

# Job Description

Therapy Services Health Group/Directorate

**Job Title:** Outpatient/Inpatient Department Therapy Helper

**Band:** 2

**Accountable To:** Therapy Services

**Reports To:** Senior Administrator/Team Lead

## OUR VALUES

### CARE

We are polite and courteous, welcoming and friendly. We smile and we make time to listen to our patients and staff. We consider the impact our actions have on patients and colleagues. We take pride in our appearance and our hospitals and we try to remain positive.

We do not treat anyone unfairly. We do not let our mood affect the way we treat people. We don't talk negatively about colleagues or other teams. Offensive language, shouting, bullying and spreading rumours are unacceptable.

### HONESTY

We tell the truth compassionately. We involve patients in decisions about their care and we are honest when things go wrong. We always report errors and raise concerns we have about care. Our decisions and actions are based on facts not stories and opinions.

We do not withhold information from colleagues or patients. We never discourage staff from reporting concerns. We are not careless with confidential information. We do not present myths as facts.

### ACCOUNTABILITY

We are all responsible for our decisions and actions and the impact these have on care. All staff are responsible for maintaining high standards of practice and we take every opportunity to continuously learn. Everyone is encouraged to speak up and contribute their ideas to improve the care we provide.

We do not unfairly blame people. We positively embrace change and we don't discourage people from having opinions. Controlling behaviours and silo working should not be exhibited in our Trust.

### **Job Summary:**

- To provide dedicated clerical support as part of a team, to ensure the smooth running of Outpatient clinics and/or Inpatients.
- To act as the first point of contact, for all enquiries, from internal or external customers.
- To provide statistical information to Line Manager as required.
- To ensure department standards are met at all times.
- Use shared emails to complete referrals/book appts etc
- Adhere to the Trust policies ensuring waiting times and booking targets are met.
- Complete stock orders for patient appliances/cleaning supplies/office supplies/PPE, manage stock and liaise with internal staff/management regularly
- Department Housekeeping

### **Knowledge and Skills:**

- Communication and Relationship Skills
- The ability to use Lorenzo functions necessary to your role.
- The ability to use all office based equipment.
- Ability to record information using both manual and computerised systems accurately.
- Maintain effective communication with other members of the team.
- Liaise with staff regarding clinics.
- Ability to use judgmental skills to make decisions appropriate to the level of the post.
- Assist in the development of the service in order to meet identified Targets.
- Ability to identify all issues relating to achieving your targets and to bring these to the attention of your line manager.
- Ability to cover other clerical roles within your area according to grade.
- Ability to receive and deal with incoming telephone calls from other departments, from both internal and external customers.
- Ability to maintain effective communication and teamwork within the team and other departments using all available media (e-mail, team meetings and departmental newsletter or one to one training).
- Ability to assist in the training of new or junior staff.
- Ability to take appropriate action to clarify points of detail in order to ensure service standards are met.

## **Responsibilities**

- Responsibilities for Patient/Client Care
- Maintain accurate and timely records of personal work loads and service standards, to assist with workload monitoring, resource management and personal development.
- Adhere to the departmental service standards regarding the day to day management of Outpatient clinics/Inpatients .
- Ensure personal compliance with Trust policies, procedures and departmental protocols.
- Undertake the Patient Administration induction programme.
- Attend appropriate training and development courses including the Integrated Patient Administration System courses, mandatory training and any other training or up dates specific to the area in which you work.
- Ensure all patients, visitors and employees are treated with dignity and respect.
- Participate in continuous improvement and develop methods of flexible learning to assist in the self-development process.
- Ensure that the standards associated with customer care are maintained.
- Maintain accurate and timely records of personal work loads and service standards, to assist with workload monitoring, resource management and personal development.
- Arrange appointments using the Lorenzo booking system and respond to telephone calls
- Utilise clinics effectively, and identify any potential problems to your Line Manager, in order to ensure divisional targets are met.
- Ensure that all information held is secure and dealt with in accordance with the principles of the Data Protection Act. Maintain complete confidentiality.

