



Eileanan Siar  
Western Isles

The background of the advertisement features a photograph of a stone circle in a grassy field under a blue sky with scattered clouds. Overlaid on this image are several large, semi-transparent circles in shades of blue and teal. The job title 'Podiatry Administrator' is centered within the largest teal circle.

# Podiatry Administrator

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@NHSWI  
[facebook.com/NHSWesternIsles](https://facebook.com/NHSWesternIsles)  
[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

Western Isles Health Board  
**The best at what we do**



## Job Advert



Podiatry Administrator  
**Band 4 £23,709 - £25,982 pro rata**  
**Maternity leave cover**  
**16.5hrs/week 10mnth secondment or 10mnth Fixed term Contract**  
**Plus £1117 Distant Islands Allowance pro rata**

An excellent opportunity has arisen within the Podiatry Department for a Podiatry Administrator. This is a 10month secondment or Fixed term contract, the position would ideally suit those with administration experience, you will be an enthusiastic team player with high standards of customer service and IT skills.

Working in a busy department you will be responsible for the administration of the department, co-ordination and scheduling of clinics and clerical supervision of part time staff.

You will support the Podiatry Head of Service in the smooth running of the Podiatry Department, update and manage the clinical appointment system, creating, booking, moving or re-arranging clinics as necessary, monitoring of waiting lists.

You will be the first point of contact in the department for all patients and other Health Care Professionals. You will be required to deal effectively with all enquiries, both in person and by telephone, from patients, the general public and other professional staff.

You must be an effective team player, you will possess excellent organisational, communication, time management and IT skills.

**The post is for 16.5 hours per week but applicants should be flexible and must be able to help cover annual leave and other absence.**

For more information on the Western Isles visit the following web sites:

[www.visithebrides.com](http://www.visithebrides.com)

[www.virtualhebrides.co.uk](http://www.virtualhebrides.co.uk)

For further information please contact: Mrs Sarann Macphee, Podiatry Manager, Tel: 01851 708289 or email at – [sarann.macphee@nhs.scot](mailto:sarann.macphee@nhs.scot)

Gheibhear bileag-tagraidh agus dealbh-obrach bho Roinn Feachd-obrach, Ospadal nan Eilean Siar, Rathad MhicAmblaigh, Steòrnabhagh, Eilean Leòdhais HS1 2AF. Fòn: 01851 704704 ext 2428

