

Job Description

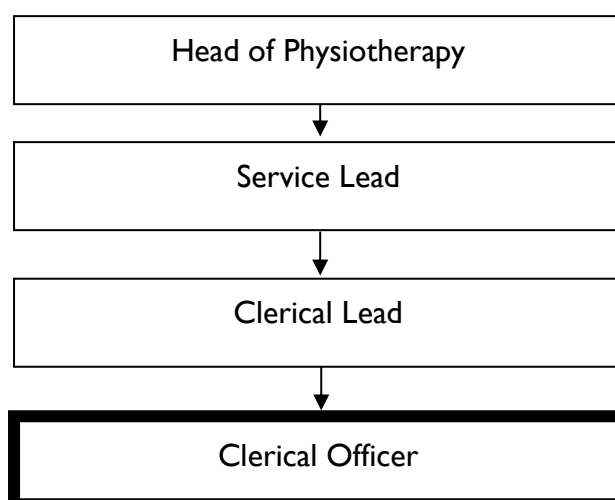
Role Details

Job Title	Clerical Assistant
Band	2
Department/Service	Physiotherapy Department, Friary Hospital, Richmond

Organisational Relationships:

Responsible to:	Clerical Lead / Service Lead
Accountable to:	Head of Physiotherapy
Professionally Accountable to:	Head of Physiotherapy
Responsible for:	N/A

Organisational Chart:



Job Summary/ Role:

- To undertake general receptionist duties, assist in the provision of an efficient, user friendly outpatient appointment service and provide clerical, administrative and information technology support to the Community Outpatient Physiotherapy Department.

- To assist in the management of outpatient waiting lists and clinics, recording information and making appointments
- To meet and greet patients and other visitors, directing them to the appropriate area within the department or hospital.

Key Relationships:

- Patients
- Patient's relatives and carers
- Physiotherapists & APP's
- Other healthcare professionals
- General public
- Administrative colleagues

Core Functions:

Communicate well with staff, patients, external agencies and the general public.

Undertake general receptionist duties including directing patients, carers and visitors, answering telephone queries and sorting mail.

Assist senior administrative team members in the management of all aspects of the booking of clinic appointments.

Support the implementation of policy and strategy in own work area.

Follow standard operating procedures, use initiative and seek advice where necessary.

Occasionally cover other administrative members of the service at The Friarage.

Administrative Responsibilities

- Good interpersonal skills to work with a wide range of healthcare professionals, patients and their carers, often dealing with sensitive or confidential information
- Liaise with various departments internally and externally to assist in the smooth running of the service
- Ability to deal with occasional emotional or distressing situations either face to face or over the telephone and be able to diffuse potentially problematic situations
- Ensure own actions support equality and diversity

- To effectively receive and provide routine information to staff, public and patients via a variety of methods, such as electronic mail, letters and telephone calls
- To be able to redirect calls to other departments within the hospital.
- Coordinates the patient appointment process, including the planning, booking and rescheduling of appointments
- Able to work well under pressure, prioritise and effectively manage daily workload
- Responsible for ensuring that the reception area is well organised and operated efficiently and securely
- Make judgements involving facts and situations, some of which will require analysis
- Frequent requirement to problem solve appointment issues such as rescheduling clinics or finding new appointment slots when required
- Good numerical and accuracy skills
- Speed and accuracy when using the computerised appointment scheduler and other computer software
- Good keyboard skills
- Manoeuvring trolleys with case notes/patient information/equipment
- Assists in the provision of an effective and efficient appointment administration service
- Work in a way that ensures patient dignity and confidentiality
- Ability to deal with frequent interruptions and complex enquiries from patients and staff
- Plan and organise straightforward tasks, some ongoing
- Prioritise work and resolve conflicting schedules
- Maintain departmental stationery stock inform manager when stationery stock low
- Use the electronic booking system to create new patient records, administer clinics and process referrals
- Retrieval of medical notes where necessary
- Carry out photocopying and filing when required

- To take appropriate action in relation to risks
- To maintain good health and safety practices in the workplace
- To ensure safe practice for self and others
- Adhere to policies and procedures for own work area
- Assist with surveys and audits in own work area with guidance from line manager
- Assist in developing ideas and work practice within own area

The staff member will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when entering and leaving clinical areas.

