



**Clinical  
Administration  
Clerk**

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## Welcome from Michael Dickson, Chief Executive

Thank you for your interest in this position.

Considering a move to somewhere like Orkney can feel like a daunting decision, what will it be like? Where will I live? What about Schools and childcare? Why should I come to Orkney?

We have tried to answer some of these questions and give you some information about living and working in Orkney and further details about NHS Orkney. I hope that you find this pack useful and it helps you come to the conclusion that you should apply to work with us.



NHS Orkney is committed to the delivery of high-quality, safe, and effective care for all that need us. We are proud to employ about 700 staff across our community, primary and secondary care services.

NHS Orkney has seen significant changes in how we deliver services to our community with a real focus on providing care in Orkney and ideally in their own home. The pace of change will continue to accelerate driven by the committed staff who are keen to adopt new and innovative ways of working without losing what is special to working in Orkney, our community. I am committed to working in an open, honest and transparent way that supports staff to innovate, be bold and be brave knowing that not everything we do turns out as we intended, and it is important that we learn from these events so we can continue to improve what we do. NHS Orkney has a clear set of core values and these drive all we do:

- Care and Compassion
- Dignity and Respect
- Quality and Teamwork
- Openness, Honesty and Responsibility

The final thing I would like to say to any prospective applicant is that Orkney occupies an enviable location at the north of Scotland with breath taking beaches, hills, mountains and rolling countryside right on our doorstep. Orkney has consistently come out top in national lifestyle and happiness surveys, with an open and vibrant community, it is the perfect location to provide a safe and welcoming home. This, along with Orkney's direct flight connections to other major cities in Scotland, means the area can offer employees plenty of opportunities for those in pursuit of finding the right work-life balance.

Michael Dickson  
Chief Executive  
NHS Orkney



## Job Advert



### **Clinical Administration Administrator**

**The Balfour**

**Band 3 £23,023 – £24,917 including Distant Islands Allowance**

**Part Time 20 hours per week**

**Permanent**

The Clinical Admin department plays an integral part in the smooth running of the Clinical Services within The Balfour and the post holder will be an essential part of the team, helping to streamline the work and assisting the team in providing a quality service.

You will need to be able to work in a calm, logical and methodical way and be able to work under pressure and multi-task without being distracted. You will need to be hard working and a good team worker with effective communication and organisational skills.

Experience of working within the NHS or similar public sector organisation is not essential but would be beneficial.

**If you would like further information about this post please contact either Katrina Kelday**

**- Clinical Admin Team Lead on 01856 888074 [katrina.kelday@nhs.scot](mailto:katrina.kelday@nhs.scot) or Kelly Reid**

**- Medical Records Supervisor on 01856 888075 [kelly.reid1@nhs.scot](mailto:kelly.reid1@nhs.scot)**

This post is subject to a Disclosure Scotland record check.

# Job Description

<b>1. JOB DETAILS</b>	
<b>JOB TITLE</b>	Clinical Administration Clerk
<b>SERVICE</b>	NHS Orkney
<b>DEPARTMENT</b>	Outpatients B
<b>GRADE</b>	Band 3
<b>LOCATION</b>	The Balfour
<b>REPORTING TO</b>	Clinical Admin Team Lead

