

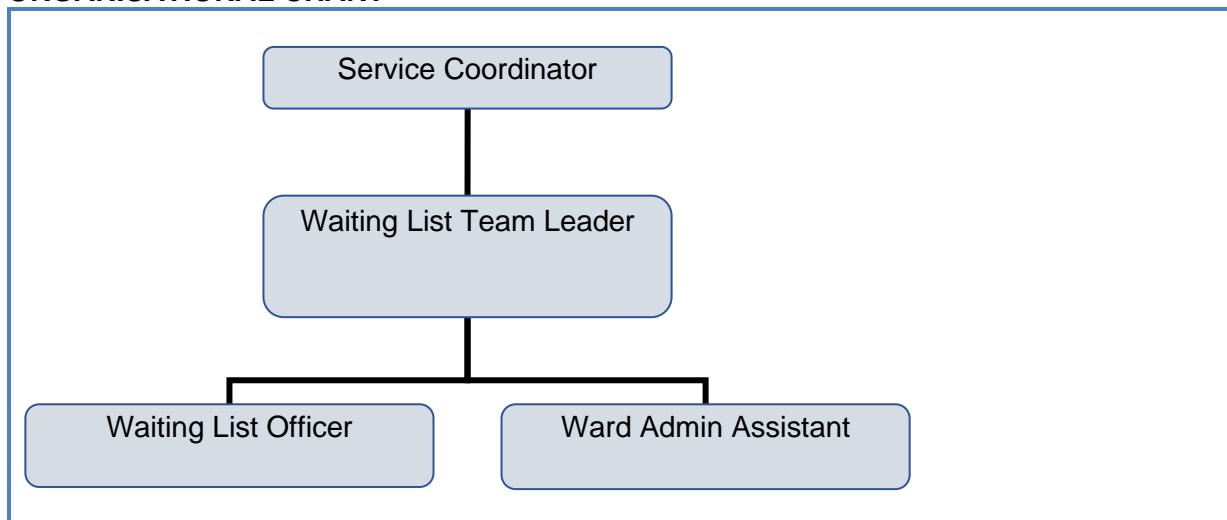
## Job Description

<b>JOB TITLE</b>	Ward Admin Assistant
<b>GRADE</b>	Band 2
<b>REPORTS TO</b>	Waiting List Team Leader
<b>ACCOUNTABLE TO</b>	Service Coordinator
<b>DEPARTMENT</b>	Day Case Unit SRP
<b>DIVISION</b>	Anaesthetics and Theatre
<b>DATE</b>	April 2022

### JOB PURPOSE:

To provide an efficient, effective, and friendly service to patients and visitors attending the ward/unit, facilitating the delivery of a patient focused service in accordance with Trust and Division requirements. To provide comprehensive clerical and administrative support to the multi-disciplinary team, maintaining high standards within the working environment.

### ORGANISATIONAL CHART



## KEY RESULT AREAS

- Provide an effective face to face/telephone ward reception service using verbal and written communication to liaise with patients, relatives, staff, wards/units, directorates and external agencies/people to support the delivery of an efficient patient service.
- To use patient administration system and other Trust applications required to support the patient's pathway. Duties include checking and updating patient lists, tracking notes, sorting consent forms and overall case note preparation.
- Responsible for dealing with all queries, either via telephone or face to face promptly and efficiently to ensure that an accurate and quality information service is provided to the multi-disciplinary team, patients and their relatives.
- Responsible for completion of general administration tasks, as required, ensuring continuity of service is maintained – including filing, photocopying, sorting mail, fault reporting, ordering department stationary, arrangement of patient follow up appointments, all case-note preparation for admissions.
- Organise meetings and rooms as necessary, ensuring bookings are communicated effectively and taking meeting notes and producing agendas/minutes.
- Checking, monitoring, and keeping a record of theatre stock.
- Contact patients to offer them an day case appointment
- Responsible for the monitoring / selection of future waiting list patients.
- To provide general clerical support as and when required in support of the delivery of the service.