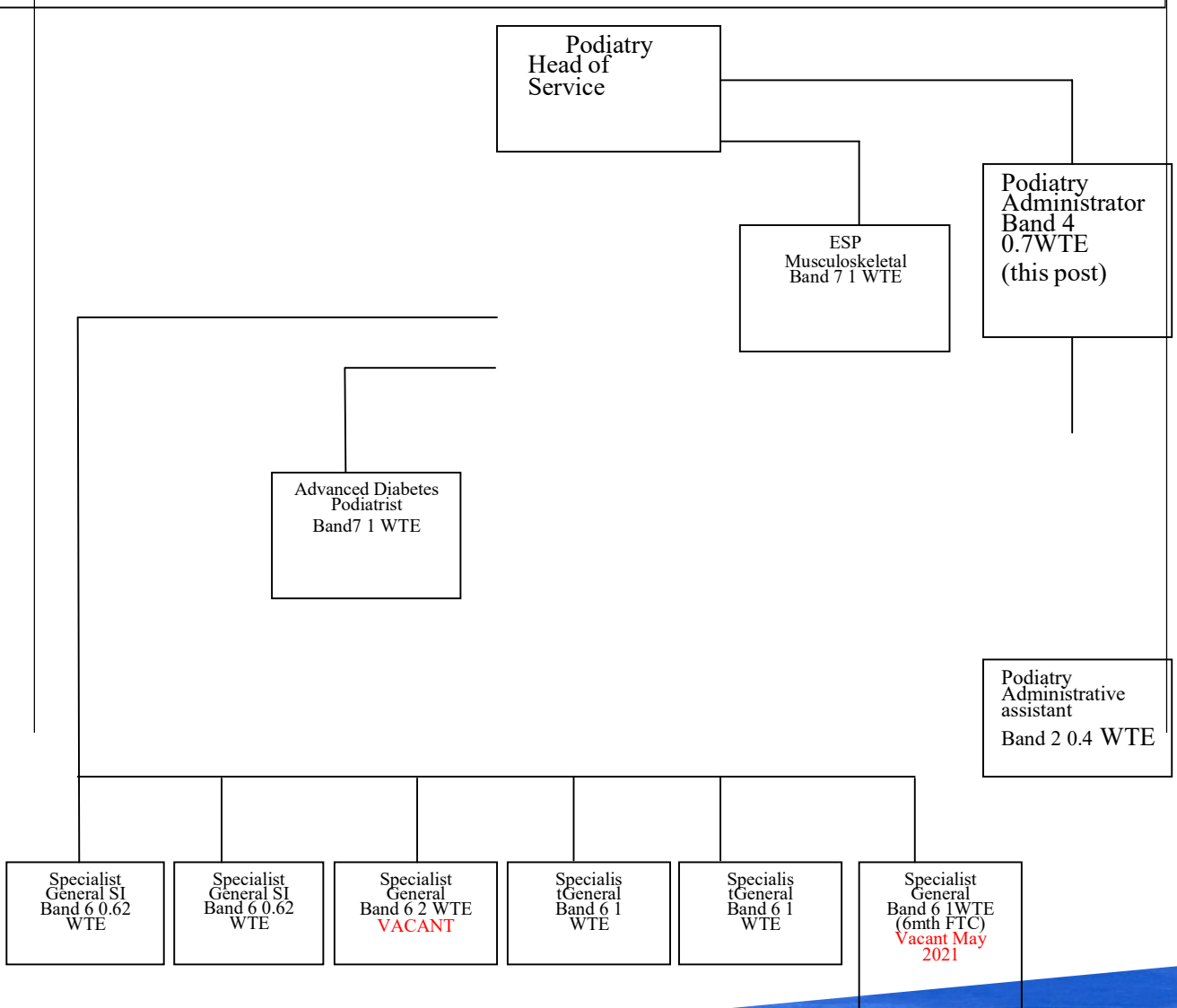
### 1. JOB IDENTIFICATION

**Job Title: Podiatry Administrator**

**Department(s) Podiatry Job Holders: 1**

#### . PURPOSE

- ◆ Administration of Podiatry Department, co-ordination and scheduling of demand led clinics, management of clinical management system and associated training, clerical supervision of part time staff



#### **4. SCOPE AND RANGE**

- ◆ Support head of Podiatry in the smooth running of the Podiatry department
- ◆ Responsible for the supervision and delegation of clerical workload for the Podiatry administrative assistant.
- ◆ Responsible for managing and ongoing development of the AHP/Podiatry computerised clinical management system (clinic scheduler, diary, referrals, appointments, electronic patient record card and clinical/non clinical statistics, national returns and associated reporting).

#### **5. MAIN DUTIES/RESPONSIBILITIES**

- ◆ Responsible for compiling and subsequently agreeing and implementing the clinical schedule, rooms and travel arrangements for 9 members of staff
- ◆ Responsible for generating and booking clinics, both specialist and general, throughout the Western Isles covering 5 clinical locations, home visits and visits to residential and nursing homes.
- ◆ On a daily basis update, manage the department's clinical appointments, updating clinical information and cancelling and/or moving individual patients or clinics where necessary.
- ◆ To update the AHP/Podiatry computerised booking/electronic patient record system of all discharge/deceased patients.
- ◆ Responsible for the removal of all deceased/discharged record cards from the filing system and archiving them in the appropriate place.
- ◆ To co-ordinate day to day planning of clinical caseloads with each Podiatrist, advising Head of Podiatry if problems or conflicts arise.
- ◆ To be the first point of contact in the Podiatry department for all patients and other Health care professionals.
- ◆ Processing all new patient referrals through RMS (TOPAS)(average 65 Per month), forwarding appointment letters and new patient information.
- ◆ To be responsible for the accurate storage of any patients information on the shared drive which will include photographs, emails and referrals
- ◆ Effectively deal with all enquiries, both in person by telephone and generic email made to the Podiatry department by patients, general public and professional staff (averaging between 30-50 per day)
- ◆ Organising staff travel and accommodation.
- ◆ To work closely with the system designer/supplier, NHS Western Isles, ICT staff, Podiatry services manager and clinical staff with regard to the ongoing development of AHP/Podiatry clinical management system.
- ◆ Responsible for the provision of on-going training for all members of Podiatry and support training for AHP staff in the use of the AHP/Podiatry clinical management system.
- ◆ To organise and delegate the workload of one part time Podiatry administrative assistant.
- ◆ To supervise and give advice to the Podiatry administrative assistant.
- ◆ To answer all telephone calls directed to the Podiatry department and deal with each enquiry promptly.
- ◆ To be responsible for checking the voice mail messages and generic email at regular intervals throughout the day and to deal with each enquiry promptly and efficiently.
- ◆ Responsibility for monitoring of all office supplies

