

JOB DESCRIPTION

Administrator

TITLE: Administrator

BAND: Band 2

BASE: Castle Hill Hospital / Hull Royal Infirmary

REPORTS TO: Senior Administrator

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:

The Administrator is responsible for following the administration processes associated with patient pathways, ensuring a smooth and efficient service for both the multidisciplinary team and patients, in order to deliver a high quality administration service, for our patients and customers.

KNOWLEDGE AND SKILLS

1. Communication and Relationship Skills

- Communicate clearly, concisely with compassion
- Establish and maintain effective working relationships with patients, carers, clinicians and managers and all other staff working internally and externally to the Trust
- Act as a key contact for communication with your team
- Ensure you remain compliant with all current legislation
- Arrange bookings with our patients in line with Trust policy and procedures
- Ability to share knowledge with colleagues
- Demonstrate excellent communication skills including written, accurate data entry and clinical correspondence.
- Welcome our patients, colleagues and visitors into the department maintaining professionalism at all times.
- Be an ambassador for your Hub
- Actively participate in team briefings
- Required to be proactive and able to work on own initiative

2. Knowledge, Training and Experience

- **Qualified to NVQ level 2 in Administration or equivalent**
- Accurate data entry skills
- Good knowledge of the Trust Access Policy, Referral To Treatment Targets and application of the rules to clinical pathways
- Good knowledge of Trust electronic systems such as Lorenzo, ORMIS, ARIA, ERS, IFIT, G2 and Patient Pathway Plus (PP+)
- Good knowledge of Microsoft Office applications including Outlook, Excel and Word
- Ability to identify incorrect or incomplete transactions and amend or correct where appropriate
- Ability to amend a patient's pathway status
- Managing patient offers and cancellations
- Good organisational skills
- Be able to escalate incidents in a timely way to your line manager

3. Analytical Skills

- Use judgement when dealing with enquiries, seeking support and guidance as necessary; escalating to line manager where appropriate
- Be able to interrogate systems to find facts
- Will resolve conflicting diary appointments and schedules
- Prioritises own workload

4. Planning and Organisational Skills

- Plan and organise own time and prioritise own workload around deadlines, know when to escalate issues to line manager.
- Arrange meetings as necessary.
- Manage own diary and that of others where appropriate
- Prepare for your one to one meeting with your line manager
- Ability to maintain accurate records

5. Physical Skills

- Practices safe moving and handling procedures and other related health and safety standards.
- Dexterity, coordination for keyboard skills and other equipment necessary in role

RESPONSIBILITIES

6. Responsibility for patient/client Care

- Provides general non-clinical advice and information to patients, families and carers
- This role may include patient contact when greeting patients into the department
- Admitting, transferring and discharging inpatients
- Responsible for the accurate booking and cancelling of all patient care events
- Ensure and maintain confidentiality and discretion and comply with the terms of the General Data Protection Regulations 2018 and local Trust policies at all times

7. Responsibilities for policy and service development

- Responsible for following Trust policies and procedures
- Identifies and suggests improvement to processes within own team working
- Identify any opportunities to improve within the team and share with team and line manager
- Stationary/stores ordering

8. Responsibility for financial and physical resources

- Has personal responsibility for equipment and resources in own area of work
- Acts with awareness of the impact upon the environment
- Responsible for the maintenance of stock levels within the team
- Acts with awareness of the impact upon Trust finances

9. Responsibility for staff/HR/leadership/training

- Has personal responsibility for undertaking all mandatory training and actively participates in an annual appraisal
- Provides advice and demonstrates work to new or inexperienced colleagues
- Maintains a professional approach to work, demonstrating a mutual respect for colleagues
- Awareness and adherence of Trust values, vision and charter.

10. Responsibilities for information resources

- Updating of systems in an accurate and timely manner
- Keeps accurate records
- Record formal notes/minutes of meetings when required
- Process information received into the team
- Understands and works within the remit the General Data Protection Regulations 2018

11. Responsibilities for Research and Development

- Undertakes surveys and audits that are necessary to own work
- Completes staff surveys as required

12. Freedom to Act

- Work within defined standard operational policies and procedures and refer to manager for advice when issues arise outside normal remit.
- Manage and prioritise own day to day workload.
- Respond to routine queries from internal and external customers providing advice and support within remit of own role.

EFFORT AND ENVIRONMENT

13. Physical Effort

- Combination of sitting, walking and standing
- Frequent requirement for sitting at a work station
- Requirement to adhere to Trust Manual Handling policy, eg manual handling of case notes.
- May have to occasionally move office supplies

14. Mental Effort

- Requirement for concentration when inputting into systems, typing documents, making appointments & processing records with a need to ensure accuracy.
- There is the likelihood of frequent interruptions while working from both colleagues and patients
- Work flexibly to meet the needs of the service.

15. Emotional Effort

- Occasional exposure to emotional circumstances
- May need to type letters of a distressing nature

16. Working Conditions

- Significant use of VDU
- High volumes of call handling
- Front line, high volume customer service

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.

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.