

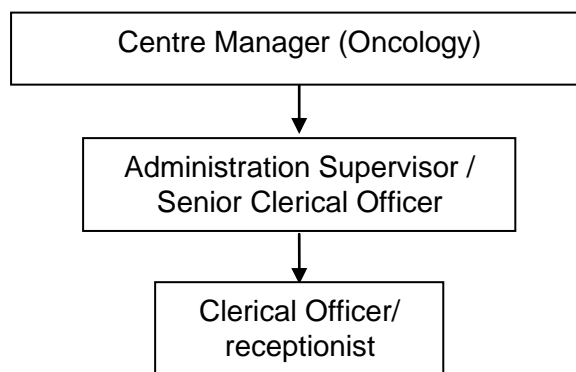
JOB DESCRIPTION

Job Title:	Administration Assistant Oncology & Haematology
Band:	2
Job Group:	A&C
Centre:	Oncology
Location:	Lingen Davies Cancer Centre
Accountable to:	Administration Supervisor
Position Number:	12482492
Date:	December 2012

Job Purpose

1. To work as a member of the Oncology Centre contributing to the efficient and effective working of the team and establishing professional communication with all members, visitors to the Cancer Centre and users of the service.
2. Working as part of the Oncology Centre Administration/Reception/Ward Clerk Team to provide support in all clerical duties.
3. Using office equipment to input patient data that pertains to Radiotherapy and Chemotherapy activity to inform departmental managers, the Trust and the Department of Health.

Organisational Chart



Main Duties and Responsibilities

- To be responsible for data checking, including checking Consultant referral forms, collating referrals, registering on Aria and Sema, and filing them in the appropriate section of the waiting list once verified by the relevant Radiotherapy Superintendent or Chemotherapy Sister assembling new treatment folders.
- To ensure any non-radiotherapy / chemotherapy referrals are re-directed efficiently.
- To arrange appointments with patients following receipt of referrals verified by the relevant Superintendent or Chemotherapy Sister.

- To book new and subsequent appointments as appropriate, ensuring accurate entry to schedule, managing scheduling and paperwork whilst patients are part of the waiting list.
- To maintain and collate patients' records in the department, shredding appropriate files in accordance with Information Governance Guidance and pulling patient files for clinic use.
- To discharge patients on Sema according to Radiotherapy QA systems.
- To be responsible for accurate and speedy inputting of electronic data. To ensure as far as is possible that the data is up to date for end of the month activity reports.
- To liaise with the appropriate superintendent when appropriate.
- To liaise with other departments and other hospitals to ensure accurate information is obtained relating to referrals.
- To be responsible for the typing of annotations from the radiotherapy review clinic.
- To provide clerical support as agreed with the Centre Manager or Administration Supervisor.
- To ensure that patient records are filed correctly, and that filing systems are maintained correctly.
- To receive patients and visitors to the Cancer Centre, informing the relevant individual of their arrival in a professional manner.
- To rearrange patient appointments in the event of deferral or at patients request.
- To answer queries within own range of knowledge, using own initiative and seeking assistance where required.
- To issue travel expenses to patients visiting the Cancer Centre including verifying proof of eligibility.
- When on Reception duty, to be responsible for the maintenance of security of patient records and travel expenses within the reception area and for locking the Cancer Centre main entrance doors at the end of the day.
- To take accurate messages (telephone, e-mail, written and retrieving from Voice Mail) for the Cancer Centre and action appropriately.
- To contribute to the production and updating of patient information and other useful resources.
- To photocopy documents as required and collate patient information leaflets for the Cancer Centre.
- To ensure all filing systems i.e. Clinical and managerial related are maintained and updated accordingly.
- To foster good working relationships within the Cancer Centre Team and with other members of Trust staff.
- To be active in reviewing departmental systems and take an active role in departmental initiatives as delegated by the Administration Supervisor.

- To review issues and service developments affecting the Cancer Centre administration within Radiotherapy and Chemotherapy as delegated by the Administration Supervisor.
- To carry out faxing of patient information and other appropriate communication as required.
- To sort and distribute mail as appropriate.
- To assist with patient transport bookings.
- To be responsible for the correct use of the Radiotherapy Services and other hospital computer systems under the terms of the Data Protection Act.
- To liaise with Cancer Centre staff to ensure that levels of stock and supplies for stationery and equipment are maintained as indicated by the needs of the service.
- To participate in appraisal system and the Trust's annual appraisal system and appropriate reviews in line with Trust policy.
- To actively participate in team meetings as appropriate.
- To be responsible for maintaining confidentiality of patient information.
- To report any problems with office equipment to the IT group, and other department equipment to the appropriate agency.
- To abide by the Trust's Policies and to undertake the Trusts Statutory training to ensure own and others healthy & safety at all times.
- To participate in appropriate training to develop and update skills in relation to work tasks.