#### Education and Research

- ◆ To undertake regular audit to review personal working practices and provide support for clinical audit, clinical effectiveness and activities.
- ◆ To ensure that you are up to date and proficient with all aspects of the computerised management system.
- ◆ To demonstrate own professional development activities and the maintenance of knowledge and skills, including CPD, Personal Development Plans and personal portfolios.
- ◆ To be actively involved in the implementation of audit programmes in order to evaluate aspects of the service and identify areas for development.

#### Organisational

- ◆ To monitor waiting lists, prioritise patients as per local protocol and report waiting times to Podiatry services manager on a regular basis.
- ◆ To actively participate and contribute in staff meetings and training days in support of service development.
- ◆ To implement changes where authorised and to propose further changes to the Podiatry services manager / and clinical staff.
- ◆ To carry out duties of a clerical supervisor taking responsibility for the clerical duties any temporary members of staff and students
- ◆ To work with Podiatry services manager and clinical staff to produce clinical guidelines, protocols and standards to meet governance targets.
- ◆ To provide statistical returns and information for activity monitoring and comply with general administrative procedures.

#### Communication

- ◆ To have excellent interpersonal and communication skills to ensure the smooth running of the clinical schedule and patient appointments system.
- ◆ To establish effective relationships with all patients and/or their carers, through the application of well developed interpersonal skills
- ◆ Regularly deal with difficult and/or complex situations tactfully and professionally, including aggressive patients.
- ◆ To overcome barriers to communication experienced within a diverse patient population.
- ◆ To work in partnership with all members of the podiatry service and wider multi disciplinary team to support quality services.
- ◆ To maintain a pleasant and professional approach when dealing with patients, carers, colleagues, and members of the public.
- ◆ To ensure consideration is given to lifestyle, gender and cultural background, involvement of patients, carers, family members and significant others.

## 6. Supporting Evidence

### Systems and Equipment

- ◆ IM &T skills – excellent working knowledge of:
  1. Word Processing,
  2. Spreadsheets,
  3. databases,
  4. multi-media presentations (e.g. PowerPoint),
  5. Intranet/Internet, Email,
  6. TOPAS (AHP/Podiatry clinical management system – including e-referral, appointment scheduling, electronic patient/treatment record, report generation and integrated audit tool)
  7. Compass, Sci store, Sci DC and Sci gateway and any other appropriate management/patient information system.
- ◆ The use of digital still and video camera equipment and image manipulation software
- ◆ Multi-media equipment projectors/TV/Video/DVD, displays/poster board's flipcharts, etc.
- ◆ Video conferencing equipment.
- ◆ Telephone, photocopier, fax machine
- ◆ Risk management systems (Health Board and inter-departmental)

### Physical Effort

- ◆ You will on a daily basis be required to sit for long periods of time working with the computerised/electronic clinical management system.
- ◆ On a daily basis you will be expected to retrieve record cards from filing area which will require you to stretch and bend frequently
- ◆ Occasionally (average 2x weekly) you will have to retrieve archived files from boxes on highshelves these can weigh up to 12 kilos .
- ◆ Assisting patients whilst walking: occasionally for short periods.
- ◆ Assisting with patient transfers/mobility onto couches: on occasion for short periods.
- ◆ To have the capacity to move and handle patients who may be immobile
- ◆ On occasion moving Podiatry equipment and instrument: for short periods.
- ◆ To have physical skills required for use of keyboards.
- ◆ Have the ability to prioritise and cope with a varied demanding high turnover workload.

### Mental Effort

- ◆ To have the ability to multi-task and concentrate in a high turnover office, regularly coping with interruptions throughout the working day.
- ◆ To concentrate for frequent long periods when booking clinics and making up schedules
- ◆ To be able to deal with a high number of enquiries.

