

JOB DESCRIPTION

POST TITLE	PODIATRY ADMINISTRATION OFFICER
BAND	3
DIVISION	COMMUNITY AND INTERMEDIATE CARE
DEPARTMENT	Podiatry Service
BASE	East Lancashire
REPORTS TO:	Team Leader
RESPONSIBLE TO	

ORGANISATION CHART



JOB SUMMARY

The post holder will work as a member of the Podiatry Service, providing an efficient, effective and comprehensive reception, telephone and appointment booking service, using EMIS, for the patients, the public, all other departments and stakeholders to ensure the smooth running of the service for colleagues, patients and service users alike

Assist with the day to day smooth running of the department, liaising with clinical staff as necessary

Being first point of contact for service users for all queries and acting in a professional manner at all times

The duties will include administrative, clerical and secretarial support to Podiatry Service health care professionals.

The post holder, whilst working as a team member, will be expected to work autonomously using own initiative in the absence of the Team Leader and on occasions may be required to work alone.

They will also be required to assist in the handling and reimbursement of petty cash and will be required to handle all external/internal mail and receive and receipt deliveries actioning any correspondence.

Additionally the post holder will deal with enquiries and complaints from all service users advising them on the procedures and directing them to the appropriate person or organisation.

They will also be required to cover duties in the absence of their Administration colleagues whilst on annual leave or sickness absence across the Podiatry Service.

In all the above, the post-holder will use both self-management and team working skills to assist them in achieving organisational and service objectives.

MAIN DUTIES

- To provide a professional, efficient and comprehensive administrative, clerical and secretarial and support service to the Podiatry Service for patients, the general public, health care professionals and other staff
- To receive and prioritise all incoming mail (including email), ensuring queries are dealt with efficiently, and where appropriate, initiating action and draft responses to maintain service levels and meet deadlines in the absence of the Team Leader. As this will on occasions involve issues of a sensitive or contentious nature, confidentiality is paramount.
- To deal with all aspects of incoming and outgoing and external and internal mail. Including sorting and accurately re-directing and forwarding to the correct department. To ensure outgoing mail is stamped or franked depending on priority and liaising with the Building Centre staff if required. Also to carry external post to the Post Office when required
- To provide an efficient and effective message taking service in response to all enquiries from patients, visitors and staff and redirecting accordingly.
- To electronically schedule, arrange and book patient appointments for patients requiring podiatry care, using EMIS either over the telephone, by post or face to face at reception, in a sensitive, competent and confidential manner, and ensuring that patient clinical records are available for the relevant health professionals when required.

- To maintain filing systems of patient records after treatment as required
- To receive patients onto the EMIS database for their appointments or alternatively confirm their attendance on appointment lists.
- To be responsible for receiving and managing and adding incoming patient referrals onto EMIS, maintain the integrity of the EMIS database and discharging patients off the database by entering information in a timely and accurate manner
- To implement manual procedures in the event of IT system failures, report to IT and monitor progress
- To provide a discrete, courteous and efficient first point of contact for all communication to the Team Leader by transferring telephone calls
- To liaise and book patient transport requests with the PTS service after treatment
- To prepare and distribute agendas and minutes within the required timescale.
- To take minutes of locality meetings and safety huddle meetings
- To be responsible for the booking of rooms for meetings/training
- To collate compliments for patient experience reports for locality
- To develop, implement and continuously improve effective office systems and processes which could be of a confidential nature to deal efficiently with paper flow and storage of paperwork and computer based information to ensure that information can be retrieved immediately if needed.
- To assist Podiatry Service with the archiving of patients records according to Trust Clinical Records policy
- To be responsible for requesting and the transfer of medical records such as in cases of subject access requests, updating relevant databases. This involves verbal and written communication with other health professionals and departments
- To be flexible in undertaking proactive self-management in order to effectively prioritise own workload, deal with unpredictable work demands and interruptions, meet expected and unexpected deadlines.
- To demonstrate an empathic and reassuring approach when dealing with sensitive and contentious issues arising within the office.
- To act as inputter when dealing with invoices relating to deliveries
- To provide a professional and effective telephone filtering and reception service for the Team Leader.

- To provide comprehensive secretarial, clerical and admin support to a variety of health professionals including laminating, photocopying, filing and typing sensitive and confidential letters or documents when requested
- To undertake typing and process correspondence, reports and other documents as requested on a daily basis using Microsoft Office programmes such as Outlook for email to manage work related communication.
- To type highly sensitive and confidential reports/ letters on behalf of Podiatry Service health care professionals and on occasion requiring use of audiotyping
- To book and organise appointments for health care professionals when requested.
- To schedule, prepare and notify appointments for clinical specialist sessions including new patients, wound care, nail surgery
- To be responsible for ordering and maintaining stationery stock levels, including non-stock items i.e. inkjet cartridges, toners, electronically via NHS Supply Chain or e-procurement. Also responsible for receiving and receipting of delivered goods for the Podiatry Service, and reporting discrepancies
- To be responsible for ordering and receiving and receipting of stock electronically via e-Procurement
- To be fully conversant with the use of a variety of office machinery/equipment including the fax machine, laminator and photocopiers Deal with any breakdowns with the office equipment and reporting them to the IT service department as necessary
- To order Podiatry Service staff uniforms
- To work flexibly to provide cover across all localities based within East Lancashire as determined by service need for when colleagues are on annual leave/sickness absence to ensure a consistent and quality service to patients
- To deal with complaints from service user and stakeholders and redirect as appropriate as in line with Trust Complaints policy

