

JOB DESCRIPTION

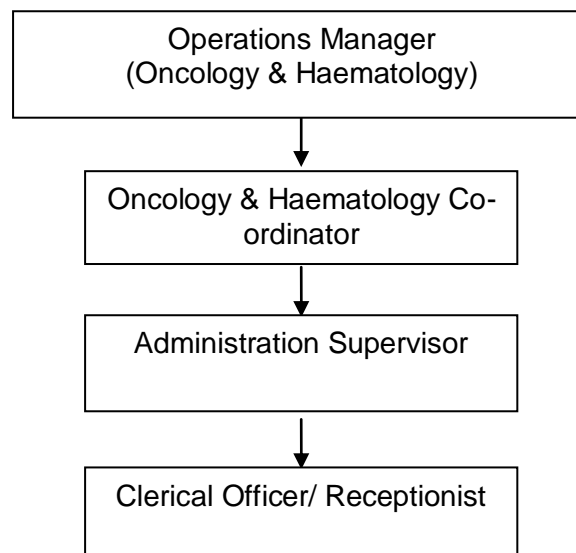
Job Title:	Apprentice Clerical Officer / Receptionist
Band:	Apprentice
Salary:	£ 183.37.25 per week Fixed Term Contract 14 months (with possible opportunity to secure permanent role) £4.81/hour during the first 12 months - all ages Rising to the national minimum wage for age from month 13 currently: £6.83/hr for 18 - 20 year olds £9.18/hr for 21 -22 year olds £9.50/hr 23+ year olds
Hours:	37.5 hrs (to be worked Monday to Friday between 8am to 6pm)
Centre:	Oncology & Haematology
Base:	Lingen Davies Cancer Centre, Royal Shrewsbury Hospital
Responsible to:	Administration Supervisor
Accountable to:	Oncology & Haematology Co-ordinator
Date:	October 2022

Job Purpose

Working under direction and supervision to develop the skills and knowledge with training and support and through the achievement of the Level 2 Customer Service Practitioner Apprenticeship to be able to carry out the tasks within the role. The post holder will work throughout the Oncology & Haematology Centre, which includes the Reception, Clinic Prep, Filing, Ward Clerk, Booking & Clinic Management. Induction Training to be given in the Department with specific training in each area where appropriate.

1. To provide Reception duties in various clinical areas.
2. To operate and maintain an efficient and effective planning service for outpatient appointment booking, according to the requirements of clinical priority, local and national guidelines, taking note of clinical priority, long waits, clinician availability and case mix.
3. Develop and maintain effective communication skills to ensure a high quality service is provided when liaising with patients, GP's and all other internal and external contacts to ensure patient's appointments are appropriately made and that clinics run efficiently. To maintain good communication with health professionals and other groups within the Trust to ensure that patients receive appropriate and timely care

Organisational Chart



1. Main Duties and Responsibilities

To use the Trust's Patient Administration System (PAS) SEMA and be responsible for inputting accurate patient data.

To receive patients and visitors to the Cancer Centre, informing the relevant individual of their arrival in a professional manner.

To take accurate messages (telephone, e-mail, written and retrieving from Voice Mail) for the Cancer Centre and action appropriately.

Dealing with enquires both on the telephone and face to face from patients, medical staff, GP surgeries and other health professionals providing information to patients and signpost to other services/departments.

To answer queries within own range of knowledge, using own initiative and seeking assistance where required.

To sort and distribute mail.

Develop and maintain a knowledge and expertise of all Health Records both paper and electronic in order provide a comprehensive service to all patients.

To assemble, maintain and collate patients' records in the department for both out-patient and day case appointments. To scan patient documentation onto Clinical Systems as required.

To ensure that patient records are filed correctly, and that filing systems are maintained in accordance with trust policy.

Ensure that when handling patient information, or discussing patient needs, confidentiality guidelines are strictly adhered to and that close attention is given to the Trust's Confidentiality Policy and Information Governance guidelines.

To provide clerical support as agreed with the Operations Manager or Administration Supervisor.

To book appointments as appropriate, ensuring accurate entry to schedule, managing scheduling and paperwork whilst patients are part of the waiting list.

To assist with patient transport bookings.

To discharge patients on Sema & Radiotherapy Aria system.

To liaise with the Operations Manager, when appropriate.

To participate as a member of the Oncology & Haematology team, sharing duties and responsibilities, including covering during staff absences. A knowledge of all areas will be required.

To review issues and service developments affecting the Cancer Centre administration within Radiotherapy and Chemotherapy as delegated by the Administration Supervisor.

To meet performance standards specific to the area they are working in.

To actively participate in team meetings as appropriate.

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 report any problems with office equipment to the IT group, and other department equipment to the appropriate agency.

Responsibilities for Education and Training

- Work towards the achievement of the Level 2 Customer Service Practitioner Apprenticeship within the identified timescale
- Ensure own mandatory training is undertaken for non-clinical staff (such as safe moving and handling, fire prevention etc) and attend other relevant training programmes to keep up to date.
- Take part in the Personal Development Review process, identifying own training needs for continued personal development.

Communication and relationships

Patients, Consultants, Medical Staff, medical secretaries, Radiotherapy and Chemotherapy, specialist nursing staff, ward clerks, other hospitals and members of the public.

Infection Control

The prevention and management of acquired infection is a key priority for the Trust. The postholder is required to ensure, as an employee, that his/her work methods are compliant with the Trust's agreed policies and procedure and do not endanger other people or themselves.

- All staff must be aware of infection prevention and control policies, practice and guidelines appropriate for their duties and much follow these at times to maintain a safe environment for patients, visitors and staff.
- All staff must maintain an up to date knowledge of infection prevention and control, policies, proactive and procedure through attendance to annual mandatory updates and on-going continuing professional development.
- Any breach of infection control policies is a serious matter which may result in disciplinary action.
- All staff have a responsibility to challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

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.

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.