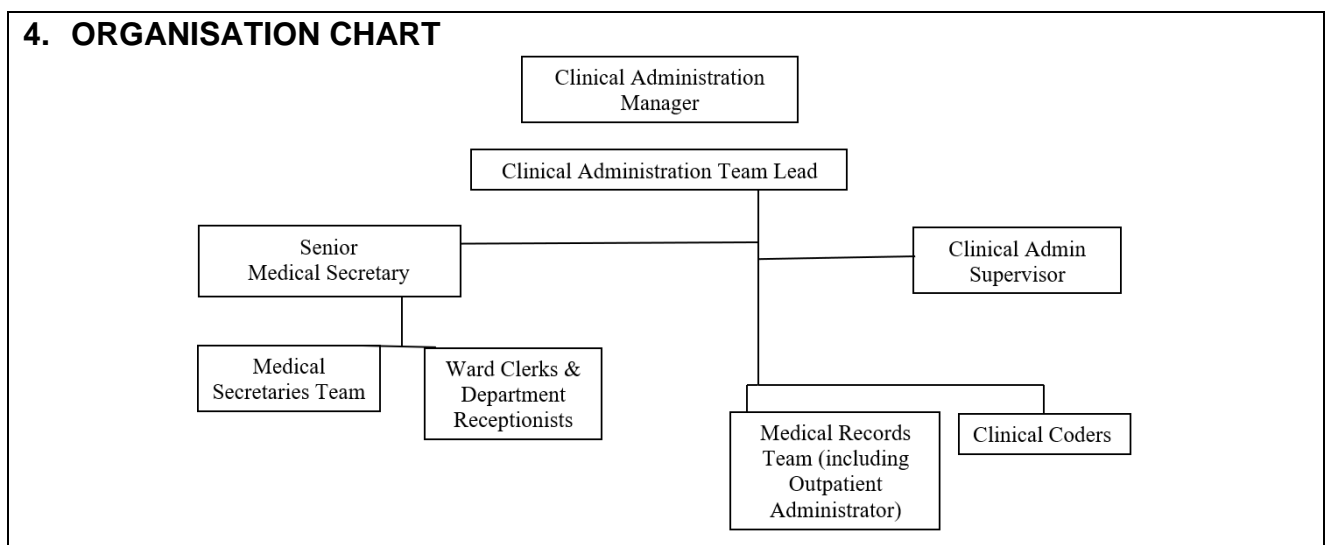
**2. JOB PURPOSE**

To provide an efficient reception, communication and information service for the Radiology/Outpatient Department, facilitating prompt communications in response to internal and external stakeholders, via phone, email and in person in a courteous and professional manner.

To provide a knowledgeable, high quality, resource efficient and customer friendly reception point to the Department.

**3. DIMENSIONS**

The Outpatients Receptionist is part of a multi-disciplinary team providing a customer service role to assist local and visiting staff and patients within the Outpatients Department and provide a point of contact for clinical services throughout outpatients. The role will cover a variety of tasks including clinic appointment bookings, efficient allocation of clinical space, liaising with Medical Records and Medical Secretaries within NHS Orkney and external health care providers.



## 5. ROLE OF THE DEPARTMENT

Outpatients B provides outpatient services across a range of specialities, both within NHS Orkney and visiting clinicians from NHS Grampian, Highland, Shetland and Tayside.

## 6. KEY RESULT AREAS

Listed below are the principal duties of the post holder. However, the post holder is required to adopt a flexible approach in order to meet the changing needs of NHS Orkney, as and when they are identified.

### Communications

- To provide comprehensive reception, customer service and information service to the Radiology/Outpatient Department, aiming to resolve queries as quickly, efficiently and professionally as possible.
- To act as the principal point of contact for staff, patients, and other external visitors to the radiology/Outpatient Department within operational hours.
- To answer calls and face to face queries efficiently and politely, using empathy, patience, tact and initiative to provide information, directing and prioritising queries as appropriate.
- To be familiar with all aspects of IT software and systems required for use in the Outpatient Reception role.
- To use Trakcare system to check patients in to their respective clinics and book follow up appointments for clinics as instructed.
- Access TRAK to obtain patient information
- Scan patient correspondence for forward referral
- Ensure anything that needs to be scanned into the Medical Records get prepped correctly and taken to the scanning department
- Provide training to new staff in departmental procedures
- Ensure H&S standards are maintained to provide a safe office working environment
- Adhere to any relevant NHS Orkney procedures
- To take messages, and pass them on to appropriate people, accurately and efficiently
- To communicate with all stakeholders (patients, visitors and staff) in a friendly, courteous and professional manner using a high standard of customer service skills at all times.
- To communicate professionally with all callers on the phone or face to face, who at times can be rude, aggressive, distressed, anxious, and/or upset, remaining understanding and empathetic with their situation and needs
- To contact patients to inform/remind them of outpatient appointments
- Receipt of e-mails, and ensuring emails are responded to efficiently and professionally