COMMUNICATION

- To communicate with the general public where there may be barriers of understanding e.g. hard of hearing, the elderly, and people with learning difficulties or people whose first language is not English. Tact and persuasive skills may be required when arranging, cancelling or rearranging appointments with the patient.

- To provide general advice by issuing appropriate Podiatry Service information leaflets, re-stock and order supplies as necessary.
- To communicate with multi-disciplinary colleagues at all levels and with outside agencies for example health departments, social care, contractors. This involves verbal, written and electronic communication
- To use telephone, e-mail and letters to communicate with staff, Team Leader and other key stakeholders with the Trust and outside organisations.
- To communicate complex information, e.g. explanation of referral criteria, emergency clinic access
- To provide a communication link between the Team Leader, Management and staff within ELHT, GP's, Local Authority staff and other admin staff.
- To communicate with emergency services staff, delivery men and contractors Liaise with internal or external agencies and stake holders on a daily basis, on a wide range of issues such as ambulance transport
- To communicate with building management, caretakers and other officers. Attend Building User group meetings
- To arrange when necessary, access to an interpreter/translator for patients who require communication assistance
- To attend and participate in staff meetings taking minutes as requested ensuring information is shared within the team.
- To meet with the Team Leader regularly for supervision
- Excellent interpersonal communication skills.
- To demonstrate, communicate and use tact and diplomacy in order to diffuse situations where people are upset or angry.
- To have the ability to diffuse confrontational/ conflict/ stressful situations and adhere to the Trust Complaints policy
- Able to engender trust and use good customer service communication skills in your interactions with the public, professionals and other agencies

TRAINING AND DEVELOPMENT

- To attend all mandatory training as required by the Trust.
- To assist in induction and training of new starters, trainees and temporary staff as appropriate, demonstrating duties

- To participate in regular personal development reviews in order to identify training needs.
- To assist in the training of new starters in the use of office machinery and equipment including minor repairs and reporting of breakdowns.
- Continuously update, maintain and improve knowledge and competence through self-development

ORGANISATIONAL RESPONSIBILITIES

- To facilitate the smooth running of the office by paying close attention to the sharing of information and linking with other administrative colleagues in the organisation to manage office
- Be responsible for the day to day planning of your own workload and possess the ability to prioritise.
- To maintain all Podiatry Service records and ensuring that all documents are correctly filed.
- To input, amend patient information and run queries on to EMIS databases ensuring data quality standards and to utilise the database to arrange appropriate appointments for Podiatry patients
- To maintain confidentiality of the patient, staff and the Trust at all times, both verbally and written.
- To be aware of own and others responsibilities in relation to the Health and Safety at Work Act
- To use equipment and facilities in a competent and proper manner.
- To report as soon as practical any hazards or defects and immediately take appropriate action.
- To report as soon as practical all incidents and untoward occurrences and to ensure the relevant forms are completed.
- To collate, record and forward statistical data.
- Whilst working independently, without direct supervision, continue to maintain service delivery by making decisions and taking appropriate actions.
- To procure items for the department as and when required such as ordering of orthotics involving online ordering, BASWARE

PROFESSIONAL RESPONSIBILITIES

- To comply with Trust Policies and Procedures
- To attend locality Team Meetings, Safety Huddles and other meetings when required and propose changes to methods of working using initiative .
- To comply with the Trust Lone Working Policy.
- Maintain confidentiality with regard to the Data Protection Act
- To work with the Trusts Aims and Objectives.

EMPLOYMENT ACTS AND CODES OF PRACTICE

All employees are required to comply with employment legislation and codes of good practice.

Equality and Diversity

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

Health and Safety

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

Infection Control

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

Sustainability and Corporate Social Responsibility

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

Risk Management

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

Safeguarding

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

Data Protection Act

All members of staff are bound by the requirements of the Data Protection Act 1998.

Rules, Regulations, Policies, Standing Orders and Financial Instructions

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

Research and Development Projects

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

Development Review

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

Training

Post holders are required to attend any relevant and mandatory training for the post.

Outside Employment / Outside Interests

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

Review of Job Description

This is not intended to be a comprehensive description of the duties of the post. Due to the Trust's commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder.

