

JOB DESCRIPTION

JOB TITLE: Clinic Support Administrator

BAND: Band 3

LOCATION: Maple Place, Poole

ACCOUNTABLE TO: Clinic Support Supervisor

HOURS OF WORK: 37.5 per week

JOB PURPOSE

The post holder will be responsible for providing effective and efficient clerical and administrative support to the Dorset Orthotics Service

The role will involve the coordination and implementation of administrative duties and will require a high degree of organisational skills and excellent working knowledge of administrative systems.

The post holder will often be the first point of contact and a focal point for the services requiring clear communication and liaison skills. They will be responsible for managing and prioritising their own workload and will be required to use their own initiative.

To drive the delivery of efficient and accurate processing in the management of the patient journey from triage, booking appointments, ordering, fitting or supplying of goods, onward referral, typing of reports/letters to discharge.

To establish and maintain communication with key stakeholders for the services – Primary Care referrers, clinicians, secondary care and independent providers and contractors.

To ensure patients and all contacts to the service are dealt with in a friendly and professional manner and that the experience is positive.

Ensure patient pathways meet the Triage target and 18 week Referral to Treatment target (RTT).

MAIN DUTIES AND RESPONSIBILITIES:

1	CLINICAL RESPONSIBILITIES	
	1.1	<ul style="list-style-type: none"> To have a basic knowledge of clinical language and terminology relevant to the Orthotics Service in order to deliver a safe and effective administration service

2.	ADMINISTRATIVE To undertake administrative duties to support the patient journey including:-
2.1	Triage <ul style="list-style-type: none"> • Processing of referrals to Orthotics Service, making appropriate clinic choices and escalating concerns to service supervisor; Dealing with and managing queries from referrers and clinicians • Receive and organise referral letters via E-referrals, registering each patient and ensuring a copy of Referral Form/Letter is attached to the patient record. • Ensuring that patients are notified if an appointment is not appropriate for the service and send out conformation letters to those that are.
2.3	Typing letters/reports <ul style="list-style-type: none"> • Manage reports from SystmOne to ensure formatting and accuracy; relaying letters/reports to patient and referrer (by paper and electronic methods). • To use a variety of software packages such as Microsoft Word, Outlook, Excel, and MS Teams, Attend Anywhere, Scanning and copying equipment. • To produce correspondence, patient records, spreadsheets and databases.
2.4	Support Booking Process <ul style="list-style-type: none"> • Booking, cancelling, and rebooking and follow up patient appointments using Electronic Appointment System (SytmOne) • Under guidance of supervisor, manage clinic rotas and audit usage to maximise productivity and efficiency • Liaise with other administrators and clinicians to ensure clinic cancellations are managed in a timely manner • Develop a thorough understanding of e-Referrals and SystmOne to ensure systems are used efficiently and changes are incorporated to benefit system processes and reporting. • To take responsibility for all secretarial duties as necessary including telephone calls with patients regarding aspects of their treatment, these clinicians include General Practitioners, Physiotherapists and Occupational Therapists with Special Interests
2.5	Managing Patient outcomes and accurate RTT data <ul style="list-style-type: none"> • Manage outcome of patient appointments and manage relating RTT clocks; support the auditing and checking of accurate RTT data; and escalating concerns relating to breach of targets.

		<ul style="list-style-type: none"> Ensuring patient referrals and reports are dealt with quickly and accurately in line with 18 week referral pathway Greeting patients and visitors, booking patients into clinics, cancelling and re-arranging clinics. Responding to queries from patients, carers, clinical staff and managers relating to appointments, treatments and meetings via face to face, written or telephone communication.
3. OPERATIONAL		
	3.1	<ul style="list-style-type: none"> To have excellent communication skills and deal with all telephone calls, e-mails and written correspondence. Ensure own accurate data entry.
	3.2	<ul style="list-style-type: none"> Resolve customer queries, using excellent customer care skills, escalating to supervisor where required, acting as first point of contact for complaints, investigations and resolving as appropriate. Record all complaints whilst escalating to Line Manager monthly. Record all compliments, Orthotic FFT/Orthotics Patient survey using Gather.
	3.3	<ul style="list-style-type: none"> Distribution of incoming and outgoing mail both externally and internally to the Trust
	3.4	<ul style="list-style-type: none"> In line with Clinical Governance, be aware of own responsibility within and comply with the Dorset HealthCare NHS Trust policies and procedures. Follow policies in own role and update files. Retrieving and filing patient records ensuring all records are securely stored in line with the Trust Policies
	3.5	<ul style="list-style-type: none"> Contribute towards health and safety of oneself, colleagues, patients, visitors. Report accidents, Document faults and defects, raise and escalate where appropriate Estate maintenance requisitions, to the line manager, as necessary.
	3.6	<ul style="list-style-type: none"> Take active part in service development form admin view with direction from the line manager, monitoring activity levels ensuring that clinics are booked or if there are any problems with the running of the service are reported.
	3.7	<ul style="list-style-type: none"> Write pathways on how you deal with referrals, book appointments and cancel clinics and share them with the team. Discuss changes that will improve the service and offer suggestions to Operational Manager on how to improve the service.