- To ensure strict confidentiality is maintained at all times in relation to patients, staff and NHS Orkney.
- To carry out administrative tasks relating to the Radiology/Outpatient Department role as and when required.
- To provide administrative support to the Nurse in Charge e.g. Triage phone calls for nurse in charge, using own judgement while nurse in charge is in clinic. Access and supply documentation that nurse in charge does not have access to. Collaborate with nurse in charge to utilise rooms/space in outpatients to their full potential
- Initiating communication with secretaries and admin staff in external NHS areas to ensure smooth transition and communication of patient care
- Create clinic list for senior staff nurse to communicate within the senior management team
- Assist non-Radiology/OPD clinical services e.g. Macmillan and Physio with administrative tasks while they are using areas within OPD B
- Maintain spreadsheet of pre-operative assessments, ensuring accuracy of patients point for onward journey through the pre-op system
- Ensure nursing staff had adequate demographic and blood labels as appropriate for each clinic
- Create outcome sheets for medical staff to communicate the outcome of each patient's appointment and ensure these are acted on appropriately
- Making follow up appointments and communicating these to the patient after their consultation and before they leave the department
- Creating clinic lists for nurse led clinics in conjunction with the nurse in charge, ensuring all appointments are utilised to their maximum efficiency
- To check stock and advise nurse in charge when stock low eg Bowel Prep, re-print and provide the correct paperwork for each speciality at the correct time
- To report any faults and/or breakages to the Estates Department to ensure all equipment is fully operational at all times
- Responsible for maintaining Radiology generic e-mail
- Give patients their inpatient/day case TCI date along with any relevant paperwork as instructed by the consultant/nurse.

### **Emergency Response Communications**

- To use own initiative, where necessary, in response to emergency situations
- In the event of disruption to telecommunications, the post holder is required to be proactive in reporting faults to IT and the relevant telecommunications suppliers, and in following up contingency arrangements set out in Business Continuity Plan.

### **Security**

- To immediately inform security of any incidents, suspicious or inappropriate behaviour.

### **Administration/Miscellaneous Tasks**

- To provide administrative functions relating to the Radiology/Outpatient Reception role ensuring all paperwork required by the consultant is available at the clinic e.g. clinic lists, outcome sheets, demographic/blood labels
- To issue Dictaphones to Consultants as required
- To make taxi bookings as required
- To monitor and issue lost property, sending communications as appropriate
- To take responsibility for all articles left at reception
- To keep records/information such as are necessary for the smooth running of Radiology/Outpatients Department, and advise and assist in their updating
- To assist and contribute towards the development, management and review of policies and procedures for duties and activities within the Radiology/Outpatient Department Reception
- To develop a full understanding of the NHS Orkney estate in order to advise visitors/ callers how both to travel to the sites and how to 'wayfind' around the Radiology/Outpatient Department
- To keep the Department Reception clean and tidy at all times
- To update Turas Appraisal PDP as necessary in preparation for annual reviews and participate in appraisal reviews in accordance with NHS Orkney policy
- To undertake and maintain all mandatory training, and undergo any further training which may be necessary
- To assist with the induction and training of new staff including assisting new clinical staff in how to access/use Trak and clinical contact notes
- To adhere to all correct Health and Safety legislation
- To familiarise with and adhere to all NHS Orkney policies and procedures as appropriate (i.e. confidentiality, computer misuse, smoking, etc) and ensure these are followed at all times.
- To report any incidents via the Datix Incident Reporting System
- To undertake any other reasonable duties in accordance with the needs of the service and appropriate to the scope and grade of the role.

### **7. DECISIONS & JUDGEMENTS**

Many calls are routine but the routines themselves frequently change thus a high degree of initiative has to be employed. Speedy assessment of each caller's/visitor's requirements is required in order to deal with their query or direct them to the most appropriate service as efficiently and effectively as possible.

