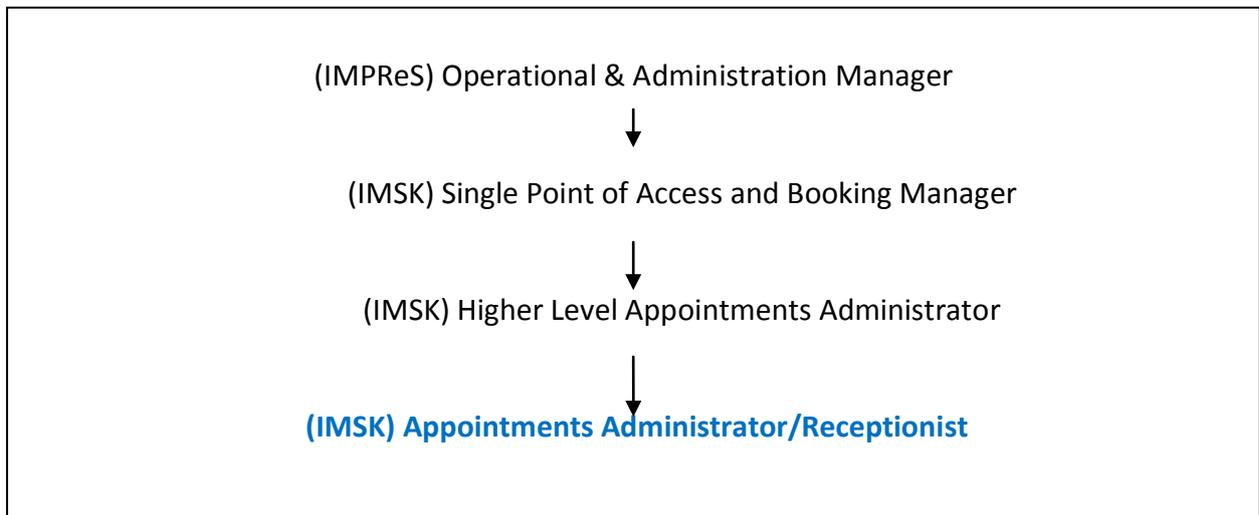


### JOB DESCRIPTION

<b>POST TITLE</b>	<b>Appointments Administrator/Receptionist</b>
<b>BAND</b>	<b>Band 2</b>
<b>DIVISION</b>	<b>Diagnostic &amp; Clinical Support</b>
<b>BASE</b>	<b>ELHT Sites</b>
<b>REPORTS TO</b>	<b>(IMSK) Higher Level Appointments Administrator</b>

### ORGANISATION CHART



### JOB SUMMARY

To provide a high quality front of house administration & clerical service for all users of the Integrated Musculoskeletal, Pain & Rheumatology Service (IMPreS), ensuring that the administration associated with all patient appointments is completed accurately and in a timely manner. Dealing with in-bound and out-bound calls to agreed professional standards and providing administration and monitoring support for the referral pathways.

Under the guidance of the Team Lead the post holder will on a daily basis monitor the demand of referrals that have been activated through e-referrals and ensure enough triage time is allocated and scheduled across MSK and Physio Extended Scope Practitioners to ensure that they are triaged within the 24 hour target set by the CCG Commissioners and to ensure there are no breaches.

## **MAIN DUTIES**

Act as the first point of contact for all users of the Integrated MSK, Pain & Rheumatology Service. Be committed to continuous improvement of data quality within the SPOA and Booking Teams and to contribute towards and support service improvement

Excellent customer service skills when dealing with enquiries from patients, members of the public and staff, in a polite and appropriate manner at all times. Receive sensitive and contentious information/queries of a confidential nature and to be able to deal with it in an appropriate manner, using tact or persuasive skills, to neither offend or antagonise when there are barriers due to culture, language differences or complexity of their conditions.

Liaise with patients to arrange a mutually convenient appointment whilst taking into consideration clinical priority, availability of clinicians and the constrictions of the Access Booking Targets and enter the information onto the Integrated MSK, Pain & Rheumatology Service e-scheduling- and information management systems.

Ensure patients are inputted onto the correct waiting list recording accurate and up-to-date confidential data on to computerised systems, i.e. EMIS, Choose and Book, Continuum, PAS etc.

Identify potential Overseas Visitors and patients liable to pay for treatment at the point of referral/reception to the department, checking the residence status for all new patients for Overseas Visitors and inform the General Office Team as per the Overseas Visitors Policy and Procedure.

Organise as and when required the attendance of interpreter/link workers for patients attending clinics as per Trust guidelines.

Ensure DNA's are actioned in line with Trust Policy.

Provide cover for receptionist when required.

General clerical duties including, opening /distributing post, filing, faxing, photocopying and stationery stock control.

Responsible for all administrative arrangements in relation to the Integrated MSK, Pain & Rheumatology Service, i.e. responsible for receiving and recording all referrals, booking and sending appointments and dealing with appointment enquiries, and typing of reports.

Actively participate in departmental and in other group meetings which may on occasion include minute taking and the typing of the minutes in the absence of the team leader.

Provide a high level of computer skills to meet the needs of a busy service.

Ability to work without supervision and manage own time maintaining up to date and

efficient administrative systems.

Ability to cope with a demanding role, where the work pattern is both predictable unpredictable with frequent interruptions during the course of the day.

Work as part of a team with the ability to demonstrate that they are a key player.

Able to work without supervision and as part of a team and manage own time maintaining up to date and efficient administration systems.

Responsible for recording of all triage decisions made by clinician's that come through SPOA and then re-direct them to the relevant service/teams.

