

JOB DESCRIPTION

1. JOB DETAILS

Job Title: Senior Administrator

Reports to: Team Co-Ordinator

Accountable to: Team Managers

Band: **AFC Band 3**

Unit/Department: **Unplanned Care Group 15**

Location: Bradford Teaching Hospitals NHS Foundation Trust/Ecclehill Community Hospital

2. JOB PURPOSE

To ensure an effective provision of a specialised administrative service to the Haematology and Medical Oncology Management Team that supports the Trust in delivering Trust targets.

To support a specialised administration service that is comprehensive and confidential in accordance with Departmental, Trust and National standards, policies and procedures. To act as a primary source of advice and offer guidance in terms of coordination of all patients pathway queries in accordance with Trust Policy and in line with National Standards, in particularly the Referral To Treatment (RTT) target.

3. JOB DIMENSIONS

To assist the Administration team for validating all measures of RTT inc. admitted, non-admitted, incomplete and confirming whether or not the patient breached or is in a current breach position.

As part of validation you will also be supporting the validation of the month end files for all above RTT Access measures.

You will be responsible for validating and maintaining the RTT data quality of the Inpatient & Outpatient waiting lists. This will include the monitoring of patients identified in the Planned & Post RTT category, ensuring these patients are legitimately in the correct category and have the correct 'see by' dates.

You will use your RTT knowledge and experience to support the admin processes of validation. This will include receiving and saving validation files from System

Development and alerting the Administration team that files are ready to work on including what the deadlines are.

4. ORGANISATIONAL CHART

See appropriate divisional chart

5. KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED

See Person Specifications.

5. PRIMARY DUTIES & AREAS OF RESPONSIBILITY

- Ensure staff follow the correct processes
- You will have good knowledge of 18 weeks RTT rules and use them to manage all patient pathways.
- Ensure trust systems are updated with the correct RTT and non-RTT status codes by interpreting the clinic letters to the correct code – identifying and escalating key areas for training to ensure high data quality is maintained.
- To ensure the highest level of patient and clinician satisfaction by being an accessible, patient focussed and knowledgeable point of contact.
- To support, analyse, investigate, validate & monitor the Trusts Access Performance escalating breaching patients for action and to identify where backlogs are growing.
- Aim for data entry is correct first time, every time & on time.
- Manages own workload and prioritises, including acting independently within clearly defined occupational policies, in line with appraisal objectives ensuring absolute confidentiality at all times.
- Exercise independent judgement and initiative when problems arise, taking the necessary actions to resolve the problems or referring to the appropriate person.
- To support the NHS workforce modernisation agenda, which aims to increase quality, efficiency, and productivity through harnessing new ways of working like aiming towards modernising patient pathways by using more electronic systems – aiming to be paperless.
- To support the Access Administration Specialists by triaging any RTT enquiries and ensuring the query is dealt with by the most appropriate person, this could be via the RTT 'HOTLINE' and RTT/PTL e-mail inbox.
- Contribute towards encouraging a supportive team environment.
- To be responsible for identifying and escalating any issues to the Access Administration Specialist which could compromise delivery of the 18 week RTT performance, e.g. lack of capacity either in Outpatients, Inpatients or DQ issues.
- Assist in conducting regular audits of Ward Discharge outcomes ensuring correct RTT codes are being entered.
- Assist in conducting regular Audits of Paused patients, ensuring this category of patients are legitimate and not paused over time frame stated in the Access policy.
- Assist in conducting regular Audits of Planned Waiting Lists, ensuring this category of patients have a planned 'admit by' date for admission and are legitimate for this waiting list category.
- Ensure staff adhere to the Access policy.
- Liaise with internal and external colleagues such as our Outreach Clinics & Private Sector to share patient pathway information and diagnostic information, and expedite patient journeys where needed.
- Use LEAN techniques & SMART objectives to deliver improvements.
- To continually contribute to patient and elective care improvement Agendas. This will require: undertaking any project work as directed, including obtaining information from the

Internet, collation and reporting of data in order to produce reports and spread sheets, utilising relevant Trust IT systems and tools, as determined by the role, ensure all relevant data is collected and input accurately in line with Trust guidelines. These systems and tools may include iPM, PPM, Unisoft, Medisoft, ExtraMed, Galaxy, E-Discharge.

- Support and train staff.

Staff Supervision

- Supervise the junior members of the Team by being their escalation route.
- You will be expected to cross-cover when required within the Team.
- Ensure that supplies and office equipment are maintained and stocks are replenished in line with Trust policy.

Health and Safety/Risk Management

The jobholder must comply at all times with Bradford Teaching Hospitals NHS Foundation Trust Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust's Risk Incident Reporting System.

Equality and Diversity

The jobholder is required to abide by the Trust's policies and procedures and to actively support the Trust's commitment to equality and diversity in both employment and the delivery of services. All patients, staff and visitors must be treated equitably, with dignity and respect taking into account their race, gender, ethnic origin, age, disability, sexuality etc".

Training and Personal Development – Continuous Professional Development

The jobholder must take responsibility in agreement with his/her line manager for his/her own personal development by ensuring that Continuous Professional Development remains a priority. The jobholder will undertake all mandatory training required for the role.

Patient and Public Involvement

All staff will be expected to comply with S.242 of the NHS Act 2006.

