

Women & Children's Care Group

JOB DESCRIPTION

Post Title:	Senior Colposcopy Administrator
Base:	The Princess Royal Hospital, Telford
Department:	Women's Division
Manager:	Administration Manager

SUMMARY OF POST:

The senior Colposcopy Administrator provides administrative and secretarial support to the consultants and associated medical staff within the Colposcopy team, including liaison with the Cytology lab and PCT's. The post holder is required to demonstrate a significant level of initiative in organisation of workload, taking decisions and appropriate action, most of which is without the immediate advice of hospital medical staff. Good communication skills are essential as the post holder is the first line of contact for all service users including patients, GP's, PCT's and other professionals.

PRINCIPAL RESPONSIBILITIES:

- 1. Provision of comprehensive administrative and secretarial service to the consultant and other members of the team.**
 - 1.1 This includes the production of accurate, high quality typewritten material, which may be in the form of audio typewriting, shorthand, handwritten material, self generated correspondence or from an outline of what is required, as well as production of complex forms for data collection, power point presentations/hand outs for teaching purposes and various policy/procedure documents. An understanding of medical terminology is essential.
 - 1.2 The administrator must plan own workloads and work at a pace that enable the demands of the post to be met, prioritising work to meet deadlines.
 - 1.3 Manage and maintain comprehensive office systems ensuring prompt access to information and effective filing and bring-forward systems.
 - 1.4 Taking a lead role in the inputting and maintenance of a comprehensive and up to date database for Colposcopy patients in conjunction with the West Midlands Cancer Screening Services.
 - 1.5 Dealing with telephone enquiries from patients and GP surgeries, other consultants, PCT's and other professionals and responding in an efficient manner.
 - 1.6 The post holder will maintain confidentiality of information in all aspects.
 - 1.7 Retrieval of information for consultants to take to departmental meetings.

2. The organisation and control of Out Patient clinic bookings and associated duties

- 2.1 The cancellation/adjustment of clinic numbers to coincide with the absence of consultant/junior medical staff and the control of appointment allocation to ensure clinic balance.
- 2.2 To use patient booking system (SEMA) to amend patients' personal details/register new patients, accurately record patients' referral details and manage appointments,
- 2.3 Participating in the assessment of urgency of individual referrals which involves some independent decision making.
- 2.4 Ensuring that change of status forms are completed upon a patient transferring from private to NHS consultation.
- 2.5 The implementation of decisions taken in out patients, i.e. entry of patient onto the waiting list, arranging laboratory investigations, etc and the production of correspondence associated with out patient consultations. Use Open Exeter application to trace patient past smear history when necessary and the National Strategic Tracing System to locate patient personal details as required.
- 2.6 Set up clinics ensuring referral details are filed in patient notes, maintain supplies of forms and leaflets; self-generated and external (also in Day Surgery Unit).
- 2.7 Arranging investigations at the Royal Shrewsbury Hospital, Princess Royal Hospital and outlying hospitals.
- 2.8 Recording details of medical records passing through the secretary's office.

3. The provision of a personal assistant role to the consultant and a co-ordinating role within the medical team

- 3.1 Maintaining consultant's diary/programme of whereabouts and booking appointments and meetings with representatives, patients, relatives, etc.
- 3.2 Receive all incoming mail, consultants email, sort and distribute to relevant personnel and take independent action where appropriate.
- 3.3 Claim consultants expenses as appropriate.

4. Liaison role on behalf of consultant and team

- 4.1 Good communication skills are essential as the post holder will be required to deal with reluctant/ very anxious / irate patients on a daily basis and this will need considerable tact and patience.
- 4.2 The Colposcopy administrator is required to deal with enquiries/requests for information/messages from the following sources:

- GP's
- Patients
- Patient relatives
- Hospital departments
- Other hospitals
- DHSS
- Social Services

Such enquiries often necessitate independent action/decisions. In addition the post holder is required to liaise with some of the above on an organisational basis such as when arranging and setting up extra clinics.

4.3 The post holder will periodically attend meetings of the West Midlands Cervical Screening Service and instruct/advise delegates from other hospital Trusts with regard to the setting up of their own direct referral system and its day to day running.

4.4 Contribute to ongoing projects as required.

5. Monitoring responsibilities in relation to investigation results which involves the administrator in the following:

5.1 Receipt of all investigation reports on behalf of the consultant.

5.2 Reading of all investigation results and highlighting abnormal results, i.e. those that need to be brought more urgently to the attention of the medical staff. In the absence of the consultants this may require liaison with the GP via telephone or use of standard letters to ensure appropriate treatment is started.

5.3 Ensuring all results are brought to the consultants' attention for appropriate action.

5.4 Ensuring fail safe systems for patient referrals (i.e manual back up) are maintained and patient notes/data collection forms are closely monitored whilst awaiting additional results.

5.5 The post holder's responsibilities will include ensuring the patient has an appropriate out patient appointment within specified guidelines.

6. New colleagues

6.1 The experienced Colposcopy administrator offers advice, support and assistance with medical terminology to new members of staff.

7. Operation of departmental computer/word processing system

7.1 The post holder is expected to participate in the selection and implementation of departmental computer systems which are introduced to provide computerised aid for the work of the medical team in the capture of therapeutic and diagnostic data, as well as providing a word processing facility. The post holder may be involved in the day to day maintenance of the system.

7.2 To keep up to date with technological developments with regard to developing appropriate skills in the use of office technology.

8. Provision of statistics/information service

8.1 Support the consultants/nurses with the timely and accurate data entry for statistics.

Decisions, judgements and Freedom To Act:

The ability to work using own initiative and unsupervised. Managers are available should advice be required.

Post holder organise her own workload, prioritising as necessary. Works within and has responsibility for contributing to and implementing changes to office practices.

Communication and relationships

The post holder has daily contact with colleagues (which include consultants and their medical teams), patients, clients, visitors, and members of the public.

The post holder communicates with colleagues within her department, her directorate, the Trust and other organisation/businesses. The communication can be written (letter/e-mail) or verbal.

Good telephone manner, literacy, accurate and efficient with a sound knowledge of medical terminology, work processing and patience are required to communicate effectively.

Physical, mental and emotional demands of the post:

The post holder must have good keyboard skills/speed/accuracy. Regular daily use of PC to type correspondence/reports/presentations/inputting data/completion of databases.

The post holder is required to concentrate, respond to unpredictable work patterns, interruptions and to meet deadlines.

Working conditions:

The work is undertaken in a busy office with constant unpredictable interruptions. Occasionally aggressive patients/family/members of the public may contact the secretary. These calls are dealt with promptly and tactfully, appropriate actions taken/sought and the consultant/manager is contacted.

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 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

- Continuous improvement is a key aspect of daily work to be evidenced by personal commitment to contributing to the implementation of the Transforming Care Production System (TPCS) including the development and use of standard work.
- The Trust commitment to one continuous improvement method TPCS should be reflected in individual's continuing professional development plans (CPD) and all SaTH leaders are required to complete the lean for leaders training.

As an employee you should be able to demonstrate how you continuously use the TCPS to improve patient care and staff experience supporting the Trust to deliver its organisation strategy