

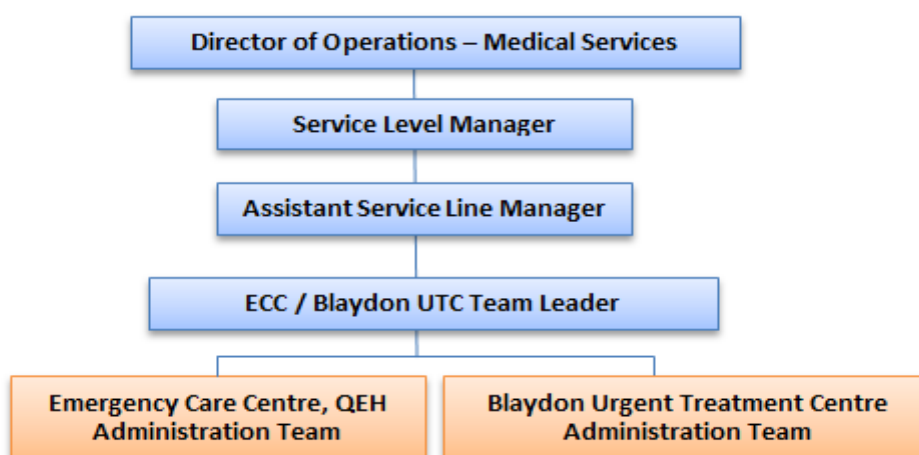
Job Description

Job Details	
Job Title:	ECC Administration Officer
Directorate:	Medical Business Unit
Department/Ward:	Emergency Care Centre
Location:	Queen Elizabeth Hospital & Blaydon Urgent Treatment Centre (cross site working)
Pay Band:	AFC 2

Main Purpose of the Job
<ul style="list-style-type: none"> • To greet all patients and relatives attending the Emergency Care Centre / Blaydon UTC in a professional manner. • To ensure all patients coming into the A&E / Blaydon UTC departments are registered efficiently and accurately on to the Trusts electronic computer systems. • To provide front line reception / ward clerk duties, answering telephone enquiries from GPs, patients, relatives, members of the public and other organisations • Answering face to face enquiries from patients and clinical staff within the department • Work as a team and autonomously delivering a comprehensive administration / clerical service to all areas within the Emergency Care Centre. • To manage appointment systems, patient's registration systems and all other service software. In addition, booking, rescheduling and cancelling patient clinic appointments • Maintaining patient computer and paper records • To offer flexibility around the working patterns to ensure adequate staffing levels during all service hours. As an Emergency Department post holders will be expected to work on a 24hr rota including weekends and Bank Holidays including Christmas and New Year. • Liaising with internal and external agencies • Ensuring Discharge Summaries are raised and sent out in a timely manner. • Maintain the high standards of the Emergency Care Centre and all departments associated within it. • Provide excellent customer services to all our patients and visitors to the service. • Assist in the training and development of new staff.

Dimensions
Reports to: ECC & Blaydon UTC Admin Team Leader, Accountable to: Medical Business Unit Service Level Manager Accountable for: Nil

Organisation Chart



Communications and Relationships

- Establish effective relationships within the Trust communicating with Medical and Nursing staff, Trust Senior Management, External health providers such as GP's, other NHS Trusts, Secretaries and Ward Clerks, Health Records Staff.
- Liaising with Patients/Relatives/Representatives, ensuring the patient is registered promptly, general queries are supported, and these groups are at the forefront and provide the focus of the service delivered [first point of contact for all staff and visitors to the service].
- Ensure communication methods are appropriate to the situation i.e. language barriers, disabilities and potentially abusive situations.
- Communication with the ambulance service to support transport to and from the ECC.

Knowledge, Skills, Training and Experience
<ul style="list-style-type: none"> • Experience of working in a customer care environment/public role. • Proven IT Skills with the experience of supporting and maintaining IT systems, ensuring the accuracy of data stored within the systems [Including but not limited to Microsoft suite Outlook, Word, Excel]. • Excellent communication and interpersonal skills [face-to-face and telephone]. • Experience of working as part of a team. • Ability to organize workloads and prioritize duties. • Evidence of personal development and a willingness to train and learn new skills. • Understanding the importance of patient confidentiality and respecting the rights of the patient & staff. • Undertaking all appropriate training relevant to the role.

Analytical and Judgemental Skills
<ul style="list-style-type: none"> • Handling enquires from patients, visitors, medical and nursing staff and emergency services, in addition to making and receiving telephone calls on service-related matters. • Ensuring registration process is adhered to and relevant information is gained from patients/relatives to support patient care.

Physical Skills (manual dexterity)
<ul style="list-style-type: none"> • <i>Standard keyboard skills.</i>

Patient/Client care:
<ul style="list-style-type: none"> • To maintain patient confidentiality and security of health records at all times and report concerns relating to either. • To obtain patient health records within designated timeframes and information/documentation is filed accordingly within best practice guidelines. • Accurately registering patients on Careflow [PAS/EPR] and ensure information in existing records is up-to-date and comprehensive. • Prepare relevant documentation for patient admissions in liaison with key staff throughout the Trust. • Handover to colleagues to support patients/relatives waiting for Patient Transfer Services [PTS]. • Tracking and movement of health records to ensure they are available to support patient care. • Timely filing of documents to ensure the health records is up-to-date with all documents generated. • Patient's appointments are entered onto Careflow in a timely manner that ensures the patient is aware of the date and time before they leave the department.

