

Job Description

Title:	Ambulatory Care/ Care of Older people Administrator
Grade:	Band 3
Annual Leave:	27 days per annum increasing to 29 days after 5 years NHS service and 33 days after 10 years NHS service
Department:	Ambulatory Care/ Care of Older people
Responsible to:	General Manager – Emergency and Integrated Medicine
Accountable to:	Service Manager – Ambulatory Emergency Care

POST SUMMARY

MAIN DUTIES

1. Job Summary

To work as part of the Administration team in the Ambulatory Care and Care of Older People and demonstrate a high level of professionalism, care, courtesy to colleagues and patients.

To consistently deliver a client focussed service, which promotes good customer service and effective working relationships.

To book patients into the department, answer telephone queries and undertake a range of administrative duties to support the effective running of the department.

To create clinics and assist with booking patient appointments in outpatients.

2. Key Relationships

The post holder will work as part of the Ambulatory and Emergency Care administration team and will work closely with the following post holders:

- Service Manager
- Matron(s)
- Ambulatory and Emergency Care Clinical Nurse Manager
- Ambulatory and Emergency Care Nurses
- Ambulatory and Emergency Care Consultants
- Admissions Avoidance colleagues
- General Practitioners
- Administrative colleagues in other clinical service areas
- IT, Facilities and Estates colleagues



Main Duties

- ☐ Registering and greeting patients on arrival
- ☐ Answer telephone calls in a polite and courteous manner, identifying yourself, the department and hospital
- ☐ Deal with queries face to face, on the telephone or via email
- ☐ Ordering notes for patient admission, for doctor's perusal
- ☐ Ensuring accurate data entry of patient data on all systems
- ☐ Amend patient and GP details as required
- ☐ Booking appointments
- ☐ To monitor the team email inboxes, ensuring tasks have been completed.
- ☐ Identifying referrals from various services (GP, EDDI, ICE, LAS) & ensuring they are booked onto the Careflow system daily
- ☐ To take responsibility for effective use of office supplies.
- ☐ Logging all IT issues and notifying Lead Administrator
- ☐ Keeping workstations neat and tidy at all times
- ☐ Ensuring that the porters collect the confidential waste and bags for health records
- ☐ To gain comprehensive understanding of Careflow EPR computer system, providing support to new users and existing staff
- ☐ To deal with enquiries from patients and staff, both internal and external
- ☐ Book and cancel Patient Transport / Interpreters as appropriate and maintain the system of requirements.
- ☐ To provide administrative support to all clinical staff on duty
- ☐ Answer telephone calls in a polite and courteous manner, identifying yourself, the department and hospital
- ☐ Order notes for patient admission
- ☐ Accurate data inputting for outcoming of patients



- ☐ Promote the department to deliver the goals of Whittington Health
- ☐ To work as an effective, responsible team member, supporting colleagues and highlighting issues and potential solutions.
- ☐ To contribute to team and departmental discussions in order to develop and modernise the service

3. Training and Development

- ☐ To attend training relevant to the post and the Trust's mandatory training
- ☐ To keep abreast of all new developments within job-role - participating in training and development as identified at appraisal; to improve existing skills and develop new skills, in accordance with the needs of the Service
- ☐ To guide, and support new starters

4. Special Conditions

- ☐ Ambulatory Emergency Care Department administrators will work on a rota which supports the department hours, 365 days per year. It is an expectation for all staff to work a range of shift patterns to support the needs of the service
- ☐ Shifts will include days, evenings and weekends.
- ☐ Ambulatory Emergency Care Department Administrators are expected to undertake any additional clerical duties as advised by the Lead Administrator or Service Manager.
- ☐ To be available for major incidents if required
- ☐ This job description is not exhaustive but is intended as a guide to the principal duties and responsibilities of the post. It will be subject to periodic review and change in line with service needs.
- ☐ Staff will be expected to be available to work bank holidays

5. General

- ☐ To carry out any other duties in line with the grade and scope of the post, working as part of the team and to cover as necessary for annual leave and sickness.
- ☐ To participate in the Trusts appraisal system.
- ☐ To ensure that own essential training is maintained and up to date, attending any local training/development sessions as appropriate.



Revalidation and Registration

It is the responsibility of all staff registered with a professional body to:

- Act within the Professional Bodies Code of Practice
- Maintain their own work profile to ensure revalidation standards are met, and assist junior registered staff in achieving revalidation.
- Contribute and participate in the development of colleagues professional practice across the trust through leading ward and/or department projects, and supporting training.
- Ensure optimum use is made of working time.

Equal Opportunities

Our latest policy known as “Promoting Equality, Diversity and Human Rights” outlines the Trust’s commitment to ensuring that no job applicant or employee receives less than favourable treatment on grounds of sex, marital and civil partnership status, gender reassignment, pregnancy and maternity, race, colour, creed, religion or belief, physical disability, mental health, learning difficulty, age or sexual orientation and is not placed at a disadvantage by conditions or requirements that cannot be shown to be justifiable.

For more information about our policy and commitment to equality, click: <http://www.whittington.nhs.uk/default.asp?c=10505&q=equality> ”

Infection control

All staff have a responsibility to prevent and control infections within the Whittington. This includes ensuring personal and team compliance with all relevant policies, especially hand hygiene, the trust dress code, and MRSA screening policies.

Working patterns

The Trust is currently exploring ways in which patients can be given more choice about when they can attend appointments at the hospital. In order to make this possible there may be a future requirement for administrative staff scheduling appointments for patients to contact them by telephone in the evenings or at weekends. This means that administrative staff may be required to work a shift pattern in future. Shifts will not normally operate beyond 9 pm in the evenings and appropriate pay enhancements will apply. Staff will be consulted about the introduction of / changes to shift systems.