Emotional Effort

- ◆ You will frequently need to deal with patients who are upset or abusive (due to pain, illness, bereavement or possibly under the influence of drugs and/or alcohol) in a calm, empathetic, non-confrontational and professional manner.
- ◆ To have the ability to cope with patient's anxieties, verbal and physical aggression caused by pain, dementia, mental illness or limited mobility, and employ tactical techniques in order to help support patients and provide assurance. This occurs frequently and can be distressing.

**10. STANDARD ELEMENTS**

**Confidentiality**

**Comply with all approved NHSWI Policies and Procedures. Comply with NHSWI Communication Strategy and Media Strategy.**

This involves taking the necessary precautions when transmitting information only disclosing it to thwho have the right and need to know it.

All personal health information is held under strict legal and ethical obligations of confidentiality.

NHS staff must follow guidance (NHS Code of Practice on Protecting Patient Confidentiality) disclosing any patient information. All staff must respect confidentiality of all matters that they mayrelating to their employment, other members of staff, patients and their families.

**Health and Safety:**

**Assist in maintaining own and others' health, safety and security.**

This involves:

- a) Complying with Board health and safety policies, procedures and participating in mandatory tra
- b) Maintaining a safe working environment and reporting any issues of concern as appropriate.

NHS Western Isles attaches the greatest importance to the health and safety of its employees. ItBoard policy to do all that is reasonable to prevent personal injury and hazard to health by pro staff and others including the public from foreseeable hazards compatible with the provision of services to patients. The Board expects its entire staff to take reasonable care of their own healsafety and that of others who may be affected by their acts or omissions at work. More dinformation is given in departmental safety policies where appropriate.

**Ensure own actions support equality, diversity and rights.**

This involves:

- a) Acting in ways consistent with the Board's policies and procedures.
- b) Treating those you come into contact with equitably and with respect.

c) Recognising the need for aids or adaptations.

**JOB DESCRIPTION AGREEMENT**

I, (Print Name).....confirm that the job description(s) /person specification(s) attached have been discussed with me and are an accurate and up-to-date account of the duties and responsibilities and skills/qualifications required to undertake the post.

**Job Holder's Signature:**

**Date:**

**Head of Department Signature:**

*Gordon G. James*

**Date:12.07.2021**



**WESTERN ISLES NHS BOARDAGENDA FOR CHANGE PERSONAL SPECIFICATION**

**Job Description: Podiatry Administrator**

**Department: Podiatry**



**Location: Western Isles Hospital**

FACTOR	ESSENTIAL	DESIRABLE
EXPERIENCE	Several years relevant experience	Experience working within health care environment.
QUALIFICATIONS	NVQ 3 qualification/HND	
KNOWLEDGE AND SKILLS	<p>Excellent working knowledge of word processing, spreadsheets, databases, multimedia presentations (e.g. Power Point), Intranet/Internet and Email.</p> <p>Ability to work under stress, be able to work unsupervised and to prioritise workload.</p> <p>High level of literacy and numeracy, Excellent communication and organisational skills</p> <p>Ability to communicate and relate effectively with patients, relatives, all grades of staff and hospital colleagues and the general public.</p> <p>The ability to communicate effectively in situations which require sensitive handling..</p>	Experience of Clinical diaries, referrals, appointments, clinical/non clinical statistics, national returns and associated reporting.



DISPOSITION	<p>Positive, assertive, flexible, adaptable and resilient</p> <p>Commitment to client centred, non-discriminatory, inclusive practice</p> <p>Commitment to lifelong learning and effective use and dissemination of CPD</p> <p>Commitment to peer support, team and co-operative working</p> <p>Willingness to attend off-island training and development opportunities.</p>	