Responsibility for protecting privacy and dignity does not lie with one individual or group but with staff at every level. Staff members must adhere to the Policy G112 Privacy and Dignity. This statement is supported by the Trust Core Values, Fundamental Values and Behaviours for Nursing and Midwifery Care (2005) and Essence of Care benchmarks (2003).

And the following for patient contact posts:

- Particular care is required for vulnerable patient groups including children, young people, patients who lack capacity, vulnerable adults, and staff should deal sensitively with the various circumstances in which the patient's privacy and dignity may be infringed.
- Clearly defined standard operating procedures with someone available for reference
- Uses initiative, advice available
- The post requires a combination of sitting, standing and walking, with frequent sitting for long periods of time whilst using computer equipment
- Occasional requirement for a moderate amount of physical effort, for example, when moving patient notes
- Concentration required when taking patient details and entering data into electronic patient systems

	<ul style="list-style-type: none"> • Predictable working pattern although there may be frequent interruptions, such as phone calls or deliveries • Must be able to prioritise, multi-task and liaise with colleagues effectively in a busy environment • Occasional exposure to distressing or emotional circumstances, for example, when dealing with patient complaints or interacting with terminally ill patients • Continuous use of computer monitors • Potential for exposure to verbal aggression either on the phone or in person
Clinical Responsibilities	N/A
Management and Leadership Responsibilities	N/A
Policy and Service Development	<ul style="list-style-type: none"> ▪ Champion the Trust improvement and leadership strategy, through attendance at Novice leadership and improvement sessions
Research and Audit Responsibilities	N/A
Managing Resources Responsibilities	<ul style="list-style-type: none"> ▪ Careful use of office equipment ▪ Maintain stock control ▪ Records management: the post holder will ensure that s(he) follows the Trust's policy on records management and complies with the NHS Code of Practice for Records Management. ▪ Data entry, text processing and storage of data ▪ Maintain patient records

Education and Training	<ul style="list-style-type: none"> • Good understanding of a range of routine work procedures and practices • Good general education to GCSE level including English and Maths • Qualified at NVQ II or equivalent • Relevant secretarial/administrative knowledge and experience • Keyboard skills to RSA level II or equivalent. • Experience in the use of patient administration systems • Sound knowledge of the work and scope of the service in order to act as point of information for the public and other professionals. • Experience in using electronic spreadsheets, databases, Microsoft PowerPoint and Excel • To meet the minimum standards for continuous professional development and to continue to provide evidence of this • To achieve annual personal objectives with provision of evidence
<i>The job description and duties may be subject to future review as the needs of the service change.</i>	

Person Specification

KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<p>Knowledge of a range of secretarial procedures and software programmes</p> <p>Excellent communication skills to effectively exchange routine information to a wide variety of staff, patients and external agencies</p> <p>Ability to deal with occasional emotional or distressing situations either face to face or over the telephone</p> <p>Be able to demonstrate good judgement when dealing with potentially difficult situations</p> <p>Proven ability to prioritise own workload effectively and to concentrate, carrying out tasks accurately and in a timely manner</p> <p>Good keyboard skills</p> <p>To be well organised and methodical when carrying out tasks</p>		Application form and interview
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<p>To have achieved a basic level of education.</p> <p>Proven keyboard skills with an RSA II word processing or typewriting qualifications or</p>	Attendance at Novice and leadership improvement sessions within first year of role	Application and interview

equivalent qualification/experience. Academic qualification relating to computer applications equivalent to Microsoft word processing	To hold an NVQ II in Customer Care desirable	
EXPERIENCE		
Essential	Desirable	Assessment Method
Relevant secretarial/administrative experience Experience of using electronic spreadsheets, databases, PowerPoint and Excel	Experience of using a computerised appointments system Experience of working in a healthcare setting and basic knowledge of the NHS	Application form and interview
PERSONAL ATTRIBUTES		
Essential	Desirable	Assessment Method
To be able to deal with and manage frequent interruptions To be able to respond effectively and positively to the changing needs of the service Ability to carry out duties that involve light and occasional moderate physical effort throughout the working day	A friendly and courteous personality Ability to perform well under pressure Ability to function well as an individual and as part of a team	Application form and interview

General Requirements:

1. Communications and Working Relations

The post-holder must treat colleagues in a manner that conveys respect for the abilities of each other and a willingness to work as a team.

