

## **Oxford University Hospitals NHS Foundation Trust**

### **Children's Services**

#### **Job Description**

**Post Title:** Pathway Administrator

**Department / Ward:** Children's Administration

**Band:** 4

**Hours of work:**

**Responsible to:** Deputy Administration Manager, Children's Services

**Accountable:** Patient Access & Administration Manager, Children's Services

**Details of special conditions:** Permanent

#### **Liaises with:**

Multi-disciplinary staff, Clinical administration teams, medical records and Radiology Department, PALS, Admissions, Ambulance and transport personnel, Ward clerks, Information department, IT department, General Practitioners and patients/relatives.

#### **OVERALL OBJECTIVES:**

To attend to patients, colleagues and referrers to the service, both in person and on the telephone, promptly and courteously at all times and be a worthy front-line representative of the high quality service.

To provide an efficient and effective clinical administration service to the department, consultants and designated medical staff. Be first point of contact for the consultants and clinical teams. Coordinate the workflows through the admin team to ensure consistency across the service.

To work within an administrative team dedicated to quality and effective patient care and maintaining Trust policy on patient confidentiality.

To work according to the administrative processes in place to support the delivery of Trust and national targets, especially with regards to the 18-week pathway.

## KEY RESPONSIBILITY AREAS

1. Designated point of contact for the consultants and clinic teams. To have an overview of all workflows in the admin team and to be responsible for consistency across the service. To make sure robust processes are in place to provide an excellent cohesive service to both patients and colleagues.
2. To work closely with each member of the admin team to understand their role and support them. Coordinate cover in times of leave and sick to ensure service continuity. To escalate potential issues to the Administration Manager.
3. To deal proactively and efficiently with telephone enquiries from patients, carers, GPs and other service users professionally, ensuring, where possible, that the caller's needs are met or they are transferred to the most appropriate person.
4. To understand the patient pathway and be responsible for managing follow up appointments, inpatient admissions and any other administration to ensure that patients are tracked effectively through their 18-week pathway.
5. To actively manage and maintain the 18 week RTT pathway by completing monthly validation and monitoring the outpatient & inpatient PTL.
6. Coordinate MDT meetings; including being responsible for taking & distributing minutes and ensuring all actions have been completed.
7. To oversee the booking of clinic appointments for new patients through the Choose and Book directly bookable system, and liaise effectively with the Deputy Administration Manager with regards to capacity issues.
8. To manage all correspondence, and to ensure that urgent matters are dealt with properly. Taking appropriate action and ensuring that any paperwork is scanned promptly onto the patients' electronic notes and forwarded to the appropriate person electronically so they can respond accordingly. Deal with outgoing mail with due care and attention to patient confidentiality.
9. To oversee the transcription of clinic letters, general correspondence, reports, etc. using the digital dictation system and ensuring that all clinic letters are checked, any errors rectified, and are printed and despatched within identified deadlines.
10. To ensure that all patient referrals received into the department are dealt with according to Trust processes, efficiently and effectively in a timely manner; that all details are registered and the referral letters are scanned promptly into the patients' electronic notes.
11. To regularly check future clinics, ensuring cover is agreed with the medical team, and under or over-booking issues are proactively dealt with.
12. To obtain the necessary diagnostic tests/hospital notes needed for clinics, as required.
13. To understand the complaints procedure and use initiative to resolve complaints from patients and other individuals as far as possible. Be able to understand when to escalate concerns and facilitate formal response by Consultants.

14. To liaise as necessary with the Deputy Administration Manager to ensure effective clinic management, when clinics need to be cancelled or closed, patients need to be informed of changes and new appointments provided to patients.
15. Any other duties as from time to time as requested by the Deputy Administration Manager.

#### **ADDITIONAL RESPONSIBILITIES:**

1. Provide cover for other staff within the Children's Administration Team across all specialties and cover for colleagues in their absence, as and when required.
2. To participate in the departmental induction and training of new or temporary staff and continued training of existing staff.
3. Be responsible for maintaining own skills in order to perform job efficiently.
4. Attend all statutory training for Health & Safety, and attend training sessions and meeting which are appropriate to the post.
5. To ensure that Trust Data Quality procedures are adhered to at all times.
6. Any other reasonable duties according to the departmental processes.

#### **RISK MANAGEMENT**

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the:

- Major Incident Policy
- Fire Policy
- Incident Reporting Policy

and should make themselves familiar with the 'local response' plan and their role within that response.

#### **RESPONSIBILITIES FOR HEALTH & SAFETY**

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

#### **INFECTION CONTROL**

Infection Control is everyone's responsibility. All staff, both clinical and non-clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust have the following key responsibilities:

Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient contact.

Staff members have a duty to attend mandatory infection control training provided for them by the Trust.

Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

## **CHILD PROTECTION**

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the UN Convention Rights of the Child.

## **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

## **INFORMATION GOVERNANCE**

All staff must complete annual information governance training. If you have a Trust email account this can be completed on-line, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

## **DATA QUALITY**

Data quality is a vital element of every member of staff's job role. The Oxford Radcliffe Hospitals recognises the importance of information in the provision of patient care and in reporting on its performance. Data quality is therefore crucial in ensuring complete, timely and accurate information is available in support of patient care, clinical governance, performance management, service planning, and financial and resource planning and performance.

All staff should ensure that they have read and understood the Trust's Data Quality Policy

## PERSON SPECIFICATION

Requirements	Essential	Desirable	How Identified
<b>Education &amp; Qualifications</b>	Educated to A-Level or equivalent GCSE or equivalent passes in English Language and Maths	Evidence of relevant further education European Driving Licence for computers	Application form
<b>Experience</b>	Experience of operating administrative and IT systems and procedures Experience of data collection and input	Experience of Reception and Administration in the NHS Experience of working in a changing environment Experience with drug trials and data collection Able to maintain and query databases	Application form Interview
<b>Knowledge</b>	Knowledge of office and IT systems in particular Excel and Access, equipment and facilities	Knowledge of Hospital and NHS systems and procedures Knowledge of the 18 week pathway	Application form Interview

<b>Skills &amp; Abilities</b>	<p>Articulate - required to liaise effectively with patients and all staff groups and departments e.g. Senior Consultants, nursing staff, clerical support staff, clinical support staff, managers etc.</p> <p>Able to respond professionally and courteously on behalf of the clinical team and department</p> <p>Good organisational skills and an ability to prioritise own workload and meet deadlines with support but no direct supervision</p>		<p>Application form</p> <p>Interview</p>
	<p>Ability to take initiative when appropriate and to deal sensitively and confidentially with unexpected situations involving patients/other staff members</p> <p>Ability to work independently or as part of a team</p> <p>Good telephone manner and ability to communicate effectively at all levels</p> <p>Empathy with patients and relatives</p> <p>Ability to handle confidential and sensitive information correctly</p>		

<b>Personal attributes</b>	<p>Flexible and adaptable</p> <p>Enthusiastic</p> <p>People-centred approach</p> <p>Conscientious</p> <p>Honest and reliable</p> <p>An interest in helping to develop systems and procedures to meet changing organisational needs</p>	Sense of humour	Interview
----------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------	-----------