Working Conditions

- To work in normal office conditions, including regular VDU work.

Health & Safety

As an employee of the Trust you have a responsibility to:

- take reasonable care of your own Health and Safety and that of any other person who may be affected by your acts or omissions at work; and
- co-operate with the Trust in ensuring that statutory regulations, codes of practice, local policies and departmental health and safety rules are adhered to; and
- not intentionally or recklessly interfere with or misuse anything provided in the interests of health and safety.

Infection Prevention and Control

The prevention and management of acquired infection is a key priority for the Trust. Any breach of infection control policies is a serious matter which may result in disciplinary action. As an employee of the Trust you have a responsibility to:

- ensure that your work methods are compliant with the Trust's agreed policies and procedures and do not endanger other people or yourself; and
- be aware of infection prevention and control policies, practices and guidelines appropriate for your duties and you must follow these at all times to maintain a safe environment for patients, visitors and staff; and

- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at annual mandatory updates and ongoing continuing professional development; and
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

Information Governance

The Trust is committed to compliance with Information Governance standards to ensure that all information is handled legally, securely, efficiently and effectively. You are required to comply with the Trust's Information Governance policies and standards. Failure to do so may result in action being taken in accordance with the Trust's Disciplinary Procedure.

- **Confidentiality and Security** - Your attention is drawn to the confidential nature of information collected within the NHS. Whilst you are employed by the Trust you will come into contact with confidential information and data relating to the work of the Trust, its patients or employees. You are bound by your conditions of service to respect the confidentiality of any information you may come into contact with which identifies patients, employees or other Trust personnel, or business information of the Trust. You also have a duty to ensure that all confidential information is held securely at all times, both on and off site.
- **Disclosure of Information** - The unauthorised use or disclosure of information relating to the Trust's activities or affairs, the treatment of patients or the personal details of an employee, will normally be considered a serious disciplinary offence which could result in dismissal. Upon leaving the Trust's employment and at any time thereafter you must not take advantage of or disclose confidential information that you learnt in the course of your employment. Unauthorised disclosure of any of this information may be deemed as a criminal offence. If you are found to have permitted the unauthorised disclosure of any such information, you and the Trust may face legal action.
- **Information Quality and Records Management** - You must ensure that all information handled by you is accurate and kept up-to-date and you must comply with the Trust's recording, monitoring, validation and improvement schemes and processes.

Professional Standards and Performance Review

As an employee of the Trust you have a responsibility to:

- participate in statutory and mandatory training as appropriate for the post; and
- maintain consistently high personal and professional standards and act in accordance with the relevant professional code of conduct; and
- take responsibility for the maintenance and improvement of personal and professional competence and to encourage that of colleagues and subordinates; and
- participate in the Trust's appraisal processes including identifying performance standards for the post, personal objective setting and the creation of a personal development plan in line with the KSF outline for the post.

Safeguarding Children and Vulnerable Adults

- We all have a personal and a professional responsibility within the Trust to identify and report abuse. This may be known, suspected, witnessed or have raised concerns. Early recognition is vital to ensuring the patient is safeguarded; other people (children and vulnerable adults) may be at risk. The Trust's procedures must be implemented, working in partnership with the relevant authorities. The Sharing of Information no matter how small is of prime importance in safeguarding children, young people and vulnerable adults.
- As an employee of the Trust you have a responsibility to ensure that:

- you are familiar with and adhere to the Trusts Safeguarding Children procedures and guidelines.
- you attend safeguarding awareness training and undertake any additional training in relation to safeguarding relevant to your role.

Social Responsibility

The Trust is committed to behaving responsibly in the way we manage transport, procurement, our facilities, employment, skills and our engagement with the local community so that we can make a positive contribution to society. As an employee of the Trust you have a responsibility to take measures to support our contribution and to reduce the environmental impact of our activities relating to energy and water usage, transport and waste.

Continuous Improvement

The Trust is committed to creating a culture that puts Continuous Improvement at the forefront of our transformational journey and our aim is to empower staff at all levels to have the confidence, capability, passion and knowledge, to test changes and make improvements at the Trust and the communities we serve. Following a successful five-year partnership with the Virginia Mason Institute in the USA, the Trust continues to further develop and embed the Trust's approach to Continuous Improvement at all levels of the organisation. You will be supported by an Improvement Hub, which will provide the necessary expertise to support you to make improvements, whilst also providing training at various stages of your time at the organisation, as part of your continuing professional development.

Review

This job description is an outline of the principal areas of responsibility and may be subject to periodic change. The job title is not restrictive and the job holder may at any time be required to undertake other duties within their competence beyond the confines of this job description.

The post may change over time to reflect the developing needs of the Trust and its services, as well as the personal development of the job holder. All changes will be discussed with the post holder.

Job Description Agreement

I have read and understood the duties that are expected of me.

Manager	Post holder
Name	Name
Signature	Signature
Date	Date