## **Effort and Environment**

- Physical Effort
- Ability to work under pressure to meet deadlines.
- Deal with difficult situations involving patients/visitors to the department.
- Prioritise work in order to meet identified targets. Identify sensitive issues and advise the Supervisor accordingly.
- Sustained mental effort is required to deal with constant changes within the work environment.
- To be able to lift parcels, boxes of notes and manoeuvre trolleys with assistance/equipment.

### **Health and Safety**

In addition to the Trust's overall responsibility for your health and safety you have a personal responsibility for your own health and safety. As such you are required to inform your line manager of any safety issues that you identify, that could affect you or others in the workplace. You must co-operate with management and colleagues at all times in achieving safer work processes and work places, particularly where it can impact on others.

As a Trust employee you will be trained in the correct use of any equipment provided to improve safety and health within the Trust. You are required to use the equipment when necessary and as instructed which will include checking the equipment is safe to use, prior to its use and must report any defects immediately to your line manager.

You are responsible for the implementation and adherence to Trust safety policies and procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes, monitoring the effectiveness of any control measure implemented.

You are to ensure suitable and sufficient equipment is provided to sustain the health and safety of staff, patients and visitors to areas within your remit.

### **Infection Control**

In addition to the Trust's overall responsibilities under The Health and Social Care Act 2008 Code of Practice for healthcare, including primary and adult social care on the prevention and control of infections (revised December 2010) for your safety, you have a personal responsibility to ensure your work adheres to this Code in the delivery of safe patient care within the organisation. This code relates to ALL Trust staff and contractors working within the organisation who are employed to ensure this level of care is provided.

As an employee you will be trained to ensure adherence and compliance to the various Infection Control policies within the Trust.

### **Sustainability**

To actively support the Trust's goals for sustainability by encouraging and adopting sustainable ideas and practices.

### **Safeguarding**

The Trust has a duty and is committed to safeguarding all service users and provide additional measures for adults and children who are less able to protect themselves from harm or abuse. As an employee\* you have an individual responsibility to contribute to the detection, reporting and prevention of abuse to safeguard those in our care (Section 11 Children Act, 2004, Human rights Act 1998, Equality Act 2010 Mental Capacity Act 2005 Care Act 2014) and are accountable to ensure that you know how to respond when you are concerned for the safety of a child, young person or adult at risk. The Trust will assist you in

this process by providing training, guidance and advice. There are corporate safeguarding teams who can be contacted for advice, support and safeguarding supervision. All concerns must be reported as per Trust Safeguarding Policies which are available on the Trust Intranet. Every member of staff must undertake regular mandatory safeguarding training at a level relevant to the role

This job description is not meant to be exhaustive. It describes the main duties and responsibilities of the current post. It may be subject to change in the light of developing organisational and service needs, and wherever possible change will follow consultation with the post holder.

# Person Specification

**Job Title:** Outpatient/Inpatient Department Therapy Helper

**Department:** Therapy Services

Requirement	Essential	Desirable	How Assessed
<b>Qualifications</b>	GSCE grade A-C (or equivalent) in English and maths		<b>Interview</b>
<b>Experience</b>	Previous experience within a health or care environment	Previous use of electronic patient booking systems Previous Experience of working in the acute healthcare setting	<b>Interview</b>
<b>Skills, Knowledge and Ability</b>	Knowledge of the Lorenzo electronic system Computer skills	Knowledge of patient information systems e.g. Lorenzo, NRS	<b>Interview</b>
<b>Other Requirements</b>	Confident and self-motivated Flexible, able to work under pressure Able to respond to unpredictable work patterns and frequent interruptions Able to deal with frequent periods of concentration. Able to deal with distressed patients and staff occasionally Good time keeper Ability to work from all hospital sites as required to meet the demands of the service		<b>Interview</b>

# Organisational Chart

**Job Title:** Outpatient/Inpatient Department Therapy Helper

**Department:** Therapy Services