The service is dynamic and in constant flux, effected by a variety of factors such as current visiting specialities, time of day, limits and preferences of personnel, and needs of the visitor. Frequently during busy time periods calls from various sources will 'stack up' and decisions of prioritisation have to be made rapidly.

The post holder will be required to make decisions and judgments based on their own assessment and understanding of the needs of the caller/visitor.

The post holder has the freedom to organise and prioritise their workload on a day to day basis. They will be expected to anticipate problems and resolve them using their own initiative i.e. their work is managed rather than supervised.

The post holder is required to assess the most appropriate, available member of medical or nursing staff to deal with queries where support is necessary.

As an employee of NHS Orkney, the post holder is required to adhere to all NHSO policies.

The post holder will undertake any training as necessary to carry out the duties of this post.

## **8. ASSIGNMENT AND REVIEW OF WORK**

- The post holder will be expected to carry out duties at their own discretion and own level of competence
- Report directly to Clinical Admin Team Lead
- Responsible for managing Turas Appraisal PDP and ensuring training needs are identified
- Ensure Learn Pro/ Mandatory training is up to date
- Attend mandatory training
- Train new staff members comprehensively, ensuring they are fully competent before signing off training record.

## **9. COMMUNICATIONS AND WORKING RELATIONSHIPS**

### **Communications**

The Radiology/Outpatient Department Receptionist is the first point of contact for people requiring the services of the Department.

They will encounter communications with a very wide range of both internal and external stakeholders, including staff, managers, patients, relatives, carers, external agencies, along with various other visitors. These communications could be via the telephone, in person or via email.

Frequently the post holder may have to communicate with distressed and occasionally those showing aggression or those in need of psychiatric care or under the influence of drink and/or drugs. The post holder must always acknowledge the sensitive nature of the topics discussed and use skills of tact and diplomacy, patience, and empathy at all times.

### **Relationships**

Key relationships will be made, including all Clinicians, Porters, Security, Estates and Facilities staff.

Close relationships will also be formed with nursing staff, GPs, Hospital Medical Staff, duty managers up to executive level, Home Care, CPN's and Ambulance team.

Whilst training new staff members a level of patience and understanding and concentration is required.

### **10. MOST CHALLENGING PART OF THE JOB**

Department Reception means continually working in a highly variable environment, out with the post holders' control, whilst maintaining a high standard of work

There are times when the number of calls and visitors are very high, and decisions regarding prioritisation must be made rapidly

Concentration is required while inputting phone numbers and dealing with enquiries – extremely challenging when busy and working alone and at the same time ensuring accuracy

Required to keep a calm, professional and empathetic demeanour when under pressure especially when dealing with emotional/distressed callers and/or situations e.g. mental health patients – being aggressive

Must adapt very quickly to changing needs of callers/visitors

Requiring to be mentally alert

Dealing with the public when English is not their first language.

### **11. SYSTEMS/EQUIPMENT**

- Telephones
- PC/Laptop
- Dictaphones
- Trakcare
- RIS
- cCube
- Photocopier
- Scanner
- Turas
- NHS Orkney Blog/Intranet
- NHS Orkney Room Booking System
- Datix Incident Reporting
- E-mails
- MS Teams

## **12. QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**

- SVQ Level 3 Customer Services or equivalent relevant qualification
- Excellent IT skills – word processing, spreadsheets, databases, email and online systems
- ECDL or equivalent IT qualification
- Excellent written and oral communication skills
- Excellent organisational skills
- High level of attention to detail
- Ability to deliver within extremely tight deadlines
- NHSO Induction
- Ability to work un-supervised and be a good team member
- Experience of dealing with difficult situations
- Experience of following strict policy, procedures and protocol
- Excellent numeracy skills
- Basic Life Support Training
- Mandatory training – Learn Pro
- Experience of Team working

## **13. PHYSICAL EFFORT & SKILLS**

- Sitting for long periods of time in one position, the Receptionist is seated for the majority of their shift
- Continuous VDU use
- Manual handling of boxes and packages delivered to reception desk
- Ability to work under pressure
- Ability to multitask and maintain concentration in the middle of a lot of activity going on in a busy department
- Ability to work to strict deadlines.

