

The Newcastle upon Tyne Hospitals NHS Foundation Trust

Job Description

1 Job Details

Job title	Administration Assistant
Pay band	2
Directorate	Internal Medicine
Ward/Dept Base	Medicine Outpatient Depts
Hospital site	CAV/RVI

Essential Requirements

- Good standard of English and Maths at GCSE or equivalent at grade C or above or equivalent or equivalent level experience.
- Keyboard skills with a sound knowledge of computers.
- Good communication skills both written verbal and telephone skills.
- Team-worker / ability to work unsupervised.
- Common sense, flexible and reliable.

Desirable requirements

- ECDL computer qualification.
- NHS software packages.
 - Knowledge of SystmOne, eRecord.
- Experience working in a patient/public environment in an administration or clerical role.
- Previous experience working within the NHS.

2 Job Purpose

- To support the provision of an efficient admin and clerical service within the operational services department.
- To ensure patient documents are prepared, updated and available a timely manner.
- Provide information to patients, relatives and staff.
- Deal with telephone enquires promptly.
- To ensure that data input is amended as necessary

3 Dimensions

- To be flexible, to meet the needs of the service. To register/book patient appointments quickly, and efficiently using departmental IT systems i.e SystemOne, eRecord.

4 Organisational arrangements

Line Manager

Outpatient Manager

Reports to:

Senior Admin Lead

Staff Responsible for:

None

5 Knowledge Training and Experience

- Trust induction:
 - Knowledge of Trust policies and procedures
 - Mandatory training, fire training and safety etc.
- Departmental induction:
 - IT skills
 - Office software packages competent with Microsoft word, inputting data in Excel and use of Microsoft Outlook.
 - NHS systems
 - SystemOne, eRecord and Patient record tracking systems.
 - Hospital orientation, in order to give directional signs on request for patients and visitors.
 - Knowledge of Trust policies and procedures.
 - Data protection
 - Ensures confidentiality and security of patient information in the NHS.

6 Skills

Communication and Relationships

- Communicates verbally and in writing with:
 - Patients, visitors and staff including the wider multi disciplinary teams.
 - Wards and departments, Main Reception and General Office
 - Medical Secretaries
 - Medical Records (Trustwide) and Waiting List Office
 - Portering Services and Chaplaincy
- Emergency / Minor Injuries Unit/Walk-in-Centre.
- External organisations i.e. GP Surgeries / Other NHS Trusts / North East Ambulance Service / Social Services / DSS / Police / Nursing Homes
- Acknowledges and accommodates barriers to communication and understanding including speech, hearing, language and emotion
- Deal with telephone enquiries and either resolve the enquiry directly or ensure the efficient transfer to the appropriate person, to ensure prompt and efficiently action.
- To process and distribute incoming and outgoing interdepartmental mail according to service procedures to assist effective communication.
- Ensure the timely distribution of:

- Interdepartmental requests and information
- Patient appointments
- Report any relevant information or incidents regarding patients.

Analytical and Judgemental Skills required for the post

- Resolve problems using systems available to locate missing patient notes.
- Some of these problems may require further investigation with the assistance of senior staff.

Planning and Organisational skills required for the post

- Responsible for prioritising own work on a daily basis:

Physical dexterity skill requirements

- Exercise keyboard skills to ensure accurate data entry.

7 Key result areas

Patient / Client care

- Deliver information to patients via direct and indirect contact.
- To provide information and support in a non-clinical capacity i.e. appointments / clinic arrangements.
- To ensure timely arrival of patient information to the appropriate destination to facilitate prompt care.
- To ensure patient confidentiality is maintained in accordance with Trust policy.

Policy and Service Development

- Comply with Trust policies and procedures.
- May comment on proposed change which apply to own area of work
- Contribute to interdepartmental policy development
- Implement ED procedure.

Financial and Physical Resources

- Help with effective stock control / maintenance
- Exercise personal duty of care when using expensive equipment i.e. computers printers etc;
- Ensure all computer terminals / printers are switched off and regularly maintained.
- Ensure any keys handed into reception are stored safely i.e. Hopper / rental car keys, or passed on to appropriate persons i.e. security officer.

Human Resources

- Conform to Trust Policies, Procedures and Guidelines.
- Comply with Dignity and Respect at Work Policy.
- Promote equality and diversity
- Comply with Trust Health and Safety Policies
- Monitor Health and Safety of self and others
- Will attend mandatory updates

Management

- To participate in annual Staff Appraisal
- Pursue personal and professional development

Education

- Will be expected to facilitate the development of other staff
- Deliver training to Gateway / Work Experience staff and explain procedures and policies.
- Attend training courses related to duties of the post ensuring skills are maintained.

Leadership

- Act as a role model for others

Information Resources

- Use IT systems to enter patient data and generate documents.
 - to ensure maintenance of patient records library.
 - Compile attendance data on request.
- Use System One and any other IT systems relating to ED

Research and Development

- Undertake surveys or audit when requested.

8 Freedom to act

- Follow standard operating procedures and guidelines
- Work without direct supervision.
- Line Manager available for support and advice as required.

Corporate governance

- Adhere to Trust Corporate Governance Policies.

9 Effort & Environment

Physical

- Combination of sitting standing bending and stretching is required:
 - Requirement for sitting in restricted position for long periods.
 - Lifting heavy boxes
 - Filing ED cards
 - Moving education stock and materials

Mental

- There is a general requirement for care, attention and alertness when carrying out routine tasks.
- Concentration is required when:
 - Dealing with telephone enquires
 - Accurate patient data processing
 - Accommodating barriers to communication including speech, hearing and language.
 - Assisting in the preparation of clinics.

Emotional Effort

- Occasionally required to support distressed patients and or relatives on the telephone and face to face.

Working conditions

- Exposed to VDU screen for long periods during every shift (VDU guidelines in place).

*KSF Outline of development areas specific to the post
To be determined for the post.*

Agreed post holder **Agreed manager**
Date **Date**