## COMMUNICATIONS & WORKING RELATIONSHIPS

### **Within the Hospital**

Management Team

Colleagues

Senior and Junior Medical Staff

Patients, relatives, and carers

Health Records Department

Outpatient departments

Wards and clinical support departments

### **Outside the Hospital**

Patients, relatives, and carers

GP's and other senior medical staff

Representatives from other health providers

Company representatives.

**PERSON SPECIFICATION – FOR RECRUITMENT PURPOSES**

	Essential	Desirable
<b>Education, Training and Qualifications CPD Requirements</b>	A good standard of English to GCSE (9-4 or A-C) or equivalent. NVQ level II Customer Service or equivalent knowledge and skills. Understanding of a range of administrative procedures. Standard level of IT literacy	
<b>Experience &amp; Knowledge</b>	Previous customer care experience. Must be IT literate to include Word and Excel or other experience. A recent knowledge and understanding of administrative procedures.	An understanding of the 18 week RTT process. Knowledge of the Trust's Patient Access Policy
<b>Skills and Ability</b>	Standard keyboard skills. Proven accuracy and organisational skills with the ability to prioritise own workload. Ability to work to deadlines. Daily need for light physical effort in the movement of notes.	
<b>Communications and interpersonal skills</b>	Good communication skills to include written, face to face and telephone.	
<b>Values and Behaviours</b>	Flexibility of working hours and duties. Must be a team player	

## Person Specification

### Communication and relationship skills:

- Good communication and interpersonal skills to always ensure effective communication.
- Dealing with queries both face to face and over the telephone from patients, relatives and visitors also supporting colleagues and nursing staff in ensuring day-to-day issues such as transport or outpatient appointments are organised appropriately.
- Ask questions to clarify information. Understanding people where there are barriers to effective communication.
- Communicate effectively with Reception team.
- Excellent Customer Care Skills.

### Knowledge, training and experience

- A good standard of English to GCSE (9-4 or A-C) or equivalent.
- NVQ 2 in Customer Service or equivalent knowledge and skills.
- Standard level of IT literacy.
- Knowledge and understanding of a range of secretarial or administrative procedures.
- An understanding of the 18-week RTT process
- Ability to work independently and as part of a team.

### Analytical and judgemental skills

- Ability to exercise judgment when dealing with patient appointment enquiries/problems.
- Judgements made in relation to waiting/ review lists, tracing case notes.

### Planning and organisational skills

- Good organisational skills with a flexible approach to workload.
- Plan and prioritise own daily workload to ensure that clinic deadlines are met and in the case of note preparation that adequate time has been allowed for the requesting and receipt of investigation/test results and reports.

### Physical skills

- Standard Keyboard skills

### Responsibilities for patient / client care

- Gives nonclinical advice to patient's e.g. waiting times and appointments.

### Responsibilities for policy and service development

- Adhere to Trust Policies and Procedures.
- Follow departmental policies.

### Responsibilities for financial and physical resources

- Use of Office equipment.

<ul style="list-style-type: none"> <li>Ordering department stationary</li> </ul>
<b>Responsibilities for human resources</b> <ul style="list-style-type: none"> <li>Demonstrates own duties to new members of clinic staff.</li> </ul>
<b>Responsibilities for information resources</b> <ul style="list-style-type: none"> <li>Accuracy required inputting and updating patient information.</li> </ul>
<b>Responsibilities for research and development</b> <ul style="list-style-type: none"> <li>Completes audits/staff surveys as part of role.</li> </ul>
<b>Freedom to act</b> <ul style="list-style-type: none"> <li>The ability to manage own workload senior support available at all times.</li> <li>Works within standard operating procedures.</li> <li>Use own initiative when making appointments.</li> </ul>
<b>Physical effort</b> <ul style="list-style-type: none"> <li>Word process for a substantial proportion of working time.</li> <li>The ability to lift heavy sets of notes.</li> </ul>
<b>Mental effort</b> <ul style="list-style-type: none"> <li>Concentration required when booking appointments and responding to telephone enquiries.</li> <li>Work pattern predictable.</li> </ul>
<b>Emotional effort</b> <ul style="list-style-type: none"> <li>Occasional dealing telephone calls from upset/irate patient in relation to appointments.</li> </ul>
<b>Working conditions</b> <ul style="list-style-type: none"> <li>Office conditions</li> </ul>

This job description outlines the duties as currently required but may be amended by mutual agreement to reflect future transformation and integration of the Trust.