Record triage data on a daily basis onto the SPOA spreadsheet.

Ensure urgent and routine referrals are managed appropriately and within agreed timeframes.

Maintain Triage waiting list on a weekly basis

Action rejected referrals from secondary care

Monitor NHS Net to pick up any referrals within the IMPReS folder from Orthopaedics, Pain Management and Rheumatology.

## **COMMUNICATION.**

Respond to telephone and e-mail enquiries, contact with members of the public and staff of all disciplines, with tact, sensitivity and confidentiality at all times, being aware of The Data Protection Act, Caldicott and Freedom of Information policies

Participate in regular Department Meetings putting forward issues and suggest possible solutions, implement and monitor the effectiveness of these working practices/procedures.

Ensure all patient demographics are correct when receiving activation calls.

To liaise with GP Surgery's, secondary care and other agencies regarding IMSK service.

## **TRAINING AND DEVELOPMENT**

To undertake to use EMIS, Continuum system, Choose and Book, Booking Centre Telephone system, and other departmental systems.

To undertake to attend relevant training courses internal and external and to participate in the Personal Development plan process.

Take responsibility for pursuing his/her own development in accordance with an agreed Personal Development Plan and keep up to date with current issues and development within the Therapies Division.

Attend all mandatory training and update sessions including manual handling and fire lectures.

To undertake to comply with all Trust policies and departmental procedures and with particular regard to Health and Safety and Fire prevention and not to do anything that endangers yourself or others.

Be able to use all appropriate office equipment and to ensure that adequate stationary levels are maintained.

### **ORGANISATIONAL RESPONSIBILITIES**

To use multiple information systems to understand and co-ordinate patients pathways.

Promote the notion of diversity and equality for all within IMPReS.

To ensure that all relevant Health and Safety procedures pertaining to premises and use of equipment are met and to ensure that all staff are aware of fire procedures.

### **EMPLOYMENT ACTS AND CODES OF PRACTICE**

All employees are required to comply with employment legislation and codes of good practice.

#### **Equality and Diversity**

We are an Equal Opportunities employer and will do all we can to make sure that job applicants and employees do not receive less favourable treatment because of their age, sex, marital status, faith, race, disability or sexual orientation, or for any other reason that is not justified.

#### **Health and Safety**

In accordance with the Health and Safety at Work Act 1974, and other supplementary legislation, all employees are required to follow Trust Health and Safety policies and safe working procedures, take reasonable care to avoid injury during the course of their work, and co-operate with the Trust and others in meeting statutory requirements.

#### **Infection Control**

All employees must comply with Prevention and Control of Infection policies and attend any related mandatory training.

## **Sustainability and Corporate Social Responsibility**

The Trust attaches great importance to Sustainability and Corporate Social Responsibility. It is the responsibility of all members of staff to ensure that the Trust's resources are used efficiently with minimum wastage throughout their daily activities

## **Risk Management**

Employees are required to report every incident where the health and safety of self or others has been jeopardised (including near misses) and to carry out or participate in investigations into such incidents as required.

## **Safeguarding**

All employees have a responsibility for safeguarding and promoting the welfare of children and adults. Further guidance can be sought from your Line Manager.

## **Data Protection Act**

All members of staff are bound by the requirements of the Data Protection Act 1998.

## **Rules, Regulations, Policies, Standing Orders and Financial Instructions**

All employees are required to comply with the rules, regulations, policies, standing orders and financial instructions of the Trust.

## **Research and Development Projects**

Whenever you decide to undertake a piece of research, either as a Principal Investigator or Local Researcher, or Assistant Researcher, you must comply with the principles of Clinical Governance and the Research Governance Framework.

## **Development Review**

Key performance objectives, development needs and compilation of a Personal Development Plan will be discussed and agreed at Annual Development Review meetings.

## **Training**

Post holders are required to attend any relevant and mandatory training for the post.

## **Outside Employment / Outside Interests**

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of East Lancashire Hospitals Trust. In accordance with legislation on working time, it is a condition of employment that all staff must inform

their line manager before taking up any private practice, work for outside agencies or other employers, other work for this Trust (including bank work) and / or voluntary work. This is to ensure there is no conflict of interest with your NHS duties.

### **Review of Job Description**

*This is not intended to be a comprehensive description of the duties of the post. Due to the Trusts commitment to continuous improvement it is likely that the post will develop over time. These duties will be subject to regular review and any amendments to this job description will be made in consultation and agreement with the post holder*

### **STANDARDS OF CONDUCT**

*Conduct duties with regard to values underpinning the Trust's Vision "to be a great Trust providing the best possible healthcare to the people of East Lancashire":-*

*Values:-*

- *Respecting the individual*
- *Putting patients and customers first*
- Promoting positive change
- Acting with integrity
- Serving the community

Underpinning the Trust's vision and values are the following key operating principles that influence the way in which the Trust does business:-

- Understand the world we live in and deal with it
- We are clinically led and management supported
- Support departments support the front line
- Everything is delivered by and through Divisions
- Compliance with standards and targets are a given. They are the things we do to help secure our independence and influence
- Quality is our organising principle – driving quality up and cost down is not mutually exclusive
- We deliver what we say we need to

Post holders are expected to work flexibly within their pay band. They should only be expected to carry our activities for which they are competent. Alternatively they may carry out the additional duties if they are receiving support or training in order to obtain the recognised level of competence.

The Trust operates a Tobacco Control Policy.

**ACCEPTANCE OF JOB DESCRIPTION**

I confirm I accept the duties contained in the above job description.

**NAME:** .....

**(PRINT)**

**SIGNED:** .....

**DATE:**.....