Staff working in any department where an on call rota operates will be required to participate in the rota. Managers will discuss with staff the level of 'on call' cover required taking into account their individual circumstances.

Staff in nursing posts may be requested to work in any area throughout the Trust by the matron or the site manager.

Health & Safety Policy

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974, to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors.

Safeguarding

To comply with the Trust's Safeguarding Children and Adults policies, procedures and protocols. All individual members of staff (paid or unpaid) have a duty to safeguard and promote the welfare of children, young people and vulnerable adults This will require you to:

- Ensure you are familiar with and comply with the London Child Protection Procedures and protocols for promoting and safeguarding the welfare of children and young people.
- Ensure you are familiar and comply with the Croydon Multi Agency Safeguarding Vulnerable Adults Pan London Procedures.
- Ensure you are familiar and comply with local protocols and systems for information sharing.
- Know the appropriate contact numbers and required reporting lines.
- Participate in required training and supervision.
- Comply with required professional boundaries and codes of conduct

Whittington Health is committed to safeguarding all children and vulnerable adults and expects all staff and volunteers to share this commitment.

Data Protection

This post has a confidential aspect. If you are required to obtain, process and/or use information in any format whether electronic or paper based, you should do so in a fair and lawful way. You should hold data only for the specific registered purpose and not use or disclose it in any way incompatible with such a purpose and ought to disclose data only to authorised persons or organisations as instructed. Breaches of confidence in relation to data will result in disciplinary action, which may result in dismissal.

Confidentiality



You are required to maintain confidentiality of any information concerning patients or staff which you have access to or may be given in the course of your work, in accordance with current policy on confidentiality at Whittington Health.

Whittington Mission, Vision and Goals

We have an excellent reputation for being innovative, responsive and flexible to the changing clinical needs of the local population. We are treating more patients than ever before and are dedicated to improving services to deliver the best for our patients.

Our mission

Helping local people live longer, healthier lives.

Our vision

Provide safe, personal, co-ordinated care for the community we serve.

Our goals

We have developed six key strategic goals to make sure we continue to support people to live longer, healthier lives.

- To secure the best possible health and wellbeing for all our community
- To integrate and coordinate care in person-centred teams
- To deliver consistent, high quality, safe services
- To support our patients and users in being active partners in their care
- To be recognised as a leader in the fields of medical and multi-professional education, and population-based clinical research
- To innovate and continuously improve the quality of our services to deliver the best outcomes for our local population

Whittington Values

Our values underpin everything we do. Our staff are committed to delivering the following values in everything they do.

Our ICARE values have been created by our staff and are embedded in our appraisal and planning processes and form part of our staff excellence awards.



Carbon Reduction

All staff have a responsibility to contribute to a reduction in the organisation's carbon footprint. You should actively encourage others through your own actions to reduce their contribution to carbon emissions. This includes switching off electrical appliances that are not in use, turning down heating, closing windows, switching off lights and reporting carbon waste.

Security

It is the responsibility of all employees to work within the security policies and procedures of the Whittington Health NHS Trust to protect the patients, staff and visitors and the property of the Trust. This duty applies to the specific work area of the individual and the Hospital in general. All staff are required to wear official identification badges.

No Smoking

Whittington Health promotes a No Smoking Policy as part of employee's healthy living style. You will be required to work within the framework of this policy. Smoking is not permitted within Whittington Health premises.

Method of Payment

Payment of salaries is made into your bank account/building society account by direct bank system. Details of a bank account or building society account will be required on the first day at work. There is no facility for any other form of payment.

Probationary Period

Employment at Whittington Health is offered subject to successful completion of a 6 month probationary period for all staff with the exception of GMC Registered Doctors.



Person Specification

Post:	Administrator	Grade:	3		
Department	Ambulatory Emergency Care	Candidate Name		Notes	
Attribute		Essential	Desirable	How Assessed	
Education / Qualifications	<ul style="list-style-type: none"> Numerate Literate GCSE (5 grades A*- C) or equivalent experience Good general knowledge of the NHS 	✓ ✓ ✓ ✓			
Skills & Abilities	<ul style="list-style-type: none"> Excellent communication skills (written & verbal) Able to work under own initiative as well as under supervision. IT skills Ability to interpret and priorities workload. Good interpersonal skills. Ability to adapt to change within working environment. Confident and able to challenge in appropriate circumstances. Common sense. 	✓ ✓ ✓ ✓ ✓			
Knowledge & Experience	<ul style="list-style-type: none"> Recent working knowledge of Microsoft Office Package including Word and Excel At least 2 years previous experience in providing comprehensive administrative support to senior managers Experience of working within a high-pressure environment requiring ability to multi-task Experience of working with senior staff in an organisation. Experience of minute/note taking Experience of working in, or with, the NHS or public sector service, ideally within an emergency department Working in a busy environment. General Admin duties Working in environment focused on delivering quality customer service Experience of working in the NHS 	✓ ✓ ✓ ✓	✓		

PERSONAL QUALITIES	<ul style="list-style-type: none"> • Organised and methodical • Team player Flexible • Behave in a professional manner • Excellent time management and organisational skills • Courteous, adaptable, reliable and confident nature • Good sense of humour • Excellent telephone manner 	✓ ✓ ✓ ✓ ✓ ✓ ✓			
Other	<ul style="list-style-type: none"> • Smart appearance • Reliable • Excellent timekeeper • Flexible shifts — including evenings, weekends and bank holidays 	✓ ✓ ✓ ✓			

Completed by:

Date:.....

Offer post Yes/ No

Comments