

## Job Description

Job Details	
Job Title:	Customer Care Administrator
Business Unit:	Northumbria Primary Care
Department/Ward:	NPC
Location:	All NPC Sites
Pay Band:	Band 2
CAJE No:	NPC0063
Main Purpose of the Job	
<ul style="list-style-type: none"> <li>To answer telephone calls &amp; respond to all enquires directing the public as appropriate.</li> <li>To provide admin support to nursing &amp; clinical staff.</li> <li>To ensure all Emergency Care documentation is coded &amp; filed correctly, and copies are sent to relevant health care professionals.</li> <li>To provide non clinical advice to patients, relatives, the public and internal &amp; external agencies.</li> <li>Responsible for the ordering &amp; maintenance of stock levels clinical &amp; non-clinical.</li> <li>To receive confidential information by telephone or face to face and input accurately into both EMIS and SystemOne as appropriate. The job requires a broad range of tasks and offers general admin and secretarial support to the team.</li> <li>To manage correspondence, secretarial duties, nursing admin support and processing patient referrals. Processing and distributing incoming (and outgoing) mail.</li> <li>To occasionally provide clinical coding of all patient records ensuring all medical history is coded accurately and entered onto the clinical system some of which is sensitive.</li> </ul>	
Dimensions	
<ul style="list-style-type: none"> <li>To provide a high standard of customer care to patients, relatives &amp; visitors.</li> <li>To ensure that all patient documentation is coded &amp; filed in a timely manner, and all relevant documentation is filed in the patient notes.</li> <li>Ensure all inpatient records are updated on EMIS or SystemOne as appropriate.</li> <li>Keep nursing and medical staff informed of patients waiting to be assessed, waiting times.</li> <li>On going training and development with all computer systems within the department, ensuring that this information is disseminated to all members of staff who use the computer system.</li> <li>Provide support &amp; advice to new members of staff during EMIS or SystemOne</li> <li>Ensure that all stationary &amp; clinical stock levels are maintained.</li> <li>Provide comprehensive administration service to GP's and other health care professionals across the group.</li> <li>The job requires a broad range of tasks and offers general admin and secretarial support to the team. These include managing correspondence, taking minutes of meetings, secretarial duties, nursing admin support and processing patient referrals. Processing and distributing incoming (and outgoing) mail.</li> </ul>	

<p><b>Organisation Chart</b></p> <p style="text-align: center;">Practice Manager</p> <p style="text-align: center;">Senior Admin Lead</p> <p style="text-align: center;">Admin Lead</p> <p style="text-align: center;"><b>Customer Care Administrator</b> <b>(This post)</b></p>
<p><b>1. Communications and Relationships</b></p> <ul style="list-style-type: none"> <li>• To communicate with internal &amp; external Health Care Professionals.</li> <li>• Communicate with patients &amp; relatives, some of which may understand due to language barriers or mental health problems, often during aggressive or emotional situations.</li> <li>• Receive and make telephone calls as required. Divert calls and take messages, ensuring accuracy of detail and prompt appropriate delivery.</li> <li>• To use communication skills to manage any aggressive, abusive or inappropriate behavior.</li> <li>• To communicate with supplies department &amp; provisions companies &amp; sales representatives</li> <li>• Provide non-clinical advice &amp; information to staff, relatives, outside organizations &amp; member of the public.</li> <li>• Must be able to demonstrate the English language proficiency level required for this post.</li> </ul>
<p><b>2. Knowledge, Skills, Training and Experience</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Understanding range of routine work procedures. Requiring job training and induction</li> <li>• The ability to judge severity of patients condition.</li> <li>• Good organisational &amp; communication skills</li> <li>• Ability to prioritise continually changing workload without supervision.</li> <li>• To be flexible and respond to changing service needs.</li> <li>• Knowledge &amp; understanding of the data protection act.</li> <li>• Knowledge of the freedom of information act</li> <li>• NVQ level 2 or higher in Customer service/Administration/Healthcare or equivalent experience</li> <li>• Must be able to demonstrate the English language proficiency level required for this post</li> <li>• Able to work in a calm and efficient manner.</li> <li>• Good keyboard skills</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A knowledge of the EMIS or SystemOne</li> <li>• Understanding of NPC policies &amp; procedures</li> <li>• Child Protection training</li> <li>• Knowledge of Microsoft Office</li> <li>• NSTS Training</li> <li>• Basic Life Support, Moving &amp; Handling &amp; Fire training</li> <li>• ECDL</li> </ul>

