

JOB DESCRIPTION

Post Title: Administration Assistant

Band: Band 2

Base: Cross Site working RSH/PRH

Hours: Bank

Responsible to: Head of Physiotherapy and Outpatient Centre Manager

Line Managed by: Therapy Office Manager

Job Summary

- To work as a member of the Therapy Centre team contributing to the efficient and effective working of the team and establishing professional communication with all members, visitors to the Therapy Centre Department and users of the service.
- Working as part of the Therapy Admin team to provide support in clerical and reception duties.
- Using office equipment to input data that pertains to Therapy activity to inform departmental managers, the Trust, and the Department of Health

Scope and Range

The post holder will provide admin and reception cover to all Therapy areas of the admin team as directed by the supervising admin assistant and therapy office manager in accordance with agreed procedures.

The post holder may be asked to provide cover to The Princess Royal Hospital Therapy department in the event of absences of admin team members according to the agreed pooling arrangement.

Main Duties and Responsibilities

- To be responsible for data checking, including GP / Consultant referral form / letter, collating referrals, Tems, Attend Anywhere, registering referrals on Sema and filing referrals in the appropriate section of the waiting list once verified by the relevant Therapy Manager and assembling patient files.
- To ensure non SaTH referrals are re-directed efficiently.
- To produce and send acknowledgement letters to patients following receipt of referrals verified by the relevant Therapy Manager.
- To book new and follow up appointments as appropriate, ensuring accurate entry to the diary, management of the diaries and paperwork whilst patients are part of the waiting list.
- To maintain and collate patient records in the department, shredding appropriate discharge files in accordance with Department of Health and CNST requirements and pulling patient files for clinic use etc.

- To discharge patients on Sema according to the Therapy systems.
- To be responsible for accurate and speedy inputting of electronic data. To ensure as far as possible that the data is up to date for the end of the month activity reports. Updating carrier information as required ensuring an efficient and effective system.
- To liaise with the appropriate Therapy Manager when clinical staff are not working to the systems outlined to ensure that the above is possible.
- To liaise with other departments and other hospitals to ensure accurate information is obtained relating to referrals.
- To be responsible for the typing of patient letters and production of discharge summaries in accordance with the requirement of the Therapist to GP's and referring agents.
- To provide clerical support to the Therapy Centre department as agreed with the Therapy Admin Coordinator.
- To ensure that patient records are filed correctly, and that filing systems are maintained correctly.
- To undertake regular reception duties as part of the Therapy Centre Department rota.
- To receive patients and visitors to the Therapy Centre Department, informing the relevant individual of their arrival in a professional manner.
- To re-arrange patient appointments in the event of a Therapists absence or at a 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 Therapy Centre Department including verifying proof of eligibility.
- In the absence of a senior admin, staff to be responsible for the maintenance of security of patient records and travel expenses within the reception areas and for locking the Therapy Centre main entrance doors at the end of the day.
- To take accurate messages (telephone, email, written and retrieving from voicemail) for Therapy staff and action appropriately.
- To contribute to the production and updating and updating of patient information and other useful resources.
- To photocopy documents as required, collate patient information leaflets across Therapy Services as a whole.
- To ensure all filing systems i.e. Clinical and managerial related are maintained and updated accordingly.
- To foster good working relationships within the Therapy Centre Admin & Clerical team and with other members of staff.
- To be active in renewing department systems and take an active role in department initiatives.
- To review issues and service developments affecting the therapy admin team with the relevant therapy manager and the therapy services admin coordinator.
- To carry out scanning 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 therapy services and other hospital computer systems under the terms of the Data Protection Act.
- To assist as necessary with any therapy admin team duties relating to Community Equipment Services i.e. equipment ordering and enquires relating to stock.
- To liaise with admin 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 the 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 Trust's Statutory training to always ensure own and others Health & Safety.
- To participate in appropriate training to develop and update skills in relation to work tasks.

Decisions, Judgements and Freedom to act

- To organise one's own daily work schedule to ensure that work is completed to deadline in accordance with priorities of the Service.
- To work within the departments policies, procedures and guidelines, seeking advice from more senior admin colleagues when required.

Communication and Relationships

- To maintain professional verbal communications with all department users, patients, carers and visitors to the department. This may require handling confidential or sensitive information.
- The post holder will have regular contact with the Therapy Services Department staff, patients and visitors and will have frequent contact with other staff within the hospital and external agencies.
- To liaise with other health professionals and colleagues in connection with patients' referrals.
- The post holder will need to use tact and initiative in dealing with correspondence and all enquires, particularly when speaking to patients and their relatives / carers.
- To participate in Therapy Services Admin & Clerical staff meeting and any appropriate service reviews.

Physical, Mental and Emotional demands of the post

- A high level of keyboard skills to ensure accurate inputting of data onto computers is required daily. A variety of Microsoft application are used in addition to the Trust's PAS system. This will involve frequent sitting postures over a substantial period of the working day.
- Concentration is required for long periods when inputting onto computer to also ensure accuracy.
- Concentration is required within the context of dealing with frequent interruptions and unpredictable work demands.
- The post holder may encounter unpleasant smells related to patients and their relatives, some caused by substance abuse, e.g. alcohol.
- Mainly office-based tasks – the post holder will be expected to work at various workstations within the Therapy Service department.
- To manage infrequently occurring challenging behaviour from staff or distressed / verbally aggressive patients or carers in accordance with Trust guidelines, reporting any such incidence to the most senior member of staff.
- The post holder may be required to perform other duties on an occasional basis which are commensurate with the grade and agreed by the post holder and the line manager.

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 always follow these 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 always held securely, 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 Trust's 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.

The post holder may be required to perform other duties on an occasional basis, which are commensurate with the grade and agreed by the post holder and the line manager.

This job description can only be altered with the approval of the post holder and line manager

Job description agreement

Manager	Post Holder
Name:.....	Name:.....
Signature:.....	Signature:.....
Date:.....	Date:.....

Organisation Position