Respect for Patient Confidentiality

The jobholder should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

Environment and Sustainability

All employees have a responsibility to promote sustainability and carbon reduction within the Foundation Trust adhering to our Sustainable Development Strategy and therefore ensuring that all our business is conducted in a sustainable manner

Infection Prevention and Control

All employees have a personal responsibility to comply with Trust and departmental Infection Prevention and Control policies to protect their own health, the health of patients, visitors and other employees and to prevent Health care associated infections. This includes a requirement to maintain a safe, clean and tidy work environment and to complete mandatory Infection Prevention and Control training as provided by the Trust

Safeguarding Children and Adults

All employees have a responsibility to safeguard and promote the welfare of children and adults. The postholder will be responsible for ensuring they undertake the appropriate level of training in accordance with the safeguarding policy training strategy and that they are aware of and work within the safeguarding policies of the Trust

7. COMMUNICATION & WORKING RELATIONSHIPS

To Assure Patient Care

- Liaise and work closely with Operational Services Manager, Cancer Services and Data Manager, Medical Secretaries, Clinical Nurse Specialists, Medical Records, Fast Track Clerks, Team Leaders/MDT Coordinators and members of multidisciplinary teams.
- Demonstrate high levels of patient care and be an ambassador for patient care within the trust.
- Act as the communication hub for the clinical team, primary care, patients and their relatives as well as internal and external organisations.
- Liaise with Family & Friends Test groups and any other patient forums to improve care for patients.
- Deal with patient pathway queries from other organisations.
- Attend clinics where appropriate to co-ordinate/analyse the patient pathway.
- To attend meetings/workshops offsite as required.
- Act as liaison between consultant, GP, patients and their relatives and other relevant agencies.
- Attend Team Briefs.

8. SPECIAL WORKING CONDITIONS

- Ability to work in a busy environment
- Be able to remain calm and have a focused approach when faced with frequent interruptions
- Use of VDU throughout the working day
- Ability to prioritise/manage own workload.
- Able to work across both sites BRI & ECH.

Bradford Teaching Hospitals NHS Foundation Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care. By working for Bradford Teaching Hospitals NHS Foundation Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership's ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

9. JOB DESCRIPTION AGREEMENT

Jobholder's Signature:..... Date:.....

Head of Department's Signature:..... Date:.....

Head of Department's Job Title:.....

Terms and Conditions:

You will be appointed on Agenda for Change Terms and Conditions

1. Probationary Period

New employees appointed to Bradford Teaching Hospitals NHS Foundation Trust covered by Agenda for Change Terms and Conditions (whether on a fixed term or substantive basis) are subject to a probationary period. The length of your probationary period is dependent on your length of contract as detailed in the table below. During this time you will be required to demonstrate to the Trust your suitability for the position in which you are employed. This period may be extended at the Trust's discretion and is without prejudice to the Trust's right to terminate your employment before the expiry of the probationary period. In the event that a decision is taken to terminate your contract of employment during or at the end of your probationary period, you will be entitled to a notice period in line with the statutory timescales, which for employees with less than one year's service is one week.

Length of Contract	Probationary Period
Substantive	6 months
Fixed Term for 12 months or more	6 months
Fixed Term for 6 – 12 months	3 months
Fixed Term for less than 6 months	1 month

Probationary periods do not apply to internal moves/transfers and promotions

2. Pension Scheme

New starters to the Foundation Trust will be auto-enrolled into the NHS Pension Scheme subject to qualifying criteria at the appropriate contribution rate. Contribution rates can be found

at www.nhsbsa.nhs.uk/member-hub/cost-being-scheme.

The employer contribution rate is 20.68%.

Employees who are not eligible to join the NHS Pension Scheme will be auto-enrolled into an alternative scheme subject to qualifying criteria.

3. Annual Leave

The leave entitlement for this job is *262.5* hours, pro rata (inclusive of bank holidays).

The annual leave year runs from 1 April to 31 March.

Your leave entitlement will rise to *277.5* hours, pro rata after 5 years NHS Service and to *307.5*, *pro rata* hours after 10 years NHS Service (inclusive of Bank Holidays).

4. Health Screening

The post is subject to health screening, as appropriate to the post.

5. Special Conditions

The postholder may be required to work irregular hours on

occasions in order to satisfactorily fulfil the requirements of the post.

6. Sickness Absence

Employees absent from work owing to illness will be entitled, subject to the conditions of the agreement and appropriate certification, to receive sick pay in accordance with the Department of Health Agenda for Change agreement (which may be varied from time to time by the NHS Negotiating Council). For details of the sick pay scheme please access the “Agenda for Change” staff Terms and Conditions via the Department of Health Website www.nhsemployers.org , or the HR Pages of the Trust Intranet.

The Foundation Trust is a NO SMOKING Employer - Smoking will not be permitted on Foundation Trust premises and grounds, and there will be no provision made for employees who wish to smoke.

General Data Protection Regulations

All members of the staff are bound by the requirements of UK Data Protection legislation and any breaches of the legislation or of the confidential nature of the work of this post could lead to dismissal.

Disclosure and Barring Service

Please note that this post may be subject to a criminal records check from the Disclosure and Barring Service.

For certain roles the check will also include information held on the DBS's children and adults barred list, together with any information held locally by police forces that is reasonably considered to be relevant to the applied for post.