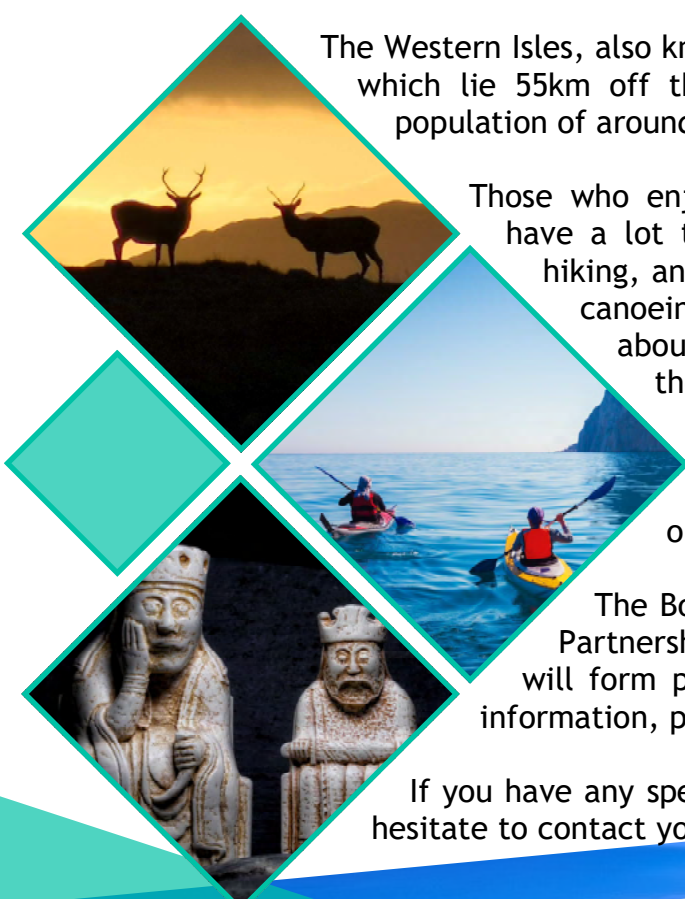
The Western Isles, also known as the Outer Hebrides, are a chain of islands which lie 55km off the west coast of Scotland. The islands have a population of around twenty-seven thousand people.

Those who enjoy outdoor activities will find that the islands have a lot to offer. Outdoor pursuits such as horse riding, hiking, and fishing are popular, as are water sports such as canoeing, surfing, and kayaking. Further information about outdoor and sporting activities can be found on the Outer Hebrides Tourism Information website.

The local Council website provides information regarding schools, jobs, bus timetables, and opening times of the leisure centre.

The Board works in partnership with Hebridean Housing Partnership (HHP), which means that Key Worker Status will form part of their Housing Allocation Policy. For more information, please visit the HHP website.

If you have any specific queries regarding your move, please do not hesitate to contact your Line Manager, who will do their best to answer

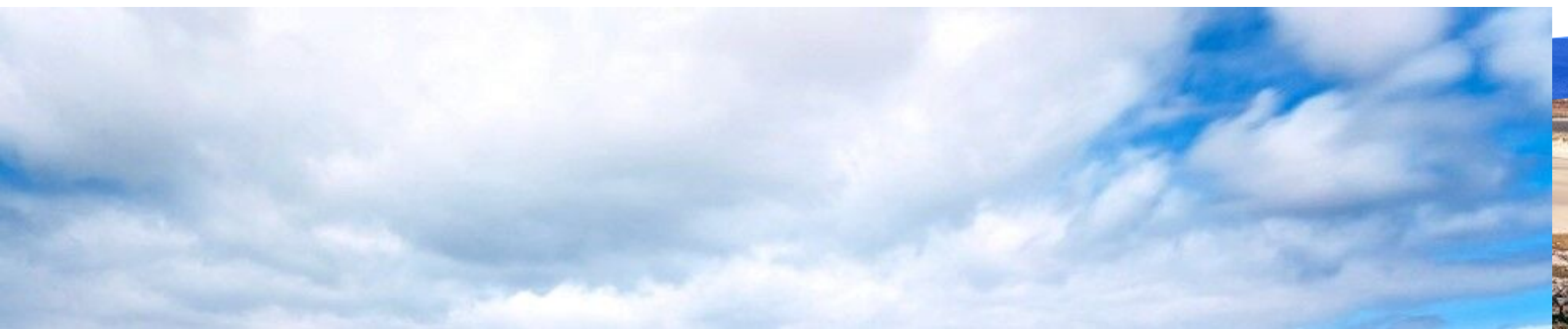




them.

#### Links

[visitouterhebrides.co.uk](http://visitouterhebrides.co.uk)  
[welovestornoway.com](http://welovestornoway.com)  
[hebrides-news.com](http://hebrides-news.com)  
[hebrideanhousing.co.uk](http://hebrideanhousing.co.uk)  
[cne-siar.gov.uk](http://cne-siar.gov.uk)



# About NHS Western Isles

The Western Isles Health Board employs over one thousand members of staff, excluding GPs and Dentists. There are three main hospitals situated in the Western Isles:

**Stornoway**—Western Isles Hospital (Ospadal nan Eilean Siar)

**Benbecula**—Uist and Barra Hospital (Ospadal Uibhist agus Bharraigh)

**Barra**—St Brendan's Hospital

There are a number of GP and Dental Practices across the Western Isles. Community nursing services operate out of general practice premises and at community offices in key locations.

