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

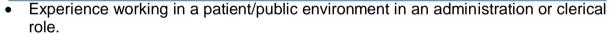
Hospital site CAV/RVI

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.



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 SystmOne, 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:
 - o IT skills
 - Office software packages competent with Microsoft word, inputting data in Excel and use of Microsoft Outlook.
 - o NHS systems
 - SystmOne, 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:
 - o Patients, visitors and staff including the wider multi disciplinary teams.
 - o Wards and departments, Main Reception and General Office
 - o Medical Secretaries
 - o Medical Records (Trustwide) and Waiting List Office
 - o 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:

- o Interdepartmental requests and information
- o 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.
 - o 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:
 - 0
 - 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 pos	st
To be determined for the post.	

Agreed post holder	Agreed manager
Date	Date

