NHS GREATER GLASGOW & CLYDE

JOB DESCRIPTION

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| JOB IDENTIFICATION |
|  Job Title: Administration AssistantResponsible to (insert job title): Administration ManagerOperating Division: Acute Oral HealthJob Reference: No of Job Holders: 1Last Update (insert date): 09/12/2021 |
| 1. JOB PURPOSE AND DIMENSIONS |
| * To ensure, in conjunction with relevant Waiting List Managers/Admin Managers, that effective waiting list and admin processes are in place relating to oral health patients.
* To ensure accuracy and completeness of current waiting lists is maintained.
* The post-holder will required to be fully up to date with waiting list targets/timescales/cancer targets and to ensure that this information is properly conveyed to patients.
* The post-holder must be aware of the level of responsibility and actions and as such take ownership of their post.
* Will undertake all statutory/mandatory training and, in conjunction with the line manager, develop training as required by own objectives and those of the service.

This post necessitates telephone, electronic and written communication with users of the service, particularly patients and relatives, secretarial, clinical and nursing staff. This post will be divided across the secretarial service as well as the waiting list team. |
| **Organisational Chart****Operational Manager** **↓** **Admin Manager/ Waiting List Manager****↓****Admin Assistant (this post)** |
| **2. MAIN TASKS, DUTIES AND RESPONSIBILITES** |
| * Dealing with patient telephone enquiries both incoming and outgoing.
* Keeping accurate records of patient contact.
* Locating and transferring of notes as and when required.
* Sending and logging patient appointments and contact letters.
* Adding theatre lists to the Opera system.
* Adding and maintaining accurate information on Trakcare system.
* Adding/removing patients from waiting lists when instructed by the Waiting List Manager/Waiting List Coordinator.
* Scanning documents on to Clinical Portal.
* Assisting with support and training for new members of staff.
* Comply with the requirements of the Data Protection Act, Access to Health Records Act, Freedom of Information Act and legislation issued in relation to confidential data e.g. Caldicott.
* Assist colleagues in providing a reasonable level of cover for the work of absent colleagues when necessary or as directed by the line manager.
* Maintaining electronic data storage e.g. Microsoft Word, Excel, PowerPoint and Outlook. Accessing theatre systems
* Providing administrative support to the waiting list team and secretarial team.

 The post will be expected to be self-starting to an extent, but will maintain close links with the various staff members involved with the waiting list**Equipment and Machinery*** Personal computer, printer and other peripherals.
* Photocopier, scanner and fax.
* Phone and paging system to communicate with clinical, nursing, administrative and clerical staff.

**IT Systems**Be able to manipulate patient information to provide required reports.Update and maintenance of patient waiting list information on shared drive for all directorate team access.Microsoft Word Winscribe Microsoft Excel Trak Care SystemClinical PortalTelephone RedirectionMicrosoft Office 365E-mailInternet and IntranetOpera**Decisions and Judgements**The post holder is directly supervised but also uses own initiative to make decisions regarding workload priorities and patient enquiries.The Waiting List Manager, Admin Manager and Operational Manager are available to give advice on more complex matters.**Communications and Relationships**Communicates with internal and external customers, staff, patients, relatives and carers both verbally and in writing regarding appointments, admissions and meetings. The post holder must exercise a high degree of tact and diplomacy when dealing with these issues and must ensure confidentiality and security of information is paramount. The post holder must be aware of the sensitive and often complex nature of information being passed/given.**Physical, Mental and Emotional Demands of the Job****Physical Skill/effort*** Majority of work is computer based therefore sitting in a restricted position for this proportion of duties.
* Requirement to use VDU equipment more or less continuously. Fast, accurate keyboard skills are required.
* Frequent short periods of moderate physical effort e.g. carrying case notes.
* An occasional requirement to stand for varying lengths of time when photocopying and faxing.
* Collecting and delivering case notes to/from clinics, theatre and health records.

**Mental Demands*** Involvement with patients, relative and carers who may have challenging behaviour.
* Full and intense concentration required to ensure accuracy of work in a demanding environment.

**Emotional Demands*** Maintaining a calm and friendly demeanour to inspire trust in often difficult or highly sensitive situations.
* Regular exposure to emotional content of case notes involving distressing patient circumstances.
* Communicating with distressed/anxious/worried patients/relatives.
* Manage time effectively, prioritising own work to meet competing demands. Making prompt administrative decisions on a daily basis.
* Assimilating all relevant information from various information systems and providing this to appropriate team members for action.
* Ability to multi-task and maintain a high degree of accuracy whilst dealing with interruptions and conflicting demands.

Most Challenging Part of the JobManaging time effectively, prioritising to meet turnaround times and deadlines. Ability to multitask and maintain high degree of accuracy. Dealing with distressed patients or relatives. |

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| 11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB |
| * Medical terminology
* Good organisational and communication skills
* Previous experience working with clinical systems desirable. Sound knowledge of the workings of the acute clinical setting.
* An understanding of the Health Service in Scotland in particular waiting time targets and guarantees. An understanding of the workings of the acute clinical setting.
* Ability to cope in stressful situations and work in a pressurised environment.
* Knowledge of obligations with regard to the Data Protection Act, Caldicott Guidelines and the Freedom of Information Act.
* Ability to work independently or as part of a multidisciplinary team.
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| **JOB DESCRIPTION AGREEMENT** |
| A separate job description will need to be signed off by each jobholder to whom the job description applies. Job Holder’s Signature: Head of Department Signature: |

**PERSON SPECIFICATION FORM**

**Job Title: - Administration Assistant – Band 2**

**Department: - Oral Health**

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| **Qualifications** | **Essential (√)** | **Desirable (√)** |
| 3 x O Grades or Standard Grades or equivalent – 1 must be in English or good general education coupled with good office experience. | √ |  |
| Proficient in use of software systems including Microsoft Office® packages. |  | √ |

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| **Experience** | **Essential (√)** | **Desirable (√)** |
| Good organisational skills, using initiative. | √ |  |
| Advanced keyboard skills. |  | √ |

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| **Behavioural Competencies** | **Essential (√)** | **Desirable (√)** |
| Excellent interpersonal skills with the ability to demonstrate an all-round professional manner, especially when under pressure with deadlines and conflicting interests. | √ |  |
| Proven oral and written communication skills. | √ |  |
| Ability to work independently or as part of a team | √ |  |
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| **Other** | **Essential (√)** | **Desirable (√)** |
| Medical and drug terminology |  | √ |
| Ability to fulfil criteria as outlined in the job description | √ |  |
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