<b>3. Analytical Skills</b>
<ul style="list-style-type: none"> <li>• Judgments involving facts or situations that may require analysis.</li> <li>• The ability to judge severity of patients condition.</li> <li>• Deals with day to day enquiries.</li> <li>• Prioritises own work.</li> <li>• Resolves day to day problems.</li> <li>• Arranges appointments/referrals.</li> </ul>
<b>4. Planning &amp; Organisational Skills</b>
<ul style="list-style-type: none"> <li>• Plans for transfers of discharges of patients.</li> <li>• Plan and organise straight forward tasks, some ongoing</li> <li>• Manage diaries, arrange/minute meetings, book appointments as and when required.</li> <li>• Process referrals onwards to secondary care providers</li> <li>• Receive payment for access to health record requests and process through accounting.</li> </ul>
<b>5. Physical Skills</b>
<ul style="list-style-type: none"> <li>• Good keyboard skills</li> </ul>
<b>6. Patient/Client care</b>
<ul style="list-style-type: none"> <li>• To receive &amp; pass on information to others accurately maintaining confidentiality.</li> <li>• To communicate sensitive information regarding patients conditions to other Health Care professionals.</li> <li>• Handle concerns &amp; take appropriate action.</li> <li>• Respect the privacy &amp; dignity while carrying out duties.</li> <li>• To respond to requests for general information as required.</li> <li>• Provide non-clinical information to patients &amp; relatives.</li> <li>• Ensure timely appointments for patients attending the GP service, triaging according to urgency.</li> <li>• First point of contact and subsequent contact for written and telephone enquiries from patients / carers</li> <li>• Ensure timely appointments for patients attending the GP service, triaging according to urgency.</li> <li>• Undertake any other additional duties appropriate to the post as requested by the Partners or the Practice Lead.</li> </ul>
<b>7. Policy &amp; Service Development</b>
<ul style="list-style-type: none"> <li>• Implement &amp; follow NPC policies &amp; procedures in own area.</li> </ul>

<b>8. Financial &amp; Physical Resources</b>
<ul style="list-style-type: none"> <li>• Responsible for the safe use of all office equipment &amp; reporting of faults.</li> <li>• Responsible for the ordering &amp; maintaining levels of all clinical &amp; non-clinical stock.</li> <li>• Responsible for the ordering of equipment.</li> </ul>
<b>9. Human Resources</b>
<ul style="list-style-type: none"> <li>• Regularly responsible for training in own discipline</li> <li>• Responsible for the training of all staff (including Healthcare assistants &amp; Nurse) in the use of the EMIS or SystemOne</li> <li>• Ensure all staff know how to use office equipment.</li> </ul>
<b>10. Information Resources</b>
<ul style="list-style-type: none"> <li>• Record, amend update and merge where appropriate patients details on EMIS or SystemOne.</li> <li>• Responsible for keeping an accurate record of all notes booked into &amp; out of the department.</li> <li>• Processing requests for access to health records and taking payment.</li> <li>• Taking &amp; transcribing of minutes for department meetings.</li> <li>• Taking results via telephone &amp; computer systems.</li> <li>• Responsible for the timely upkeep of medical health records &amp; transfer to appropriate department/clinic.</li> <li>• Create forms &amp; check lists etc. using Microsoft Office packages.</li> <li>• Responsible for the checking of E-mails &amp; printing &amp; displaying of important staff notices.</li> <li>• Ability to use internet to access poisons Information and NSTS (National Strategic Tracing Service).</li> <li>• Record and communicate all relevant information required by the out of hours service.</li> <li>• Maintain records of home visits performed by GP's.</li> <li>• You will be expected to have basic functional skills, including literacy, mathematics and digital skills. Digitally literacy is the ability to locate, organise, understand, evaluate and analyse information using digital sources. This is in line with 'digital readiness indicator for health and social care', which has been developed in the Building a Digital Ready Workforce Programme (BDRW), between Health Education England (HEE) and NHS Digital, and is part of the Government's Digital Transformation Portfolio (DTP) (2019)</li> </ul>
<b>11. Research &amp; Development</b>
<ul style="list-style-type: none"> <li>• Take part in any necessary surveys e.g. falls</li> <li>• Collate information for firework audit (yearly)</li> <li>• Take part in enquiry's survey.</li> <li>• Support the team in data collection to undertake surveys or audits when requested.</li> </ul>
<b>12. Freedom to Act</b>
<ul style="list-style-type: none"> <li>• Able to work with no direct supervision following occupational policies &amp; procedures referring to the Department Manager where appropriate.</li> <li>• Prioritise workload seeking support from Team.</li> </ul>