STANDARDS OF CONDUCT

Conduct duties with regard to values underpinning the Trust's Vision "*to be a great Trust providing the best possible healthcare to the people of East Lancashire*".-

Values:-

- Respecting the individual
- Putting patients and customers first
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry out activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

ACCEPTANCE OF JOB DESCRIPTION

I confirm I accept the duties contained in the above job description.

NAME:
(PRINT)

SIGNED:

DATE:

EFFORT FACTORS

PHYSICAL EFFORT

What physical effort is required for the job?	How Often?	For How Long?	What weight is involved?	Any mechanical Aids?
Moving and handling of office supplies	Daily	Up to 20 minutes at a time.	Less than 5 kilos	Trolley
Inputting at keyboard	Daily	More than 20 mins at a time	N/A	Workstation
Archiving	Monthly	Up to 2 hours	Less than 5 kilos	Trolley
Bending and stretching when filing	Daily	Up to 20 minutes at a time.		

Is the job holder expected to sit / stand in a restricted position?	How Often?	For How Long?	What activity is involved?
Yes ✓	Every shift ✓	More than 20 mins ✓ On each occasion	Inputting at keyboard

MENTAL EFFORT

Are there any duties requiring particular concentration?	How Often?	For How Long?
Accurate typing of documentation and inputting data on EMIS	Daily	1-2 hours at a time
Accurate booking of appointments	Daily	1-2 hours at a time
Filing patient notes	Daily	1 hour
Reading patient referrals	Daily	1-3 hours at a time
Concentration required for typing of highly sensitive and confidential reports and correspondence	Variable	1 hour
Are there any duties of an unpredictable nature?	How Often?	For How Long?
Interruptions during the course of the day for various reasons which could mean re-prioritising	Frequent	Varies, depending on reason for call

workload. These could include:		
Telephone enquiries (which require immediate action by postholder)	Frequent	Varies, depending on enquiry
Requests for urgent information or work to be produced from Team Leader	Frequent	Varies, depending on request
Receiving urgent e-mails that require urgent action by postholder	Frequent	Varies, depending on request
Dealing with enquiries for the department from people who might be distressed, angry, or confused.	Frequent	Varies, depending on request

EMOTIONAL EFFORT

Does the job involve dealing with any distressing or emotional circumstances?	Direct / Indirect Exposure	How Often?
The post holder at times will be exposed to difficult/sensitive circumstances involving staff members due to areas of work dealt with in the Department	Both	Varies, depending on circumstance
Dealing with public who can be vulnerable, emotionally upset, challenging	Both	Varies, depending on circumstance
Dealing with complaints	Both	Daily
Dealing with challenging, verbally aggressive patients, general public	Both	Daily
Giving and receiving sensitive information to patients and carers.	Both	Daily

WORKING CONDITIONS

Does the job involve exposure to unpleasant working conditions?	How Often?
Required to use VDU equipment most days	Daily

PERSON SPECIFICATION

Knowledge, Experience and Training required for the Post	Essential at Recruitment	Desirable/ Developed within the Role	Measured by A – Application I – Interview P – Presentation T - Test
Qualifications <ul style="list-style-type: none"> • GCSE in English and Mathematics at grade 4-9 or equivalent • NVQ 3/ RSA II or equivalent experience in secretarial/ clerical or administration qualifications, e.g. Business Administration • ECDL or equivalent IT skills 	✓ ✓ ✓	✓	
Experience <ul style="list-style-type: none"> • Significant recent experience in providing secretarial/ clerical/ reception or administrative assistant support in an office based environment • Ability to take notes of meetings and produce minutes of a high standard • Experience of managing own workload and office systems. • Experience of dealing with the general public. • Experience of working in the NHS • EMIS knowledge and experience 	✓ ✓ ✓ ✓	 ✓ ✓	

Knowledge/Skills <ul style="list-style-type: none"> • Proven ability to manage all arrangements pertaining to meetings, transcribing minutes, dealing with actions • High level of communication skills, both written and verbal • Flexible working • Advance and accurate computing skills using IT packages (MS Office, Word, Outlook) including good working knowledge and skill of using Internet. • Ability to prioritise workload • Use of e-mail systems • Able to create professional documentation 	✓ ✓ ✓ ✓ ✓ ✓ ✓		
Personal Attributes <ul style="list-style-type: none"> • Excellent, interpersonal communications skills • Able to engender trust and demonstrate tact and diplomacy • Good organisational skills • Ability to work effectively on own initiative and to tight deadlines • Ability to multi-task whilst working in a busy office environment and dealing with regular interruptions • Ability to work effectively within a team • Ability to demonstrate and maintain strict confidentiality and sensitivity when dealing with the general public • Being able to work under pressure • Problem solving 	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓		
Other <ul style="list-style-type: none"> • Ability to work flexibly and outside office hours on occasion • Ability to travel across ELHT with access to transport; i.e. car, public transport 	✓ ✓		

