

## **JOB DESCRIPTION**

### **PAIN MANGEMENT CENTRE POP Directorate**

**Job title:** Administrative Assistant  
**Base:** Pain Management Centre, Churchill  
Hospital  
**BAND :** 3  
**Hours:** 37.5 hours per week  
**Managerial accountability:** Service Manager  
**Supervised by:** Patient Pathway Administrator

### **Purpose of Post**

As a valued member of the administrative team, to provide a first-class outpatient service to the Pain Management Centre. Ensuring that the administration and coordination of the department's reception is of the highest standard and that all local and national targets are achieved. As such, you will liaise closely with clinical and clerical staff, both within and outside of the organisation, as well as patients and relatives. The post holder will be trained to cover all aspects of the clerical work involved across the department including covering for the Patient Pathway Administrator when required., and work as part of the team towards shared objectives.

### **Main Duties & Responsibilities**

- Ensure that dictation from transcription service is done in a timely manner, paying strict attention to detail, (Dragon)
- Make follow-up appointments, as requested covering all clinics.
- Ensure accurate and comprehensive patient records and clinical details are added onto the electronic patient record (EPR) system in a timely manner, according to agreed standards, such that the accuracy of the Patient Tracking List (PTL) is enhanced and maintained.
- Be responsible for all incoming and outgoing post ensuring it, is dealt with in a timely fashion and relevant action taken if appropriate.
- Answering departmental and patient telephone queries, rescheduling or cancelling of appointments and passing on telephone messages to the appropriate staff in a timely and polite manner.
- Print GP referrals and attachments through (E-rs) for action. Participate in regular training and adhere to all regulations and confidentiality.
- Ensure that the appropriate action is taken following both patient and hospital cancellations, such that the utilisation of capacity is maximised in line with the Trust Elective Access Policy.
- Responsible for making patient appointments within the Oxford University

NHS Trust (OUHT) and National guidelines, i.e. 18 week new patient appointment targets.

- All contact with patients to be dealt with whilst maintaining confidentiality and being at all times sensitive to the nature of the appointments and situations that may be stressful for both the patient and staff member involved.

### **Covering Reception:**

- Be responsible for the reception service for the Pain Management Centre outpatient department, checking demographic details with the patient at each point of contact and ensuring that the EPR system and individual medical records are kept up-to-date.
- Print future clinic lists at least 7 working days ahead and organise the patient notes for these clinics.
- Ensure that patients receive planned appointments either prior to leaving the department or through the post.
- Ensure that patient's medical records are prepared in a timely manner prior to clinic and to high quality standards according to the guidelines for each clinic, highlighting any problems to the senior management team. Locate missing medical records, GP referral letters in preparation of clinics or make up new patient notes as required.
- Facilitate the movement of patients' case notes and associated paperwork between various areas of the OUHT as required.
- Participate in regular '18-week target' training as required.
  
- Alongside all members of the administrative team, maintain and update unattended appointments, including regular monitoring of returned outcome forms.
- Ensure that patients are booked in accordance with clinical priority and length of wait and that Trust Elective Access and Data Quality policies and procedures are followed.

### **General**

- Be responsible for good communication with patients and carers throughout their journey.
- Receive and make telephone calls and take appropriate action. Maintain a friendly, professional and courteous manner at all times.
- Use of various software packages (e.g. Word / Excel )
- Support and promote effective working relationships at all levels, enabling good communication both within and outside of the department. Provide courteous and responsive assistance to health care professionals and other OUHT personnel.
- Ensure that patients' notes received or dispatched are entered onto the patient tracking system on EPR. Carry out filing and culling of medical notes as required following OUHT standards.

- Maintain the filing system and other general office management procedures.
- Undertake other reasonable duties requested by the team, including the Lead Nurse and Service Manager.
- Partake in an annual performance review/appraisal with feedback provided to both the manager and the employee on working practices and relationships as well as discussing future aims and objectives.
- Attend staff meetings, and actively help to improve the service we offer patients.

### **Cover**

- Show flexibility should the need arise to provide cross-cover for other members of the Pain Management Centre administrative team during times of absence.

### **Policies and Procedures**

The post holder is required to familiarise themselves with all Trust policies and procedures and to comply with these at all times. Failure to comply with any of these policies may result in disciplinary action.

### **Confidentiality & Data Protection**

The post holder must maintain the confidentiality of information about patients, staff and other health service business and meeting the requirements of the Data Protection Act (1998) at all times. The post holder must comply with all Trust Information and Data Protection policies at all times.

### **Equal Opportunities**

It's required at all times to carry out individual responsibilities with due regard to the Trust Equal Opportunities. We ask that staff promote people's equality, diversity and rights and treat others with dignity and respect.

### **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 following policies and their updated versions:

- Major Incident Policy
- Fire Policy
- Manual Handling Policy

### **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.

**Flexibility Statement**

This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude towards these duties, which may have to vary subject to the needs of the Oxford Radcliffe Hospitals NHS Trust and in keeping with the general profile of the post. The job description does not form part of the contract of employment.

**PAIN RELIEF UNIT, Churchill Site**  
**Band 3 Administrative Assistant Person Specification**

<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Education &amp; Qualifications</b>	<ul style="list-style-type: none"> <li>• Administrative experience</li> <li>• Good standard of education (GCSEs)</li> </ul>	<ul style="list-style-type: none"> <li>• Medical terminology</li> <li>• EPR trained (training available)</li> <li>• Competence in use of various computer software packages</li> </ul>
<b>Experience &amp; skills</b>	<ul style="list-style-type: none"> <li>• One year or more prior experience within NHS administration</li> <li>• Experience of working with the general public</li> <li>• Methodical, conscientious and reliable</li> <li>• Experience of working alongside different members of health care team</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of team working</li> </ul>
<b>Specific Aptitude &amp; Abilities</b>	<ul style="list-style-type: none"> <li>• Competent e-mail and database user</li> <li>• Presentable appearance</li> <li>• Have and promote a professional working attitude</li> <li>• Ability to work as part of a team</li> <li>• Accurate attention to detail</li> <li>• Willing to undergo further training as appropriate and to learn new skills</li> </ul> <p>Ability to cope effectively under pressure</p>	<ul style="list-style-type: none"> <li>• Familiarity with NHS national performance targets and requirements</li> <li>• Experience of dealing with tight deadlines and targets</li> </ul>
<b>Interpersonal / Communication Skills</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills</li> <li>• Motivated</li> <li>• Excellent telephone manner</li> <li>• Ability to work with limited supervision</li> </ul> <p>Experience of dealing with stressed / upset individuals in an empathetic manner</p> <p>Flexibility with working hours</p>	<ul style="list-style-type: none"> <li>• Evidence of interacting with a wide range of people.</li> <li>• Ability to demonstrate initiative and deal with sensitive information</li> </ul>