## Standards

The statements outlined below are the standards of which all employees of Northumbria Primary Care are expected to comply.

Works to the standards expected in the Northumbria Primary Care statement of values.

**Risk Management** - to deliver the quality standards and targets outlined in the Trust's Risk Management Strategy and local operational policies

### Infection Control:

It is your responsibility to adhere to infection control policies and guidelines in order to promote cleanliness and reduce infections. Hand hygiene must be undertaken correctly to prevent the spread of infection. Personal protective equipment must be used in accordance with Trust policy. You must contribute to the cleanliness of the work environment and keep it "clutter free" and tidy. You must also attend mandatory training and updates to ensure you receive training appropriate to your role

### Health and Safety:

Managers have a duty to ensure that safe systems of work are used within their area of responsibility; to investigate accidents and incidents; to arrange for risk assessments to be conducted annually, and to ensure staff attend appropriate health and safety training.

All employees have a duty to take reasonable care for their own health and safety, and that of others who may be affected by their activities; to cooperate with the Trust by complying with all health and safety rules and safe systems of work; and to inform their line manager of any work situation, or practice which may be considered a danger to health and safety.

### Patient, Carer & Public Involvement:

Managers have a duty to ensure that the principles of patient, carer and public involvement are adhered to throughout all areas of responsibility in line with Section 242 of the NHS Act 2006 (as amended by the Act 2012) which requires the duty to involve and consult users. A 'user' is defined as someone who is using services, or someone who may use them. In addition, this requires NHS organisations to involve and consult patients and the public in; The planning and provision of services and the development and consideration of proposals for changes in the way services are provided.

This ensure that patients are the focus of everything we do, we share good practice in line with Trust policies and procedures, this includes learning from complaints and concerns.

### Safeguarding:

The safeguarding of all those who are vulnerable is an enormous obligation for all of us who work in the NHS and partner agencies.

Safeguarding children and adults at risk of abuse or neglect is complex, frequently under review and we must all take responsibility to ensure that it works effectively.

Safeguarding is everyone's responsibility. It remains the responsibility of every NHS organisation and each individual healthcare professional working in the NHS to ensure that the principles and duties of safeguarding adults and children are holistically, consistently and conscientiously applied with the needs of adults at risk or abuse or neglect at the heart of all that we do.

Partnership working is also key and it is vital that local practitioners continue to develop relations and work closely with colleagues across their local safeguarding system to develop ways of working that are collaborative, encourage constructive challenge and enable learning in a sustainable and joined-up way.

NHS England will continue to seek assurance that the safeguarding arrangements across the health system are effective.

### Environment and Sustainability

The trust aims to be an exemplar organisation that embraces sustainability and meet its corporate responsibility. It is the responsibility of all employees to support the Trusts' vision for sustainable development. To undertake their duties in a way that

is not wasteful of environment, financial and social resources throughout their daily activities.