2. Policies and Procedures

All duties and responsibilities must be undertaken in compliance with the Trust's Policies and Procedures. The post-holder must familiarise the ways in which to raise a concern to the Trust e.g. Freedom to Speak Up – Raising Concerns (Whistleblowing) Policy in order that these can be brought to the Trust's attention immediately.

3. Health and Safety

The post-holder must be aware of the responsibilities placed upon themselves under the Health & Safety at Work Act (1974), subsequent legislation and Trust Policies; to maintain safe working practice and safe working environments for themselves, colleagues and service users.

4. No Smoking

All Health Service premises are considered as non-smoking zones; the post-holder must familiarise themselves with the Trust's Smokefree Policy (G35)

5. Confidentiality

All personnel working for, on behalf of or within the NHS are bound by a legal duty of confidentiality (Common Law Duty of Confidentiality). The post-holder must not disclose either during or after the termination of their contract, any information of a confidential nature relating to the Trust, its staff, its patients or third party, which may have been obtained in the course of their employment.

6. Equal Opportunities

The Trust believes that all staff have a responsibility to make every contact count. This is to ensure that we are able to reduce health inequalities to the people we deliver services to and to our employees in our goal to deliver seamless, high quality, safe healthcare for all, which is appropriate and responsive to meeting the diverse needs of individuals. In working towards achieving our goals, it is important that staff and users of our service are treated equitably, with dignity and respect, and are involved and considered in every aspect of practice and changes affecting their employment or health care within the Trust.

7. Infection Control

The post-holder will ensure that (s)he follows the Trust's hospital infection prevention and control (HIC) policies and procedures to protect patients, staff and visitors from healthcare-associated infections. He or she will ensure that (s)he performs the correct hand hygiene procedures (as described in HIC 14), when carrying out clinical duties. He or she will use aseptic technique and personal protective equipment in accordance with Trust policies. All staff must challenge non-compliance with infection, prevention and control policies immediately and feedback through the appropriate line managers if required.

8. Safeguarding Children and Adults

The Trust takes its statutory responsibilities to safeguard and promote the welfare of children and adults very seriously. The Board of Directors expects all staff will identify with their manager during the SDR process their own responsibilities appropriate to their role in line with statute and guidance. This will include accessing safeguarding training and may include seeking advice, support and supervision from the trust safeguarding children or safeguarding adult teams. Where individuals and managers are unclear of those responsibilities they are expected to seek advice from the safeguarding teams.

APPENDIX 2

PROFILE SUPPLEMENT

This Role Involves:	Yes	No	Rare	Occasional	Frequent	Examples
Lifting weights/objects between 6-15 kilos		x				
Lifting weights/objectives above 15 kilos		x				
Using equipment to lift, push or pull patients/objects		x				
Lifting heavy containers or equipment		x				
Running in an emergency		x				
Driving alone/with passengers/with goods		x				
Invasive surgical procedures		x				
Working at height or in a confined space		x				
Concentration to assess patients/analyse information	x					
Response to emergency situations		x				
To change plans and appointments/meetings	x					

depending on the needs of this role						
Clinical interventions		x				
Informing patients/family/carers of unwelcome news		x				
Caring for terminally ill patients		x				
Dealing with difficult family situations		x				
Caring for/working with patients with severely challenging behaviour		x				
Typing up of formal minutes/case conferences		x				
Clinical/hands on patient/client care		x				
Contacts with uncontained blood/bodily fluids		x				
Exposure to verbal aggression	x					
Exposure to physical aggression	x					
Exposure to unpleasant working conditions dust/dirt/fleas		x				
Exposure to harmful chemicals/radiation		x				
Attending the scene of an emergency		x				
Food preparation and handling		x				
Working on a computer for majority of work	x					
Use of road transport		x				

