

## Job Description

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<b>Job Title</b>	Hospital Administrator
<b>Salary Band</b>	Band 2
<b>Division/Service Line</b>	Adult Community Services
<b>Department</b>	Helston Community Hospital - Admin & Clerical

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### Job Overview

#### The purpose of the post is:

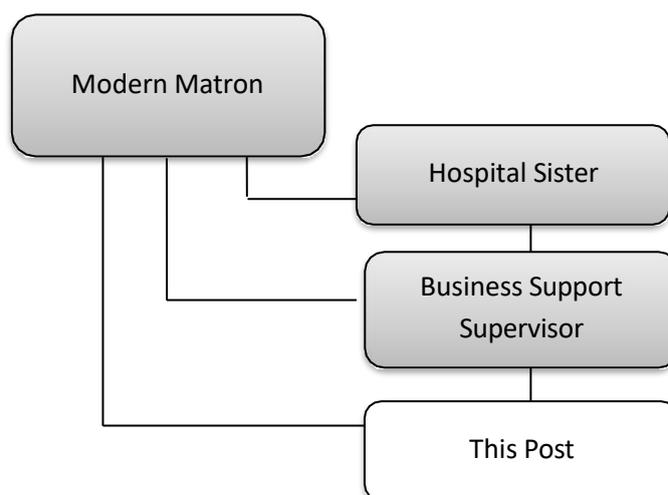
- To provide full clerical and administrative support to the inpatient ward and/or the clinical team; there may at times be a requirement to cover the main reception, which is a key function within the hospital. To be the first point of contact for all patients, visitors and members of the public attending the ward and ensure they are fully assisted as required.

#### Key Dimensions of the post are:

- To provide reception administration functions within a hospital or clinical team setting, supporting a range of services which could include:
  - In-patient
  - Out-patient
  - Therapy Services
  - A range of clinical teams
  - External Partner organisations

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### Organisational Chart



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## Duties and Responsibilities

### *Communication and Working Relationships*

- Act as first point of contact for telephone and face to face enquiries by patients, their relatives and carers, health and social care professionals, referrers and the general public.
- Work from various receptions.
- Direct patients, visitors, and colleagues around the hospital to the correct department.
- Answer the telephone, deal with enquiries, direct as appropriate, take accurate messages and forward to relevant person/department.
- Liaising with other organisations including acute providers.
- Deliver excellent customer care and support to both internal and external patients, visitors, and colleagues.
- Provide and receive routine information, verbal and written, to inform work colleagues, patients, and visitors of information as required, including where there may be barriers to understanding.
- Provide information, written, verbal by telephone, e-mail, letter etc to staff from other departments and partner agencies.
- Ensure prompt attention is given to enquiries from staff, patients, visitors and colleagues from partner agencies.

### *Management and Personal Development*

- Managing a varied workload in a busy working environment.
- Providing accurate and timely information via enquires and a need for information either verbally, via email, written communication or telephone at short notice.
- A requirement to be organised, prioritise workload and manage enquiries.
- To deal with stressful situations and interruptions in a calm and efficient manner whilst achieving the task at hand.
- Work involves a variety of routine administrative duties which require the post holder to follow existing policies, procedures and guidelines; the post holder is required to use own initiative and discretion to deal with face to face and telephone enquiries.

### *Administrative*

- Petty cash process / requests.
  - Patient monies handling process.
  - Counting monies from prescription charges; vending machines; public telephones; staff meals etc.
  - Reimbursement / charges for catering; staff meals; franking & photocopier costs.
  - Process charitable donations accordingly.
  - Undertake top-up process for franking machine.
  - Assist with completion of annual audit/accounting requirements.
  - Central equipment has adequate stock to maintain service – i.e. photocopier toner ordered; franking machine has labels etc.
  - Maintain adequate stock levels for appropriate equipment and supplies for the departments covered.
  - Issue patients with clinical equipment, eg hearing aid batteries / supplies as and when required when working from reception.
  - Goods receipt received orders and distribute to correct departments.
  - Assist with annual stock take.
  - Sorting of incoming mail and distributing to addressed department / individual.
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- Secure franking of outgoing mail at required postage.
- Type correspondence.
- Managing team diaries.
- Arranging meetings, preparing agenda, venues and refreshments.
- Note taking and distributing papers, if required.
- Booking training and inputting training & appraisal database.
- Photocopying and faxing in accordance with Information Governance guidelines.
- Maintain effective electronic and paper-based filing systems to comply with records management process.
- Deal with any Subject Access Requests as directed by central Records Management Department.
- Archiving of corporate information and documents as per retention periods laid out in Records Management Policy.
- Register patients on relevant system to process recording of clinical activity and quality of information held.
- Discharge patients from active caseloads as directed by the clinical team.
- Enter daily diary sheets to ensure real-time performance and activity is reflected.
- Assist team in the collection of information for various audits.

