

## DIRECTORATE OF COMMUNITY AND THERAPIES

## JOB DESCRIPTION

POST	Administrator
PAY BAND	Band 2
RESPONSIBLE TO	Senior Administrator
ACCOUNTABLE TO	Service Delivery Manager
BASE	Grimsby, Diana princess of Wales Hospital

## ABOUT US

We're a large organisation with three hospitals located in Scunthorpe, Grimsby and Goole. We also provide community services in North Lincolnshire. Our 6,500 members of staff care for and support a population of more than 400,000 people.

We encourage all our staff to innovate and adopt 'best practice' so we can deliver excellent care to our patients. We ask staff to live our values; kindness, courage and respect.

We are committed to recruiting the best people to work with us. You could be one of them.

## ABOUT THE POST

The post holder will assist the Senior Administrator in delivering an effective and efficient administration service, to assist in the provision of quality patient care. This will include general clerical and administrative duties that facilitate the administrative elements of the entire patient pathway covering:

- Registering referrals
- Appointing patients and supporting the appointments process
- Retrieval of medical notes and results
- Input data into patient/client records
- Refer on/discharge (following clinical direction)

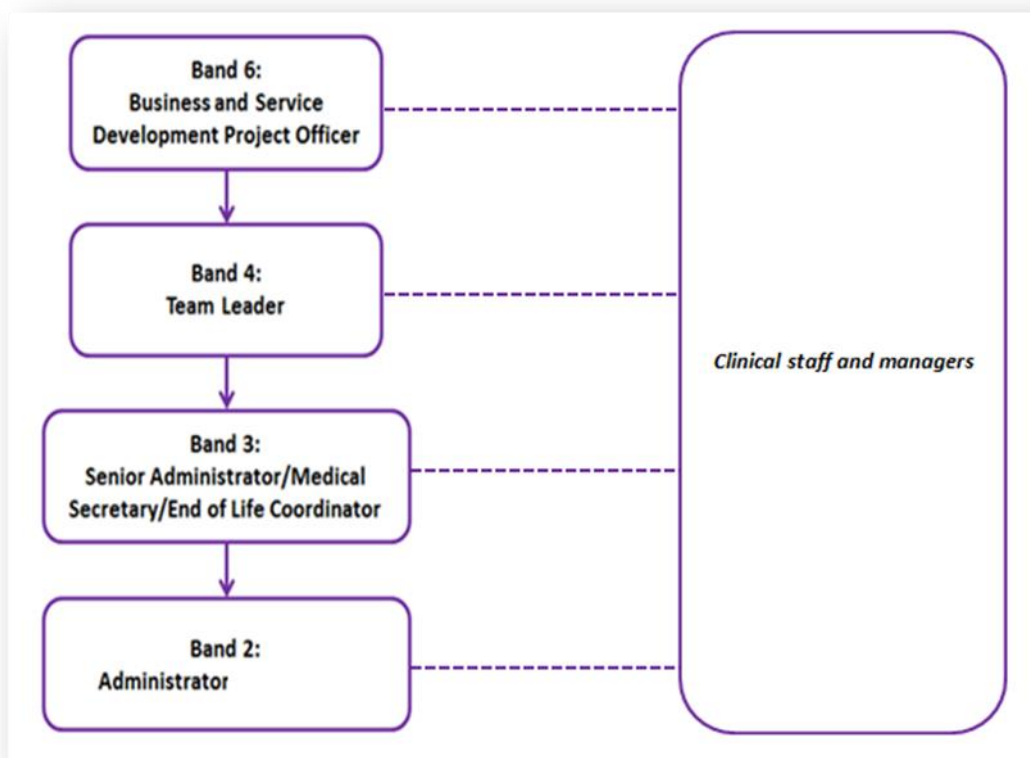
The post holder will have skills in all areas of administrative functions to enable them to support the patient pathway, using Standard Operating Procedures (SOP's) to ensure that functions of the role are carried out correctly within given timescales.

## DUTIES AND RESPONSIBILITIES OF THE POST HOLDER

1. Receive and assist patients, healthcare professionals and other visitors face to face and by telephone in a friendly manner, addressing and directing their enquiries appropriately within the departmental policies and guidelines. This may require providing cover on a rota basis.