4.	GENERAL DUTIES
	To complete clerical and administrative tasks as directed by the line manager or service manager.
4.1	To make notes/ minutes update action plans at meetings as required.
4.2	Assist with the lifting and moving of orthotics products ordered for patients that arrive by courier and are put away safely. Ensure products are packaged correctly, including all paperwork are ready in a timely fashion for the courier to collect orders.
4.3	Ordering stationery and orthotics goods using electronic systems such as NHS supply chain, Eproc, Online ordering, contracted suppliers, and working with the Trust Procurement team.
4.4	Telephone for Taxis or patient transport as requested Booking translation or interpreter services for patients
4.5	Maintaining staff annual leave, sickness and training records.
4.6	To assist with any other duties appropriate to grade as agreed between the post-holder and the line manager.
4.7	To attend and successfully complete all mandatory training including breakaway training and updates.
4.8	Adhere to the Trust guidelines on dealing with the media.
4.9	To support and work in other areas as required.
5	ENVIROMENTAL FACTORS
5.1	To be able to work quickly on tasks requiring long periods of concentration
5.2	To deal with anxious and upset patients, carers and referrers

PERSON SPECIFICATION

Clinic Support Administrator

BAND 3

DORSET ORTHOTICS SERVICE

1. Knowledge, skills and training		Essential	Desirable	Assessment
1.1	NVQ Level 3 or equivalent in office procedures.	Yes		Certification/ Application form
1.2	Computer literacy qualifications, RSA level 3 or equivalent	Yes		Certification/Applicati on form
1.3	Good Standard of secondary education , 5 GSCE English Language or equivalent grade C or above	Yes		Certification/ Application Form
1.4	Knowledge of medical terminology	Yes		
1.5	Recent experience of working in a comparable role	Yes		Application form/interview
1.6	Excellent communication skills, written and verbal with ability to demonstrate fluency, clarity and effectiveness at all levels.	Yes		Application form/interview
1.7	Knowledge of the full range of secretarial procedures	Yes		Application form/interview
1.8	Previous experience in NHS/healthcare.		Yes	Application form/interview
1.9	Recent experience in a customer focused environment	Yes		Application form/interview
1.10	Clear understanding of Data Protection and confidentiality.	Yes		Application form/interview
1.11	Understanding of 18 week referral to Treatment		Yes	Application form/interview
2. Information Technology		Essential	Desirable	Assessment
2.1	Advanced Keyboard skills, working knowledge of Microsoft Office, Word, Excel, Outlook	Yes		Application form/ certification/ interview
2.2	Experience of appointment booking system (eg CAMIS,E-referral, SysmOne)	Yes		Application form/interview
2.3	Ability to achieve a pass mark (60%) in the ICT Basic Skills test	Yes		Test
3. Personal qualities/attributes		Essential	Desirable	Assessment
3.1	Enthusiastic, motivated and Team Working	Yes		Interview
3.2	Excellent organisational and communication skills dealing with wide range of people	Yes		Interview
3.3	Ability to use own initiative and work independently when necessary	Yes		Interview
3.4	Ability to manage time and priorities of self and others	Yes		Interview
3.5	Able to work calmly and methodically under pressure	Yes		Interview

3.6	Ability to manage unpredictable workloads, to work flexibly and proactively	Yes		Interview
3.7	Willingness to learn and develop in challenging environment	Yes		Application form/ certification/ interview
3.8	Initiative to undertake new projects	Yes		Application form/ certification/ interview
4. Additional requirements		Essential	Desirable	
4.1	Demonstrable skills in written and spoken English, adequate to enable the post holder to carry out the role effectively.	Yes		Application form/ interview
5. Business Travel		Essential	Desirable	
	Subject to the provisions of the Equality Act, able to travel using own vehicle on Trust business.		Level 3	N/A

***Essential / desirable car user definitions**

Level 1 – (Essential) post holder is required to:

- travel an average of more than 3,500 miles a year;
- or travel an average of at least 1,250 miles a year; and necessarily use their car an average of 3 days a week; or spend an average of at least 50% of their time on such travel; including duties performed during the visits;
- or travel an average of at least 1,000 miles a year and spend an average of 4 days a week on such travel, including the duties performed during the visits.
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Level 2 – (Essential) users who use their own vehicles for official journeys other than in the circumstances described under Level 1 above.

Level 3 (Desirable) non-essential car users who may exceptionally be required to travel on Trust business where such journeys could also be reasonably be made by public transport.