# Job Description

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| 1. **JOB IDENTIFICATION**
 | Job Title | Administrative Assistant Band 2 |
| Department(s)/Location | North Locality AdminPitlochry Community Hospital |
| Number of Job Holders | 2 |
| CAJE | SC06-5307NB |
| JOB PURPOSE* Participate in the provision of comprehensive administrative support within Perth & Kinross Health and Social Care Partnership (P&K HSCP) and facilitate the efficient delivery of services provided.
* Participate in the processing and appointing of referrals and data input for clinics within P&K HSCP.
* Provide waiting list information previously generated by IT systems for clinics within P&K HSCP.
* Support staff by the use of IT systems e.g. Digital Dictation, Trakcare, Pecos, SSTS, EMIS.
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| ORGANISATIONAL POSITIONClinical and Professional Team Manager|Admin Team Lead|Business Services Assistant|**Administrative Assistant** **(this post)** |
| SCOPE AND RANGE**Perth and Kinross HCSP Administration and Clerical (A&C) Services provide cover to a variety of departments and services throughout the locality. This includes Perth Royal Infirmary, Community Hospitals, Murray Royal Hospital, Health Centre's and local authority premises.****The postholder is a member of the A&C team which provides high quality comprehensive, modern administrative support to the managers, team leads and clinical staff within the P&K HSCP. As a member of this team, the postholder will:**1. Assist in providing secretarial support including typing of clinic letters and clinical information.
2. Process and appoint referrals to identified Clinics, following NHS Tayside and Departmental Policies/Procedures which will include delivering a reception service, booking patients in and re-appointing on Trakcare or Vision, arranging transport and receipting case notes.
3. Be the first point of contact for all visitors including patients, clinical staff and external contractors.
4. To ensure that all enquiries/calls are dealt with efficiently in a tactful and courteous manner using discretion and confidentiality at all times, to enhance the quality of the Service.
5. Data input to a variety of systems, including Trakcare, Vision, EMIS and SSTS rosters.
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| 1. **MAIN DUTIES/RESPONSIBILITIES**

**May include but not limited to*** Reception duties including answering telephone calls promptly, taking messages, opening and distributing mail, booking and re-appointing of patients attending clinics, maintaining appointment systems, ensuring accuracy at all times.
* Admitting patients, visitors and contractors to the building including screening for safety and security.
* Processing and appointing of referrals, participating in managing waiting lists to ensure that patients are appointed as appropriate e.g. soon and routine, and assessed by the relevant clinician.
* Be responsible for dealing with routine and non-routine enquiries from all staff groups and external agencies, providing information, direction and prioritising queries appropriately to ensure efficiency and effectiveness of service delivery.
* Liaise with other members of the administration team to ensure smooth running of department.
* Check, update and amend patient demographic details on IT system in liaison with Medical Records staff.
* Comply with all relevant NHS Tayside and departmental Policies/Procedures, including Data Protection, GDPR and IT Security.
* Participate in the cancellation of clinics at short notice by contacting patients by telephone or face to face.
* Acknowledge the diversity of individuals and be respectful of person’s rights, privacy and need for confidentiality.
* Responsible for filing, retrieval and safe handling of records including patient’s records including medical notes, in line with NHS Tayside procedures.
* Assist in arranging meetings, distribute pre-existing agenda and papers.
* Assist in providing typing support, including digital dictation from clinical staff.
* Maintain safe and tidy working environment.
* Ensure accurate and timely collection and posting of letters, appointment letters and associated paperwork.
* Participate in providing statistical information from systems such as Trakcare.
* Ensure all work is undertaken to the quality standards defined in line with NHS Tayside Corporate Policy.
* Photocopying, scanning and emailing as services require.
* Responsible for maintaining and ordering appropriate levels of stationery and identified other supplies within department i.e. Health Promotional literature.
* Report and record faults and repairs required for the department by liaising with Estates Department, Support Services and IT Helpdesk.
* Participate in an annual appraisal and develop skills in conjunction with a personal development plan with your line manager.
* Undertake all mandatory training in line with departmental and NHS guidelines.
* On occasion may be required to provide cover for another area within the P&K HSCP in particular the North Locality.

