JOB DESCRIPTION

## JOB DETAILS:

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| --- | --- |
| Job Title: | Outpatient Appointments Administrator |
| Band: | 2 |
| Directorate: | Surgical Care |
| Department: | Outpatients Admin |
| Base: | County Hall  |
| Responsible to: | Outpatient Appointments Supervisor |

## Job Purpose:

As an Outpatient Appointments Administrator you will receive training and guidance in order to provide support to Outpatient Appointments Teams at County Hall.

You will be responsible for a variety of tasks including the booking and monitoring of outpatient appointments both in a call centre / back office administrative role. You will also assist with managing patient referrals in line with key performance indicators, and providing quality customer service to our patients and colleagues.

The post holder is required to adhere to Trust Policies and maintain the Trust’s values and core standards.

**Date of Job Description: November 2023**

## Duties and Responsibilities

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| **Communication and Key Working Relationships** |
| * Communicate with patients, colleagues, internal and external contacts in a courteous, professional and timely manner at all times by various methods, i.e. telephone, written, face to face.
* Receive telephone calls and enquiries, taking appropriate action, or, where necessary, re-direct or accept a message on behalf of members of the team.
* Report any complaints/comments or requests to the Outpatient Appointments Supervisor immediately. Have the knowledge and knowhow of when to refer to PALS.
* Dealing with queries from consultants and other Trust staff and to have the initiative to know when help from a more senior staff member is required.
* Have an excellent telephone manner; this is imperative to ensure that clear and concise information is exchanged to patients and staff.

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| **Planning and Organisation** |
| * Working within set work patterns, prioritise own work efficiently and effectively to ensure all administrative duties are met, highlighting any issues to the Outpatient Appointments Supervisor.
* Work flexibly across the department as required.
* Work as part of a call centre team booking outpatient appointments according to the specialities booking rules and guidelines.
* Entering and retrieving data from hospital computer systems.
* Shredding of confidential waste.
* Keep an organised and tidy office environment
* Monitoring referrals and assisting with manging worklists in e-Referrals.
* Assisting with the rebooking of cancelled clinics under the guidance of the Outpatient Appointments Senior Administrator.
* Data quality validation under supervision.
* Training of new staff in simple tasks where appropriate.
* Sending and replying to patient and staff emails in a timely manner.
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| **Responsibility for Patient / Client Care, Treatment & Therapy** |
| * Ensure the timely arrival of patient information to the appropriate destination to facilitate prompt patient care

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| **Policy, Service, Research & Development Responsibility** |
| * Have relevant and up to date knowledge of the Trust’s Standards Policies. Be responsible for updating own knowledge as and when necessary in agreement with the Outpatient Appointments Supervisor.
* Ensure patient identifiable information given, received or held in any form is processed and protected in accordance with Trust Policy
* Follow relevant Trust policies
* Follow Trust guidelines for administrative and clerical services.
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| **Responsibility for Finance, Equipment & Other Resources** |
| * Take ownership of equipment supplied to enable job role to be fulfilled
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| **Responsibility for Supervision, Leadership & Management** |
| * The post holder is expected to provide cross cover for colleagues during periods of absence.
* Support with welcoming and induction of new staff into the team as required – including those helping on a short term basis.
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| **Any Other Specific Tasks Required** |
| Any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training. |

## Review of this Job Description

## This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description is to be reviewed in conjunction with the post holder on an annual basis.

## General Information

## At all times promote and maintain the safety of children by working according the Trust's Child Protection Policy and supporting guidance. Being pro-active and responsive to child protection concerns by early reporting, recording and referral of issues according to Trust arrangements. Attending child protection training that is appropriate to your role.

## Confidentiality

## The post holder will maintain appropriate confidentiality of information relating to commercially sensitive matters in regard to Trust business, and also to personal information relating to members of staff and patients. The post holder will be expected to comply with all aspects of the Data Protection Act (2018), the Staff Code of Confidentiality and the IT Security and Acceptable Use Policy.

## Equality & Diversity

## Somerset NHS Foundation Trust is committed to achieving equality of opportunity for all staff and for those who access services. You must work in accordance with equal opportunity policies/procedures and promote the equality and diversity agenda of the Trust.