## **14. MENTAL EFFORT**

- Frequent concentration required when the workload is unpredictable, including ongoing distractions which can lead to changing tasks frequently, whilst still expected to complete tasks within the necessary time scale.
- There are times when the number of calls is great, and decisions regarding prioritisation must be made rapidly
- High level of concentration is required while inputting phone numbers and dealing with enquiries – extremely challenging when busy and working alone

- Ability to use own initiative in high pressure lone working environment
- Outpatients can be quiet at times and it is imperative to remain motivated.

**15. EMOTIONAL EFFORT**

- Required to keep a calm, empathetic and professional demeanour when under pressure especially when dealing with emotional/distressed callers and/or situations.
- Working within a clinical area, the postholder is exposed to confidential, sensitive and distressing information which is contained within legal documentation and patient case notes
- Required to sustain excellent working relationship both within the team and staff in the wider organisation.

**16. WORKING CONDITIONS**

Lone working in the Outpatients Reception with constant interruption. Busy high-pressure environment.

**Job Description Agreement**

Job Holder's Signature	Date:
Head of Department Signature	Date:

## Person Specification

**Job Title:** Clinical Administration Clerk  
**Department:** Clinical Administration  
**Location:** The Balfour

FACTOR	ESSENTIAL	DESIRABLE
<b>EXPERIENCE</b>	<p>Experience in working unsupervised</p> <p>Previous experience working in a customer services environment, managing an unpredictable workload whilst meeting deadlines</p> <p>Previous experience in a community/NHS setting</p> <p>Experience of Team working</p>	<p>Previous Reception Experience</p>
<b>QUALIFICATIONS TRAINING RESEARCH PUBLICATIONS</b>	<p>SVQ Level 3 in Customer Service or 2 or more years' experience in high level customer service role.</p>	<p>ECDL qualification or equivalent</p>
<b>KNOWLEDGE AND SKILLS</b>	<p>Excellent communication skills, written and verbal.</p> <p>Excellent IT skills – Microsoft Office software packages, including word processing, Excel and databases</p> <p>Excellent listening skills</p> <p>Effective influencing and negotiating Skills</p> <p>Ability to adhere to health &amp; safety</p> <p>Excellent customer service skills, with the ability to deal with customer / public complaints professionally and effectively.</p>	<p>Knowledge of medical terminology</p> <p>Proficient audio typing skills</p>
<b>DISPOSITION</b>	<p>Ability and expertise to build credible working relationships.</p>	<p>Able to manage conflict</p>

	<p>Empathetic</p> <p>Patience</p> <p>Ability to work to prioritise a range of work and issues to tight deadlines</p> <p>Ability to use initiative</p> <p>Professional telephone manner</p>	
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## Introduction to Orkney and NHS Orkney



Lying off the northern coast of Scotland, between John O’Groats and the Shetland Isles, Orkney is an archipelago of over 70 beautiful islands; 17 of which are inhabited. The total population is approximately 22,000, with most people living on the Orkney Mainland. Kirkwall, the capital with its spectacular red sandstone 12th-century cathedral and a population of 7,500, is the administrative centre of Orkney with a good mixture of shops, supermarkets, and businesses.

Orkney is a wonderful place to live and offers excellent schools and leisure facilities, low pollution, low crime, unique wildlife, and amazing scenery. Although remote, there are excellent transport connections with numerous flights to Aberdeen, Glasgow, Edinburgh, and Inverness every day. There are ferry services to Aberdeen, Scrabster, and Gills Bay, and of course to the smaller isles in Orkney.

Orkney’s economy is based on agriculture, generating some £30 million per year. Farmers breed and rear beef cattle, dairy cows, and sheep of the highest standard. Orkney has international recognition for its food, with cheese, beef, lamb, and fish produce becoming well known; not to mention whiskey, beer, and gin. Tourism, oil, and the renewable energy sectors are increasingly important. Orkney is at the forefront of the renewable wave and tidal energy drive in the UK.

