information from GPs/acute hospital. Our patients and service users are at the heart of everything we do and we would like to hear from applicants who share this commitment. • The ability and means/willingness to travel between multiple sites in the course of performing duties is essential. You will be required to travel and work across bases of the St Helens Localities. Therefore, the post holder must be able to meet the travel requirements of this post. Please indicate on your application how you meet this requirement.

Key Responsibilities
<p>KEY DUTIES</p> <p>Act as first point of contact for all telephone and reception enquiries, ensuring that messages are forwarded to the appropriate persons and visitors are welcomed to the department.</p> <p>Provide an effective administrative service to support the team, including photocopying, data inputting and typing.</p> <p>Effective liaison with multi-disciplinary staff/patients/carers/outside agencies, including dealing</p>

with appointment/service enquiries. To ensure communication is accurate, sensitive, complex and confidential and accurate information is communicated as and when required.

Adhere to relevant Code of Practice of Professional body

It should be included for majority of staff even those not associated with a professional body as they will have to adhere to the standards expected by their profession ie an Finance Clerk would be expected to adhere to certain requirements governing finance legislation.

Responsibility, in conjunction with other administrative staff, for arranging clinics, booking appointments and associated data entry including the retrieval and maintenance of patient records.

Ensure appropriate records are maintained as directed by Line Manager. In line with Trust Policies and Procedures

Contribute to the producing and sending of appointments and giving appropriate patient information/advice.

To register patient referrals for the service on appropriate systems following the service referral pathway.

To contribute to the maintenance of waiting lists, ensuring that appropriate appointments are scheduled / allocated to patients as directed, in line with service procedures by your line manager or clinician.

To work in a flexible manner when cover is required, to support and maintain service delivery.

Contribute to the processing of all incoming and outgoing mail.

Participate in the provision of cover and Support and maintain service delivery borough wide

Participate in serious untoward incident investigations/reviews as required. Support individual's equality, diversity and rights.

Participate in patient and public involvement activities.

Contribute towards service improvement initiatives to enhance quality of patient care.

Provide information and support to service users/carers as appropriate.

Contribute to the continued improvement and quality of the Administration Support Service.

Recognise and respond appropriately to urgent and emergency situations.

Report any concern regarding patient care to line manager.

ADMINISTRATIVE RESPONSIBILITIES

To undertake any other delegated duties as appropriate and commensurate with the Contribute to the ordering of stationery supplies and associated procedures.

Contribute to the effective and efficient use of resources.

To undertake any other delegated duties as appropriate and commensurate with the post.

TEACHING & TRAINING RESPONSIBILITIES

Provide evidence to support development around the Trust Appraisal system or other

competency profiles.

Participate in regular supervision, engage in reflective practice and be committed to continued development.

Develop own skills and knowledge and contribute to the development of others.

All Trust staff will comply with financial processes and procedures

RESEARCH & AUDIT

Participate in appropriate audit, quality assurance programmes and research as directed.

GENERAL DUTIES

To observe the provisions of and adhere to all Trust policies and procedures.

To actively participate in the annual performance review to identify personal development needs

To attend Trust Statutory and Mandatory training sessions as required and any other training courses relevant to the post.

To fully comply with the relevant sections of the Health and Safety at Work Act. They must also understand and implement Mersey and West Lancashire Hospitals NHS Hospitals Trust "Statement of Policy on Health and Safety at Work" and the Trust corporate "Health and Safety Policies and Procedures". You are required to follow all applicable rules and procedures relating to Health and Safety at Work and to take all responsible precautions to avoid actions.

To be aware of the confidential aspects of the post. To keep up to date with the requirements of information governance; undertake mandatory training and follow Trust policies and procedures to ensure that trust information is dealt with legally, securely, efficiently and effectively. Breaches of confidentiality will result in disciplinary action that may involve dismissal. You must maintain the confidentiality of information about service user staff and organisational business in accordance with the General Data Protection Regulation 2018 (GDPR) and Caldicott principles.

The post holder should also be aware that, regardless of any action taken by the employing authority, breaches of confidentiality could result in civil action for damages.

All staff will be treated with respect by management, colleagues, patients and visitors and equally staff will treat management, colleagues, patients and visitors with the same level of respect. Staff will be supported to challenge any discriminatory behaviour that may be based on differences in race, disability, language, culture, religion, sexuality, age, and gender or employment status.

The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment. All staff therefore who come into contact with children, young people and vulnerable adults have a responsibility to ensure they are trained and competent to be alert to potential indicators of abuse or neglect and know how to act on their concerns in line with the policies and procedures of Mersey and West Lancashire Teaching Hospital NHS Trust.

To ensure that when creating, managing and sharing information records it is done in an appropriate way, subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines. All employees are responsible for implementing and maintaining data quality, ensuring that records are legible and attributable and that the record keeping is contemporaneous

In accordance with the Health and Social Care Act 2008, the post holder will actively participate in the prevention and control of infection within the capacity of their role. The Act requires the post holder to attend infection prevention and control training on induction and at regular updates and to take responsibility for the practical application of the training in the course of their work. Infection prevention and control must be included in any personal development plan and/or appraisal.

To adhere to relevant Code of Practice of Professional body (if appropriate)

The post holder must be flexible in the duties performed and it is expected that similar duties, not specifically listed above, will be carried out as required and may be cross site.

The duties contained in this job description are not intended to be exhaustive. The duties and responsibilities of this post are likely to evolve in line with the Trust's continued organisational development.

To adhere to the NHS Constitution and its principles and values. You must be aware of your Duty of Candour which means that you must be open and honest during your employment and if you see something wrong, you must raise it. You must read the NHS Constitution in full and can download this from the Trusts intranet site or the www.gov.uk website. Hard copies are available from the HR Department on request.

The Trust is a non-smoking site. Failure to follow this rule could lead to disciplinary action.