2. Operational use of information systems (for example databases, System One, CHIS, CAMIS and WebV etc.) ensuring all patient records are updated, information is entered accurately and retrieved as requested.
3. Administer the appointments process including registering patients, making bookings, cancelling, rearranging and processing DNA'd appointments and forwarding on electronic referrals where required, meeting agreed timescales.
4. Liaise with other relevant services and organisations to support the transition of a patient when referring on or to support product ordering and delivery (e.g. liaison with Nutricia)
5. Provide support to the Senior Administrators with daily management of waiting list activity from the weekly PTLs (patient target lists) and urgent tasks
6. Demonstrate own tasks to new starters/ less experienced staff as directed by the Senior Administrator
7. Undertake general admin duties including general typing, sorting and distributing mail, room bookings, scanning, photocopying etc.
8. Retrieval of medical records and results.
9. Production of patient information packs.
10. Adapts to new ways of working in accordance with any changes to service provision or administrative systems.
11. Propose new ways of working within own area.
12. Adhere to the Trust/ Department policy with regard to uniform and maintain professional appearance suitable to a frontline post.
13. Attend any relevant training courses as necessary to ensure the effective delivery of the role and maintain personal development.
14. Providing information to internal and external stakeholders in the appropriate format and in accordance with relevant departmental protocols or guidelines which may include, but not be limited to:
  - a. Data/information for commissioners/management team
  - b. Medico-legal requests
  - c. Freedom of information requests
  - d. Health bodies/regulators
15. Ensuring the appropriate and timely receipt of patient related information delivered orally, in writing or electronically to inform relevant parties including the management of generic email inboxes.
16. Handling cash associated with goods sold to patients and management of small petty cash float.
17. Provide routine non-clinical advice, information, guidance or ancillary services directly to patients, clients, relatives or carers.
18. Responsible for ordering/preparing requisitions for goods/stock/repairs from an agreed point/supplier on a regular basis, ensuring all orders are accurate and received in a timely manner, following up where required and financial discrepancies are resolved.
19. Liaise with relevant services/outside agencies to arrange outreach clinics and clinical products that required.

## ORGANISATIONAL CHART



## OUR VALUES

### Kindness

**We believe kindness is shown by caring as we would care for our loved ones**

- I will be compassionate, courteous and helpful at all times
- I will be empathetic, giving my full and undivided attention
- I will show I care by being calm, professional and considerate at all times

### Courage

**We believe courage is the strength to do things differently and stand up for what's right**

- I will be positively involved in doing things differently to improve our services
- I will challenge poor behavior when I see it, hear it or feel it
- I will speak up when I see anything which concerns me

### Respect

**We believe respect is having due regard for the feelings, contribution and achievements of others**

- I will be open and honest and do what I say
- I will listen to and involve others so we can be the best we can be
- I will celebrate and appreciate the successes of others

Our values have been created in partnership with our most valuable asset – our employees. Our values set out a clear statement of our purpose and ambition which is to provide the very best in patient care, all of the time. We recognise that without the shared values driven responsibility that each and every person in our teams have, we could not provide excellent services to the patients that we care for. Crucially we recognise that looking towards the future, we must continue to create a culture that enables and drives our collective values and behaviours as an absolute fundamental foundation for both our staff and the patients that we serve.

## ADDITIONAL INFORMATION PERTINENT TO ALL STAFF

### Health and safety - Healthcare associated infection

Healthcare workers have an overriding duty of care to patients and are expected to comply fully with best practice standards. You have a responsibility to comply with Trust policies for personal and patient safety and for prevention of healthcare-associated infection (HCAI); this includes a requirement for rigorous and consistent compliance with Trust policies for hand hygiene, including the 'bare below the elbows' approach, use of personal protective equipment and safe disposal of sharps. Knowledge, skills and behaviour in the workplace should reflect this; at annual appraisal you will be asked about the application of practical measures known to be effective in reducing HCAI. The Trust has the responsibility of ensuring adequate resources are available for you to discharge your responsibilities.

### Safeguarding



**Kindness • Courage • Respect**

The Trust has in place both a Safeguarding Children Policy and a Safeguarding Adults Policy in line with national legislation.

The Safeguarding Policies place a duty upon every employee who has contact with children, families and adults in their everyday work to safeguard and promote their welfare. In the event that you have concerns about possible harm to any child or adult you should seek advice and support from the Trust Safeguarding team or in their absence contact your line manager. Out of hours contact should be made with the on-call manager through switchboard.

The Trust has nominated Safeguarding Leads who act as contact points for support and advice if concerns are raised about a child or adults welfare. These individuals can be reached through switchboard during office hours, by asking for the Named Professionals for Safeguarding Children or Adults respectively.

The policies and procedures described below are located on the intranet and internet site and you should ensure you are aware of, understand and comply with these. In addition the Trust will publicise and raise awareness of its arrangements and provide appropriate resources and training.

### **Confidentiality**

All information, both written and computer based, relating to patients' diagnosis and treatment, and the personal details of staff and patients, is strictly confidential. The Northern Lincolnshire and Goole NHS Foundation Trust and its employees have a binding legal obligation not to disclose such information to any unauthorised person(s). This duty of confidence is given legal effect by reference to the Data Protection Act 1998 and the 'right to privacy' under the Human Rights Act 1998. It applies to any information which is processed by the Trust (i.e. stored, retained, maintained as a record, amended or utilised for the Trust's purposes as an NHS Hospital), from which a living person is capable of being identified. Individuals must observe a 'need to know' principle. No member of staff may seek out any information that they do not need to undertake their duties. This applies to clinical or other personal information of any third party.

### **Equality impact assessment**

The Foundation Trust aims to design and implement services, policies and measures that meet the diverse needs of our service, population and workforce, ensuring that none are placed at a disadvantage over others. We therefore aim to ensure that in both employment and the delivery of services no individual is discriminated against by reason of their gender, gender reassignment, race, disability, age, sexual orientation, religion or religious/philosophical belief, marital status or civil partnership.