Kirkwall is a great place for children and a wonderful environment for a family. There is a very strong community spirit with a wide range of cultural and sporting activities for adults and children. Schools in Orkney are very good, with no private fees. Imagine all of this within walking distance of your home and workplace. For residents and visitors there is so much to see and do: playing a round of golf, fishing, kayaking, walking, cycling, diving, wind surfing and horse riding are but a few. The Pickaquoy Centre provides a modern well-equipped sports facility, swimming pool and entertainment centre. There are many cultural activities, with annual music, jazz and science festivals attended by internationally renowned artists and scientists. There is an extremely wide variety of activities for children



and young people. Homes are very affordable and with little traffic, travelling around the islands is easy.

According to the 2020 Bank of Scotland quality of life survey, for eight years in a row Orkney was crowned the best place to live in Scotland. The island took the top prize due to high employment levels, low crime rates, smaller primary class sizes along with good health and happiness scores. With its strong sense of community, picturesque landscape and rich archaeological treasures, the archipelago frequently wins the hearts of visitors.

Not only is Orkney one of the most affordable places to live in the UK, it also has one of the highest employment rates, with 88 per cent of residents between 16 and 64 currently in work. The low crime rate means that many people do not even lock their front doors to allow the postie to place the post and packages inside the door. As for overall wellbeing, more than nine in 10 Orkney residents report good or fairly good health.

To find out more about living and working in Orkney go to [www.orkney.com](http://www.orkney.com) or [www.orkneycommunities.co.uk](http://www.orkneycommunities.co.uk) and learn more about NHS Orkney at [www.ohb.scot.nhs.uk](http://www.ohb.scot.nhs.uk).



## Recruitment Process

The NHS Scotland Everyone Matters 2020 Workforce Vision outlines the commitment the Scottish Government has in putting people at the centre of everything the NHS in Scotland does. Working to a common set of values, the vision will continue to modernise the way we work, embracing technology and digital transformation.

All vacancies will be advertised on NHS Scotland's recruitment website:

<https://apply.jobs.scot.nhs.uk/>

Internal vacancies will be advertised on NHS Scotland's internal recruitment website:

<https://apply.jobs.scot.nhs.uk/internal/>

CVs are not accepted as a form of application; NHS Scotland's electronic application form must be used on the above links.

All adverts will close at midnight on the advertised closing date.

Our selection process will consist of the following assessments:

- **Application short listing** – application forms are reviewed and those meeting the role requirements will be invited to a competency-based interview
- **Interview/Assessment** – competency-based interviews have a focus on NHS Orkney's core values and the candidate's technical expertise. The interview may also include a role specific test or a presentation topic.

Any job offer will be subject to meeting the conditions of NHS Orkney's safer pre- and post-employment checks policy:

- **Employment references** - references should include current and previous employers covering the last 3 years of your employment history
- **Evidence of qualifications** – candidates will be required to provide evidence of their qualifications, including proof of professional registration if required
- **Medical assessment** – the Occupational Health service will make an assessment on your fitness to carry out the information provided in a questionnaire. In certain circumstances further information is required and Occupational Health may contact you by telephone or request that you attend for an appointment
- **Criminal conviction check** – all applicants who apply for posts which are exempt from the Rehabilitation of Offenders Act 1974 and who will have access to patients during their employment will be required to consent to a Disclosure Scotland Criminal Records Check or join the Protection of Vulnerable Groups Scheme.
- **Immigration, Asylum and Nationality Act 2007 – Prevention of illegal working** – candidates must be eligible to work in the UK, evidence of this must be provided.

For any queries relating to this vacancy, or our Recruitment Process, please email

[ork.recruitment@nhs.scot](mailto:ork.recruitment@nhs.scot)

## Equality and Diversity

NHS Orkney is committed to Equality & Diversity <https://www.ohb.scot.nhs.uk/about-us/equality-and-diversity>