## Safeguarding

## All employees have a duty for safeguarding and promoting the welfare of children and vulnerable adults. Staff must be aware of the Trust’s procedure for raising concerns about the welfare of anyone with whom they have contact.

## Risk Management / Health and Safety

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

## Records Management

## The post holder has responsibility for the timely and accurate creation, maintenance and storage of records in accordance with Trust policy, including email documents and with regard to the Data Protection Act, The Freedom of Information Act and any other relevant statutory requirements.

## Clinical Governance

## The post holder will be expected to participate in clinical governance activities to assist the Trust to provide high quality services.

## Prevention and Control of Healthcare Associated Infection

## The post holder is expected to comply with Trust Infection Control Policies and conduct themselves at all times in such a manner as to minimise the risk of healthcare associated infection.

## Smoking

## The Trust operates a ‘non-smoking’ policy. Employees are not permitted to smoke anywhere within the premises of the Trust or when outside on official business.

## Policies & Procedures

## Trust employees are expected to follow Trust policies, procedures and guidance as well as professional standards and guidelines. Copies of Trust policies can be accessed via the staff intranet or external website or via your manager.

## Sustainability Clause

## Somerset NHS Foundation Trust is committed to creating a sustainable business. Staff employed by the Trust, are required to think about their actions in the course of their work and make positive steps to reducing, reusing and recycling wherever and whenever possible.

## Person Specification

**This is a specification of the Qualifications, Skills, Experience, Knowledge, Personal Attributes and Other Requirements which are required to effectively carry out the duties and responsibilities of the post (as outlined in the Job Description).**

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| --- | --- | --- |
| **Requirement** | **Essential / Desirable** | **How Assessed** |
| **BEHAVIOURS ALIGNED WITH TRUST VALUES*** Kindness
* Respect
* Teamwork
 | **E****E****E** | **Interview &****Application form** |
| **QUALIFICATIONS*** As a minimum GSCEs in English Language and Maths or functional skills
 | **E** | **Interview &****Application form** |
| **KNOWLEDGE*** IT literate; including recent experience of using Microsoft packages such as Word, Outlook and Excel
* Knowledge of medical terminology
* Working knowledge of in-house hospital systems
 | **E****D****D** | **Interview &****Application form** |
| **EXPERIENCE*** Experience of working in a healthcare setting/previous experience of NHS administration processes
* Minimum 1 year office experience within last 5 years
* Experience of dealing with patients/customers
* Experience of high volume contacts with patients/customers using the telephone
* Evidence of prioritising workloads/good time management
* Proven experience of working well as part of a team
 | **D****D****E****D****E****E** | **Interview &****Application form** |
| **SKILLS & ABILITIES** |  |  |
| **COMMUNICATION SKILLS*** Must be able to communicate in English Language, both written and verbally appropriate
* Excellent communication skills, able to communicate effectively at all levels
* Ability to maintain good quality professional relationships even when dealing with contentious matters
* Polite and professional at all times

  | **E****E****E****E** | **Interview &****Application form** |
| **PLANNING & ORGANISING SKILLS**Ability to multi taskAbility to organise own time | **E****E** | **Interview &****Application form** |
| **OTHER**Willing to take steps to ensure the patient has a smooth pathwayMaintain a smart and professional appearance at all times | **E****E** | **Interview &****Application form** |
| **SUPPORTING BEHAVIOURS**To carry out this role successfully the post holder needs to be fully aware of and adhere to Trust values/standards and reflect these as their behaviours:* Kindness
* Respect
* Teamwork
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## SUPPLIMENTARY INFORMATION

