

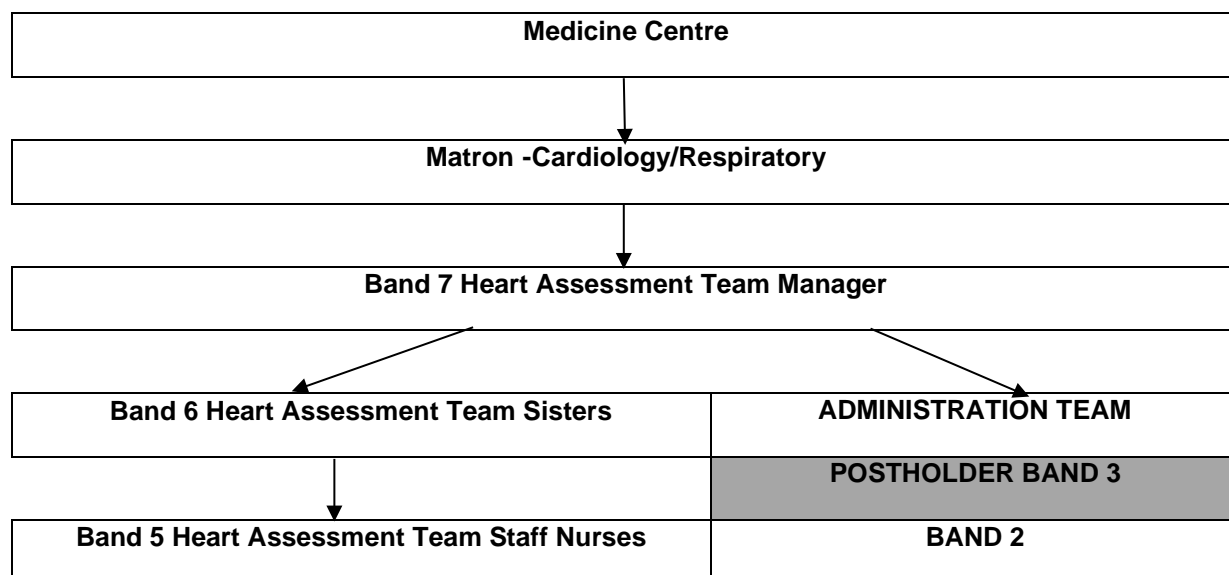
## JOB DESCRIPTION

<b>Job Title:</b>	<b>Heart Assessment Team Administrator</b>
<b>Band:</b>	<b>Band 3</b>
<b>Directorate:</b>	<b>Unscheduled Care</b>
<b>Location:</b>	<b>PRH/RSH</b>
<b>Hours of Work:</b>	<b>30 hrs per week</b>
<b>Accountable to:</b>	<b>Line Manager</b>
<b>Professionally accountable to:</b>	<b>Line Manager</b>

### 1. Job Purpose

- To provide efficient and comprehensive support within the Heart Assessment Team across site, prioritising workload to ensure deadlines are met.
- Providing necessary typing support to facilitate timely receipt of correspondence to GPS/Hospital Consultants. To use digital dictation/audio typing.
- Demonstrate effective communication skills.