Policy and Service Development:
<ul style="list-style-type: none"> • Adhere to the Department and Trust's policies and procedures. • Propose changes to working procedures, working with the Team Leader • Implement and monitor procedures set by Trust.

Financial and Physical Resources e.g. budget, stock and equipment:

- Ensure safe use of office equipment and stationery.
- Liaise with the IT Department, Estates and Operational Services to ensure any problems within the Department are reported correctly and actioned in a timely manner.

Human Resources

- Demonstrate own duties and responsibilities to new or less experienced employees [Mentor]
- Required to comply with all relevant national and local statutory and mandatory requirements including Health and Safety, Infection Control and completion of risk assessments as necessary.
- Actively participate in the Trusts appraisal process ensuring that personal development plans are in place to support future development requirements.

Information Resources:

- Responsible for data entry to Trusts Careflow [PAS/EPR] system.
- Regular requirement to process, generate, transmit and store patient data either in electronic or paper format i.e. creating health records, sending/receiving faxes/emails in line with Trust policies and procedures and the Data Protection Act 1998.
- Complete bed lists on a daily basis to ensure accuracy of patient's information within the ECC [admissions/transfers/discharges].
- Prepare discharge documentation, which in turn supports the Coding process [sending G.P. discharge letter both electronically and manually].
- To record and amend appointments accurately and in a prompt manner, whilst generating the appropriate appointment letters.
- Facilitate the OP clinic process within the ECC environment [arriving patients, ensuring documentation is available to support the consultation].

Research and Development:

- Undertake surveys and audits as necessary to own work.

Freedom to Act

- Use Standard Operational Procedures designed by the Health Records Department.
- Reference Trust policies or legislation i.e. IG05 Records Management Policy or the Data Protection Act to deal with enquiries.
- Advice and guidance available from Line Managers.

Physical Effort

- Combination of sitting, standing and walking.
- There is a frequent requirement for sitting in a restricted position, i.e. at a workstation for long periods each day [reception area].
- Frequent requirement to lift, sort and general handling of health records including pushing trolleys and filing health records.

Mental Effort

- There is a regular requirement for periods of concentration when processing and managing information [scanning documents].
- Work pattern can be unpredictable with interruptions requiring immediate attention which will occur frequently through the day.

Emotional Effort

- Exposure to distressing or emotional situations will occur periodically [patients presenting with extreme conditions, abusive/challenging behaviour from patients or relatives].

Working Conditions

- Exposure to unpleasant working conditions and hazards is rare.
- The use of VDU equipment is more or less continuous as part of the role.

CONTROL OF INFECTION

All Trust staff have a duty to provide a safe environment by considering adherence to infection prevention and control as an integral part of their roles and responsibilities. The individual roles and responsibilities for staff are outlined in the Trust's Control of Infection policy (IC 1). There should be specific discussion of control of infection within the KSF/Appraisal process and as a minimum all staff must demonstrate good hand hygiene and practice and support the Clean Your Hands Campaign.

PRIVACY & DIGNITY & RESPECT AND EQUALITY OF OPPORTUNITY

The Trust is committed to ensuring that all current and potential staff, patients and visitors are treated with dignity, fairness and respect regardless of gender, race, disability, sexual orientation, age, marital or civil partnership status, religion or belief or employment status. Staff will be supported to challenge discriminatory behavior.

PROFESSIONAL CODE OF CONDUCT (IF APPROPRIATE)

To abide by the Code of Practice of Professional body as published by the relevant regulatory body (if appropriate).

CODE OF CONDUCT FOR SENIOR MANAGERS (IF APPROPRIATE)

To adhere to the Code of Conduct for NHS Senior Managers.

Signed:

(Job Holder)

Date:

Signed:

(Manager/Head of Service)

Date:

Note to Managers: - Please complete this form clearly, providing as much information as possible to candidates.

Risk Assessment Indicators for the post

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		✓
2.	Manual Handling Operations	✓	
3.	Dust, Dirt, Smells		✓
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		✓
5.	Patient Contact	✓	
6.	Babies/Children Contact	✓	
7.	Food handling / Preparation		✓
8.	Driving		✓
9.	Fork Lift Truck Driving		✓
10.	User of Display Screen Equipment	✓	
11.	Noise	✓	
12.	Infestation		✓
13.	Blood and Body Fluids/Waste/Samples/Foul Linen	✓	
14.	Excessive Cold		✓
15.	Excessive Heat		✓
16.	Inclement weather		✓
17.	Radiation		✓
18.	Laser Use		✓
19.	Working at Heights over 2 metres		✓
20.	Confined Spaces		✓
21.	Vibration i.e. Power Tools		✓
22.	Using machinery with moving/exposed parts		✓
23.	Shift work	✓	
24.	Use of latex products		✓
25.	Physical violence / aggression	✓	
26.	Any other hazards please specify		
27.	Other		

If any hazard is identified above please give details below.

Hazards Identified:-

There are no additional hazards identified for this post.

*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patient's open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.