|  |  |  |  |
| --- | --- | --- | --- |
| **Physical Effort** | **Yes** | **No** | **If yes – Specify details here - including duration and frequency** |
| Working in uncomfortable / unpleasant physical conditions |  | N |  |
| Working in physically cramped conditions |  | N |  |
| Lifting weights, equipment or patients with mechanical aids |  | N |  |
| Lifting or weights / equipment without mechanical aids |  | N |  |
| Moving patients without mechanical aids |  | N |  |
| Making repetitive movements | Y |  | Keyboard use  |
| Climbing or crawling |  | N |  |
| Manipulating objects |  | N |  |
| Manual digging |  | N |  |
| Running  |  | N |  |
| Standing / sitting with limited scope for movements for long periods of time | Y |  |  |
| Kneeling, crouching, twisting, bending or stretching |  | N |  |
| Standing / walking for substantial periods of time |  | N |  |
| Heavy duty cleaning |  | N |  |
| Pushing / pulling trolleys or similar |  | N |  |
| Working at heights |  | N |  |
| Restraint ie: jobs requiring training / certification in physical interventions |  | N |  |
| **Mental Effort**  | **Yes**  | **No** | **If yes - Specify details here - including duration and frequency** |
| Interruptions and the requirement to change from one task to another ( give examples) | Y |  | The post holder is required to maintain concentration throughout interruptions, minimal in office situation.  |
| Carry out formal student / trainee assessments |  | N |  |
| Carry out clinical / social care interventions |  | N |  |
| Analyse statistics |  | N |  |
| Operate equipment / machinery |  | N |  |
| Give evidence in a court / tribunal / formal hearings |  | N |  |
| Attend meetings (describe role) |  | N |  |
| Carry out screening tests / microscope work |  | N |  |
| Prepare detailed reports |  | N |  |
| Check documents |  | N |  |
| Drive a vehicle |  | N |  |
| Carry out calculations |  | N |  |
| Carry out clinical diagnosis |  | N |  |
| Carry out non-clinical fault finding |  | N |  |
| **Emotional Effort** | **Yes** | **No** | **If yes - Specify details here - including duration and frequency** |
| Processing (eg: typing / transmitting) news of highly distressing events | Y |  | Enquiries/contact can be via telephone, correspondence, email or face to face, requiring a sensitive and patient manner. The post holder will require a high level of competence and confidence with a strict requirement to confidentiality. Content of information can be of a distressing nature. |
| Giving unwelcome news to patients / clients / carers / staff | Y |  | Informing patients of cancelled appointments |
| Caring for the terminally ill |  | N |  |
| Dealing with difficult situations / circumstances | Y |  | Speaking to patients who may have recently had bereavement. |
| Designated to provide emotional support to front line staff |  | N |  |
| Communicating life changing events |  | N |  |
| Dealing with people with challenging behaviour | Y |  | Speaking to patients on the telephone |
| Arriving at the scene of a serious incident |  | N |  |
| **Working conditions – does this post involve working in any of the following:** | **Yes**  | **No** | **If yes - Specify details here - including duration and frequency** |
| Inclement weather |  | N |  |
| Excessive temperatures |  | N |  |
| Unpleasant smells or odours |  | N |  |
| Noxious fumes |  | N |  |
| Excessive noise &/or vibration |  | N |  |
| Use of VDU more or less continuously | Y |  | Use of VDU equipment  |
| Unpleasant substances / non household waste |  | N |  |
| Infectious Material / Foul linen |  | N |  |
| Body fluids, faeces, vomit |  | N |  |
| Dust / Dirt |  | N |  |
| Humidity  |  | N |  |
| Contaminated equipment or work areas |  | N |  |
| Driving / being driven in **Normal** situations |  | N |  |
| Driving / being driven in **Emergency** situations |  | N |  |
| Fleas or Lice |  | N |  |
| Exposure to dangerous chemicals / substances in / not in containers |  | N |  |
| Exposure to Aggressive Verbal behaviour | Y |  | Speaking to patients on the telephone |
| Exposure to Aggressive Physical behaviour |  | N |  |

## Department Organisational Chart

**Outpatient Service Manager**

**Outpatient Project Manager**

**Outpatient Management Assistant**

**Outpatient Acute Scheduling Coordinator**

**Outpatient Community Scheduling Coordinator**

**Outpatient Appointments Supervisor**

**Outpatient Appointments Senior Administrator**

**Outpatient Appointments Administrator**

The Knowledge and Skills Framework (KSF) outline for this post which demonstrates the skills and competencies required once in post should be considered in conjunction with this document.

**Job Profile Agreement**

|  |  |  |  |
| --- | --- | --- | --- |
| Agreed and Signed: |  (Manager) | Date: |  |
| Agreed and Signed: |  (Post Holder) | Date: |  |
| Date Role Description is Effective From: |  |