#### *IT Systems and Processes*

- Use reporting systems to log any maintenance / equipment testing requirements through Rydon reporting systems
  - Log referrals using relevant patient information system or redirect any inappropriate referrals received with direction from clinical member of staff.
  - Make appointments using relevant patient information system
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## **Additional Information**

### *Code of Conduct*

The post holder is required to comply with all relevant Code of Conducts for the role, including the Trusts Code of Conduct. All staff are required to support the Trust's commitment to developing and delivering excellent customer service by treating patients their carers, families, friends, visitors and staff with professionalism, dignity and respect. All staff are expected to behave in a professional manner and not to bring the Trust into disrepute.

### *Confidentiality and Data Protection Act*

All NHS employees have a duty to maintain confidentiality under both common law and the Data Protection Act 2018. Service users and staff have a right to expect that any information, whether personal or commercial, held by the Trust will be treated in a confidential manner. All employees of Cornwall Partnership NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff.

### *Safeguarding Children and Vulnerable Adults*

All employees of Cornwall Partnership NHS Foundation Trust must be familiar with and adhere to the Trust's safeguarding policies and procedures.

### *Personal Development*

All employees are required to undertake statutory and essential training as directed by the Trust. This will be monitored through the supervision and appraisal process which is in place for all staff to participate in.

### *Risk Management and Health and Safety*

All employees of Cornwall Partnership NHS Foundation Trust are required to make positive efforts to maintain their own personal safety and that of others. You are reminded of your responsibilities for health and safety at work under the Health and Safety At Work Act 1974 as amended and associated legislation. These include the duty to take reasonable care for the health and safety of yourself and of others in your work activities or omissions, and to co-operate with your employer in the discharge of its statutory duties. It is also essential that precautions advised by Management, Occupational Health, Risk & Safety Services, etc. are adhered to for your own protection.

### *Infection Prevention and Control*

All staff, collectively and individually, has a duty of care in following best practice in adherence to guidelines which is a fundamental requirement in underpinning the management of infection control.

### *Location/Mobility*

In accordance with the Trust's requirements, all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of, and for the duration of a significant internal incident, major incident or pandemic. You may be required to work at or from any additional location as determined by the Trust. You may also be required to travel between Trust premises for the performance of your duties.

### *Equal Opportunities*

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices, to ensure that all users and providers of its services are treated according to their needs.

*Review of the Job Description*

This is a generic job description and is intended as an outline of the general area of activities. It may be amended in light of the changing needs of the organisation, in which case it will be reviewed.

*Rehabilitation of Offenders Act*

The Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 is applicable to this post. Therefore should you be offered the post it will be subject to a Disclosure & Barring Service check satisfactory to the Trust. You will therefore be required to declare all criminal convictions, cautions, reprimands and warnings that would not be filtered in line with current guidance

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**The Trust operates a no smoking policy. Employees are not permitted to smoke anywhere in the premises of the Trust or when outside on official business. Staff must be mindful of public perception and therefore must not smoke whilst travelling in Trust identified vehicles or when can be identified as a member of CFT staff.**

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## Person Specification

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Role Requirement	Essential	Desirable
<i>Education and Qualifications</i>		
Basic numeracy and literacy skills	✓	
Knowledge and experience of using Microsoft office or similar applications	✓	
NVQ or RSA 2 or equivalent experience	✓	
<i>Experience</i>		
Experience of working in a very busy reception area	✓	
Experience of working in an administrative setting	✓	
Experience of using electronic and paper-based information systems	✓	
Experience of managing electronic and paper-based diary / appointment systems	✓	
Healthcare / NHS administrative experience	✓	
Experience of working within a clerical setting (healthcare)		✓
<i>Skills and Aptitude</i>		
Accurate word processing and data inputting skills	✓	
Advanced keyboard skills	✓	
Excellent written communication	✓	
Ability to communicate clearly by telephone and face to face with a range of people including patients, health & social care professionals and the public	✓	
Ability to use initiative to prioritise duties	✓	
Attention to detail and confidentiality	✓	
<i>Training</i>		

Willing to undertake further development and training as necessary	✓	
<i>Personal Qualities</i>		
Ability to use initiative when dealing with queries	✓	
Attention to detail and confidentiality	✓	
<i>Other</i>		
Demonstrates evidence of Trust "CHOICE" values	✓	
Disclosure and Barring Service check satisfactory to the Trust	✓	
Occupational health clearance satisfactory to the Trust	✓	
On occasion may be required to travel to other sites	✓	
This role may be deemed as an Information Asset Owner in line with the Trust Information Risk Policy		