

## Job description

Job title:	Administrative Assistant	
Clinical Service Unit:	Diagnostic and Screening	
Division:	Core Clinical and Support Services	
Salary band:	Band 3	
Responsible to:	Breast Imaging Service Manager	
Accountable to:	Radiology Imaging Lead	
Hours per week	22.5hrs	
Location:	MKUH	
Manages:	Direct reports:	0
	Indirect reports:	0
Review date		

## Milton Keynes Hospital Standards, Commitments and Behaviours

By living up to our values of We Care, We Communicate, we Collaborate, and We Contribute we deliver more than just a quality patient experience because we:

- We deliver safe effective and high-quality care for every patient. We treat everyone who uses our services with dignity, respect and compassion and we treat each other as we would wish to be treated ourselves.
- We say #hellomynameis, we keep patients informed, involved, and engaged in their treatment and care; and each other about what's happening in our hospital. We know we can speak up to make sure our hospital is safe, and our patients are well cared for.

- We are #teamMKUH. We work together and with GP's, primary care, community care, social care and mental health providers and other hospitals to deliver great care and services for people in Milton Keynes, Buckinghamshire and beyond.
- We develop goals and objectives in support of the hospital's vision and strategy. We are willing to join and play our part to make our hospital the best it can be. We acknowledge and share best practice so that others can learn what works well and we learn from others so that we keep improving the services we provide.
- Staff will be required to be flexible and be available for different patterns of work, within their core hours as and when required by the needs of the department.

### **Key working relationships**

#### **Internally**

- Managers, Clinical Directors and Medical Staff
- Colleagues in the Breast Care Unit
- Extended multi-disciplinary teams

#### **Externally**

- Colleagues in other NHS and NHSBSP organisations
- Quality assurance reference centres of NHSBSP
- Contracted service maintenance providers
- Third party suppliers

## Main Duties & Responsibilities

- To Ensure all mammograms and paperwork are available for all clinics
- Collate screening and symptomatic mammograms for the Multidisciplinary Team Meetings.
- To support the administration of the screening programme – this will include generating and sending letters, changing appointments and clinics in liaison with the radiographers, inputting results on the computer, generating results letters and GP letters. Entering relevant details into the computer on a daily basis.
- To prepare and collate paperwork for the symptomatic clinics, booking procedures onto the CRIS radiology system.
- Communication – to include answering telephone calls which may be for appointment changes, questions relevant to breast screening, enquiries from a variety of sources including GPs, Primary Care Support Services, health organisations, etc. Answer questions from patients regarding the Breast Screening process, location, time taken. To use tact and persuasive skills in discussions with patients to encourage them to attend screening and further assessment and dealing with upset patients and relatives.
- General secretarial duties – including copy typing of letters, correspondence, pieces of work, business plans and other management materials using knowledge of programmes. Obtain information from other hospitals e.g., MRI reports and films.
- Take and produce minutes of all staff meetings as required by the managers.
- Liaise closely with the radiographers to ensure that all films and records are available for screening, assessment and symptomatic clinics: Preparation of breast screening and symptomatic imaging work to be pulled for all clinics from

filing and replaced thereafter. Liaise closely with all other team members to ensure good communication in all areas.

- Greet patients as they arrive for clinics and direct them into the unit. Help to put them at their ease.
- Take relevant action if the computer or any other equipment either in the static unit or the mobile unit breaks down. Analysis of immediate requirements to rearrange appointments booked that day, contacting, appeasing and rebooking patients ensuring targets are met.
- Obtain previous mammograms from other screening offices and other hospitals where required. Collate with current mammograms for reporting.
- Be fully conversant with CRIS and the National Breast Screening System and their use.
- Policies – Be familiar and keep up to date with all Trust policies and policies relating to the breast screening service, national, regional and local. Work in accordance with these policies where required.
- Programme Liaison – it is essential to be familiar with all the national guidelines (as above) and to keep up to date with changes relating to breast screening. From time to time there will be relevant meetings where attendance will be required.
- Computer Updates – to become familiar in the use of all the computer software updates that come through from time to time.
- To maintain overall tidiness and cleanliness of the unit.

Staff will be required to be flexible and be available for different patterns of work, within their core hours as and when required by the needs of the department.

## Key Performance Indicators

- Work to Key Performance Indicators for the Department for the purpose of quality and performance monitoring against Trust and NHSBSP (National Breast Screening Programme) objectives.

## Effort, skills and working conditions

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Standard keyboard skills required</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Combination of sitting, standing, walking</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Concentration for dealing with complex data, writing reports, frequent interruption due to the nature of the role.</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• The work involves direct contact with a variety of patients some of whom are anxious/ distressed and may have been given bad news.</li> <li>• Will occasionally be required to deal with patients or carers who are upset or annoyed and who may become abusive.</li> </ul>
<b>Working conditions</b>	<ul style="list-style-type: none"> <li>• Frequent VDU use</li> <li>• Office conditions</li> </ul>

## **Performance management and appraisal**

All staff are expected to participate in individual performance management process and reviews.

## **Personal development and training**

MKUH actively encourages development within the workforce and employees are required to comply with trust mandatory training. MKUH aims to support high quality training to NHS staff through various services. The trust is committed to offering learning and development opportunities for all full-time and part-time employees.

## **General**

All staff are required to comply at all times with any regulations issued by the Trust, especially those governing Health and Safety at Work and Infection Prevention and Control and to ensure that any defects which may affect safety at work are brought to the attention of the appropriate manager. All staff are required to work in a way that promotes the safety of our patients, staff and public by proactively preventing and managing patient safety incidences.

Reducing risk is everyone's responsibility. All staff must attend training identified by their manager or stated by the Trust to be mandatory. The Trust uses risk assessments to predict and control risk and the incident reporting system to learn from mistakes and near misses and so improve services for patients and staff. All staff are expected to become familiar with these systems and use them.

The prevention and control of infection is a core element in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to: -

- i) Follow consistently high standards of infection control practice, especially with reference to hand hygiene and aseptic techniques,
- ii) Be aware of all Trust infection control guidelines and procedures relevant to their work.

All staff are required to respect confidentiality of all matters that they may learn relating to their employment, other members of staff and to the general public. All staff are expected to respect the requirements under the Data Protection Act 2018.

All staff have a responsibility for safeguarding children, young people, and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role.

The trust values equality and diversity in employment and in the services we provide. All staff are responsible for ensuring that the trust's policies, procedures, and obligation in respect of promoting equality and diversity are adhered to in relation to both staff and services.

Staff are responsible for ensuring that they do not abuse their official position for personal gain or to benefit their family or friends. The trust's standing orders require any

officer to declare any interest, direct or indirect with contracts involving the trust. Staff are not allowed to further their private interests in the course of their NHS duties.

If you have responsibility for a budget you are expected to operate within this and under the trust's standing financial instructions (available in the intranet's policies section) at all times.

This job description reflects the present requirements and objectives of the post; it does not form part of your contract of employment. As the duties of the post change and develop the job description will be reviewed and will be subject to amendment, in consultation with the post holder.

All staff are required to maintain professional standards such that they can pass all NHS Employer's standard pre-employment checks, including Fit & Proper Person Regulation tests for VSM roles, throughout the lifetime of their employment at the Trust.