### ORGANISATIONAL CHART



## 2. Main Duties and Responsibilities

- Work within the agreed policies, procedures and guidelines identified for the Heart Assessment Team and to act in accordance with Trust policies and procedures
- To ensure that clerical and administrative duties are achieved in the most effective and efficient manner.
- Ensure necessary paperwork and case notes required for in/outpatient assessments and follow up is readily available. Delegate to more junior team members where appropriate.
- Provide necessary typing support to facilitate timely receipt of correspondence by GPs/Hospital Consultants/other health professionals or patients. To use digital dictation/audio typing, interpreting medical abbreviations, to accurately produce clinic letters. Ensure all correspondence is photocopied and filed in case notes as well as sent electronically /via post to the required recipient.
- Ensure information for distribution within the department and to outside agencies is presented appropriately and meets the information requirements of the recipient e.g., GP/Practice Nurse correspondence.
- To be responsible for dealing with telephone calls from other departments concerning the whereabouts of case notes and general enquiries.
- To be responsible for dealing with telephone queries /face to face queries from patients regarding Heart assessment Team activities, appointments etc. When dealing with queries ensure that accurate information is passed on to the relevant person in a timely manner and that clarification is sought regarding any matters of uncertainty. The ability to prioritise urgent queries is paramount.
- Demonstrate excellent interpersonal skills being non-judgemental, honest, sensitive, empathetic, diplomatic and approachable. Portray a positive professional image through telephone or face to face contact from any visitors, staff or patients.
- To be responsible for maintaining efficient filing systems within the department filing all necessary documents in a timely and organised way. Delegate to more junior administrative staff if appropriate.
- Ensure confidentiality is maintained at all times.
- Demonstrate effective communication skills, verbal, written and electronic with a variety of multidisciplinary health care professionals ie: medical staff, nurses, therapists, social services and voluntary agencies.
- To be responsible for the collation of cardiology audit data for entry into local and national audit databases (Athena/NICOR/NACR/Exercise and Education databases). This will include entering accurate details and interpreting medical abbreviations. To liaise with clinical staff regarding incomplete data, ensuring all necessary information is available.

- For audit purposes, assist the Nursing Team in retrieving data and producing clinical reports upon request of the Heart Assessment Team Manager regarding information on departmental activity (i.e., telephone contact at set intervals, sending patient satisfaction surveys and in-patient activity) and advise of any problems affecting the smooth running of the area.

### **3. Management of Information**

- To liaise with IT Department regarding any issues within the department affecting the smooth running of the Service.
- To deal efficiently with any incoming correspondence, making decisions and taking independent action where appropriate. Ensure accurate record keeping and storage of all necessary information within the department.
- Maintain the internal and external mail and email using Microsoft Outlook/NHS.net and direct all information to the most appropriate resource.
- To be involved in the maintenance and dissemination of staff information records including annual leave, sickness, special leave and study leave
- To assist the Heart Assessment Team Manager in gathering information needed for budgetary control, business planning, clinical incidents, dealing with donations and complaints.
- Ensure confidentiality is maintained at all times.

### **4: General Administration**

- To access the hospital Patient Management System and Pathology Results as required for tracing case notes, obtaining patient service history and amending details and reviewing clinics.
- Undertake Patient Administration System (PAS) training and be responsible for making or changing clinic appointments and exercise and education session appointments and maintaining exercise/education attendance records using SEMA system.
- To be responsible for ordering and maintaining sufficient levels of stationery/stock/non-stock within allocated budget.
- To support the Heart Assessment Team by preparing agendas and taking and typing minutes and distributing throughout the Team.
- Manage the team diary and administration diary, taking measures to ensure smooth and efficient communication across the multi-disciplinary team.
- Be proficient in computer packages e.g., Microsoft Access, Word, Excel, PowerPoint, Hospital Intranet and Internet □ To work in a flexible manner to meet the needs of the service and prioritise tasks to efficiently manage the workload.
- Responsible for keeping professionally updated to maintain knowledge and skills to impact on service development. Participate in the Directorates appraisal system.

## **5: 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.

## **6: 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 on-going 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).

## **7: 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.

## **8: 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.

## **9: 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.

## **10: 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.

## **11: 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

## **12: 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.

### **13: 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.

### **14: 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.

The above job description is a summary of the main responsibilities of the post holder and not an exhaustive list of duties undertaken. The duties may be redefined in accordance with the demands of the service. Any redefinition will be subject to agreement between yourself and the Heart Assessment Team Manager and deemed by you both to be within your level of competence.

I confirm that I have read and agree with the contents of this job description.

Post Holder .....

Signature .....

Manager .....

Signature .....

Date .....