## **Appendix 1**

**NOTE: This appendix is not intended to form part of the 'official' Job Description, but is intended for Job Evaluation purposes only.**

### **Effort and Environment:**

#### **Physical**

- *Frequent requirement for sitting in restricted position for long periods.*
- *A combination of sitting, moving, bending and stretching required.*

#### **Mental**

- *Frequent requirement for concentration where the work is predictable.*
- *Daily prolonged concentration is required for patient activity and co-ordination of care.*
- *Accurate patient data input to create documents and reports.*
- *May be required to switch task to deal with urgent request.*
- *Concentration is required when converting information into codes and extracting information from case notes. Inputting requires accuracy and contact checking of codes.*

#### **Emotional**

- *Frequent exposure to distressing circumstances e.g patients with poor prognosis*
- *Occasional exposure to disturbing photographs held in patients medical records.*
- *Often will type letters, reports of a distressing nature.*
- *Information in case notes regarding terminally ill patients and abuse.*

#### **Working Conditions**

- *Exposed to VDU screen for long periods during shift.*

## Appendix 2

### Grid

	DUTIES AND RISK FACTORS OF THE POST	Yes	No
1.	Exposure Prone Procedures (EPP's)*		X
2.	Manual Handling Operations		X
3.	Dust, Dirt, Smells		X
4.	Chemicals, Fumes or Gasses (Glutaraldehyde, fixer, anaesthetic gases, reconstitution/handling of cytotoxic drugs)		X
5.	Patient Contact	X	
6.	Babies/Children Contact	X	
7.	Food handling / Preparation		X
8.	Driving		X
9.	Fork Lift Truck Driving		X
10.	User of Display Screen Equipment	X	
11.	Noise	X	
12.	Infestation		X
13.	Blood and Body Fluids/Waste/Samples/Foul Linen		X
14.	Excessive Cold		X
15.	Excessive Heat		X
16.	Inclement weather		X
17.	Radiation		X
18.	Laser Use		X
19.	Heights over 2 metres		X
20.	Confined Spaces		X
21.	Vibration i.e. Power Tools		X
22.	Using machinery with moving/exposed parts		X
23.	Shift work		X
24.	Use of latex products		X
25.	Physical violence / aggression	X	
26.	Employment of young people		X
27.	Any other hazards please specify	X	
28.	<b>Other</b>	X	

If any hazard is identified above please give details below.

Handling and management of dry ice to package and ship human tissue samples ie: blood sample

\*Definition of Exposure Prone Procedures (EPP's)

Exposure prone procedures are those where there is a risk that injury to the Health Care Worker may result in the exposure of the patient's open tissues to the blood of the HCW. These procedures include those where the HCW's gloved hands may be in contact with sharp instruments, needle tips and sharp tissue (spicules of bones and teeth) inside a patients open body cavity, wound or confined anatomical space where the hands or fingertips may not be completely visible at all times.

## Person Specification

Job Title:	Customer Care Administrator	
Department:	NPC	
Location:	All NPC Sites	
<b>Specification</b>	<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Professional Registration</b>	<ul style="list-style-type: none"> <li>NVQ level 2 or higher in Customer service/Administration/Healthcare or equivalent experience</li> </ul>	
<b>Experience and knowledge</b>	<ul style="list-style-type: none"> <li>To be flexible and respond to changing service needs.</li> <li>Knowledge &amp; understanding of the data protection act.</li> <li>Knowledge of the freedom of information act</li> </ul>	<ul style="list-style-type: none"> <li>A knowledge of the EMIS or SystemOne</li> <li>Understanding of NPC policies &amp; procedures</li> <li>Child Protection training</li> <li>Knowledge of Microsoft Office</li> <li>NSTS Training</li> <li>Basic Life Support, Moving &amp; Handling &amp; Fire training.</li> <li>ECDL</li> </ul>
<b>Skills and abilities</b>	<ul style="list-style-type: none"> <li>The ability to judge severity of patients condition.</li> <li>Good organizational &amp; communication skills</li> <li>Good keyboard skills</li> <li>Ability to prioritize continually changing workload without supervision.</li> <li>Must be able to demonstrate the English language proficiency level required for this post.</li> </ul>	
<b>Personal attributes</b>	<ul style="list-style-type: none"> <li>Able to work in a calm and efficient manner.</li> </ul>	
<b>Other requirements</b>		