<b>Signed:</b> <b>(Member of staff)</b>		<b>Date</b>	
<b>Signed:</b> <b>(Line Manager)</b>		<b>Date</b>	

University Hospitals of Derby and Burton NHS Foundation Trust was formed on 1 July 2018, bringing together five hospital sites in Derby and Burton.

Our aim is to bring together the expertise of our 12,300 staff to provide the highest quality care to patients within Derbyshire and South East Staffordshire. Our vision, values and objectives are:



## Our Vision & Identity

Our UHDB Identity is that we provide *'Exceptional Care Together'*, which is our 'Why?'. It is the fundamental purpose that guides all that we do.



## Our Values & Behaviours

Our staff have co-created a set of values and behaviours that are stretching and inspiring in equal measures. These are our UHDB promises. They are powerful messages and will shape how we care for others and care for each other. They are **Compassion, Openness and Excellence...**



## Our objectives

As part of the 'Big Conversation', we lastly turned our attention to our aims, big steps we must we take in the future. This is our 'What?'. Our staff said that we should continue to have **PRIDE...**

## Equality, Inclusion and Diversity

University Hospitals of Derby and Burton NHS Foundation Trusts is fully committed to promoting inclusion, equality, diversity and human rights in employment and delivery of its services. The Trust is committed to providing an environment where all employees, patients, carers and visitors experience equality of opportunity by means of understanding and appreciating the value of diversity.

The Trust works to eliminate all forms of discrimination in line with the Equality Act 2010, and recognises that this requires, not only a commitment to remove discrimination, but also action through positive policies to redress inequalities.

The Trust actively encourages its employees to challenge discrimination and promote equality of opportunity for all.

Employees of the Trust are required to comply with its policies and values around equality, inclusion, diversity and human rights. Failure to do so will be treated as misconduct under the Trusts' Disciplinary Policy and Procedure, which may result in dismissal."

## **Freedom to Speak up**

The Trust is committed to listening to our staff and learning lessons. There are a variety of ways in which concerns can be raised in person, by phone or in writing (including email). We also have a Freedom to Speak Up Guardian who works with Trust leadership teams to create a culture where staff are able to speak up in order to protect patient safety and empower workers. Full details can be found on the Trust Intranet

## **Data Protection**

Organisations are required to comply with the General Data Protection Regulation; the UK Data Protection Act 2018; all other data protection legislation and other local policies and procedures regarding the handling of information. All employees retain the right to request information held about them.

## **Confidentiality**

The Trust requires all staff to maintain a high standard of confidentiality, and any disclosure of information outside the proper and recognised course of duty will be treated as a serious disciplinary offence.

## **Infection Control**

The prevention and management of infection is a key priority for the Trust. 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
- 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
- maintain an up to date knowledge of infection prevention and control, policies, practices and procedures through attendance at mandatory training and ongoing continuing professional development
- challenge poor infection prevention and control practices of others and to report any breaches, using appropriate Trust mechanisms (e.g. incident reporting policy).

## **Health and Safety at Work Act**

All staff must not wilfully endanger themselves or others whilst at work. Safe practices and precautions must be adhered to.



**Smoke free Trust**

The smoke free policy applies to staff, patients, resident's visitors and contractors.

**Research:**

"The Trust comprises research-active hospitals with a developing culture of research and innovation across the whole organisation. All clinicians are expected to engage in research, development & innovation.

Engagement of clinical staff in research covers a spectrum of involvement, ranging from having an awareness of the studies and trials taking place in their areas, to assisting with the identification of research participants, to research-experienced individuals who win research funding and assume the role of Chief Investigator for multi-centre trials and studies".