There are only two medical practices in Stornoway: the Broadbay Medical Practice on Francis Street (tel 01851 703588) and the Group Practice on Springfield Road (tel 01851 703145). Both have a pharmacy attached to the practice for the dispensing of prescriptions.

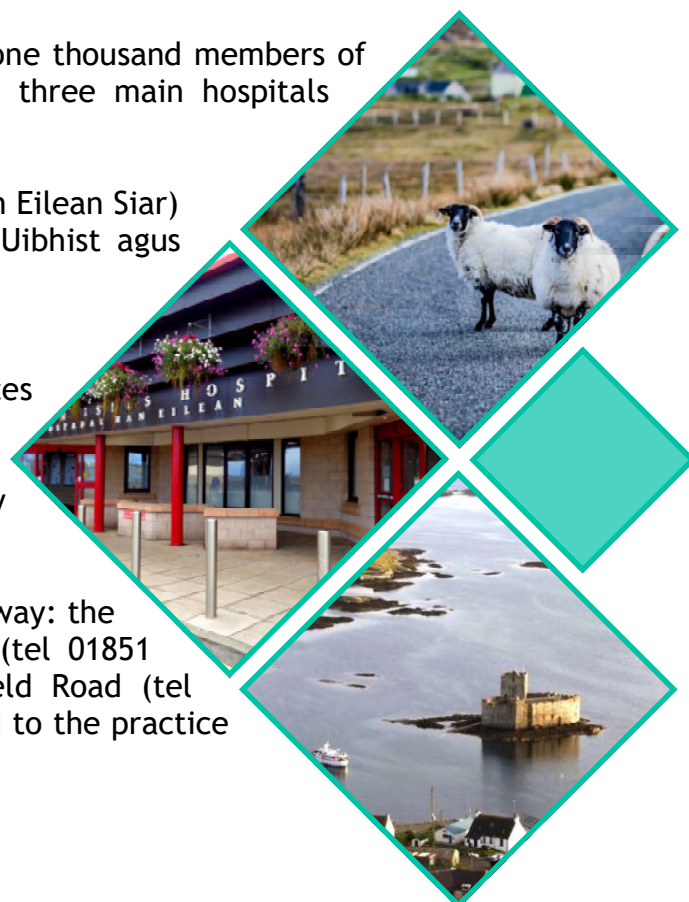
Web

[wihb.scot.nhs.uk](http://wihb.scot.nhs.uk)

The latest information about the Board's response to the COVID-19 pandemic can be found on the Board's dedicated website.

Web

[coronavirus.wi.nhs.scot](http://coronavirus.wi.nhs.scot)



# Transport Information

The islands are accessible from mainland Scotland by ferry or by plane (please note that both services can be affected in the winter).

There are three airports on the Western Isles: Stornoway Airport, Benbecula Airport, and Barra Airport. The following destinations can be reached from these airports:

**Stornoway Airport**—Benbecula, Edinburgh, Glasgow, Inverness, Manchester

**Benbecula Airport**—Glasgow, Inverness, Stornoway

**Barra Airport**—Glasgow

All flights to and from the Western Isles are operated by Loganair.

If you live in the Highlands and Islands region of Scotland, you can apply for cheaper air travel through the Air Discount Scheme. Further information on the discounts available can be obtained via the Air Discount Scheme website.

There are nine ferry ports operating in the Western Isles. Routes run between the islands, as well as to and from the mainland. All routes are operated by Calmac. Further information on the individual routes, including timetables and prices, can be obtained via the Calmac website.



## Links

Ferry Travel:  
[calmac.co.uk](http://calmac.co.uk)

Air Travel:  
[loganair.co.uk](http://loganair.co.uk)

Car Hire:  
[carhire-hebrides.co.uk](http://carhire-hebrides.co.uk)  
[lewis-car-rental.com](http://lewis-car-rental.com)

Air Discount Scheme:  
[airdiscountscheme.com](http://airdiscountscheme.com)