**Induction Standards & Code of Conduct**Your performance must comply with the national “Mandatory Induction Standards for Healthcare Support Workers 2009” and with the Code of Conduct for Healthcare Support Workers. |
| 1. **COMMUNICATIONS AND RELATIONSHIPS**
* Liaise with clinical staff, team leads and managers regarding the smooth running of the department.
* Liaise with external agencies and staff, both verbally or electronically, regarding appointments, meetings, etc.
* Contact Support Services and Patient Transport to support outpatients who may need help to travel to their appointments.
* Liaise with other members of administration staff to ensure appropriate cover during breaks and to ensure appropriate information is passed on at handover or via email.
* Deal with incoming telephone enquiries, forwarding to most appropriate contact when necessary.
* Ensure that voicemail messages are retrieved timeously.
* Assist in the induction and training of new staff within the administration team regarding admin procedure.
* Provide information to clinical staff on appointments and clinic arrangements.
* Communicate effectively with patients, visitors and staff, some of whom may have barriers to communication e.g language including awareness of the Interpretation and Translation Service.
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| 1. **KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB**
* Good standard of general education with a minimum of 2 Nat 5/GCSE passes with preferably one being English.
* Ability to operate an electronic appointment system.
* Sound knowledge and experience in MS Office (Word/Excel), and email combined with a high standard of keyboard and audio typing skills.
* Effective communicator and listener – face to face and on the telephone.
* Ability to communicate effectively at all levels ensuring that consideration is given to equality and diversity.
* Ability to assess situations and act accordingly, for example dealing with anxiety or conflict.
* Excellent time management skills.
* Ability to work under pressure and multitask in a high paced environment. Ability to use initiative and manage own workload in conjunction with departmental priorities, procedures and pressures.
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| 1. **SYSTEMS AND EQUIPMENT**

Manual and electronic diary systemsIT Systems: * Computer desktop/keyboard/mouse
* Microsoft Word, Excel, PowerPoint, TRAKCARE, WinScribe Pro and e-mail
* Multifunction Device
* Audio/dictating equipment.
* General office systems i.e. telephone including mobile telephones, laminator, copying and filing

**Responsibility for Records Management**All records created in the course of the business of NHS Tayside are corporate records and are public records under the terms of the Public Records (Scotland) Act 2011. This includes email messages and other electronic records. It is your responsibility to ensure that you keep appropriate records of your work in NHS Tayside and manage those records in keeping with the NHS Tayside Records Management Policy and with any guidance produced by NHS Tayside specific to your employment. |
| 1. **PHYSICAL DEMANDS OF THE JOB**

**Physical effort – predominantly throughout the day*** Requirement to maintain static position when working for prolonged periods of time at the computer and repetitive movement related to keyboard skills.
* Significant element of standing e.g. filing, record retrieval
* Moving and handling in relation to transporting files, stationery and deliveries.

**Mental demands – repeated regularly on a daily basis*** To maintain high levels of concentration for prolonged periods i.e. information transcription to ensure accuracy and avoidance of misinterpretation.
* Prioritisation of own workload on a daily basis and adjust in response to crisis and competing deadlines.
* Constant interruptions from staff, patients and external agencies ie direct contact and telephone
* Daily requirement to demonstrate tact, compassion and diplomacy to a wide range of professionals and service users.

**Emotional demands – repeated regularly on a daily basis*** Stress is encountered at mild and moderate levels due to unexpected deadlines for non-allocated work and conflicting demands from multiple services.
* Receive and convey information of a sensitive nature relating to patient care or service delivery.
* Deal with information which may be of an emotional and distressing nature.

**Working conditions*** Potentially be exposed to verbal aggression or anxiety/frustration on an occasional basis.
* Will be required to lone work within department on occasion.
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| 1. **DECISIONS AND JUDGEMENTS**
* Discretion over own workload, prioritising on a daily basis.
* Responsibility for appointing patients to appropriate clinician or location, in line with administration team procedures
* Accountable for own actions.
* Discretion over screening of telephone calls for clinical staff, managers and other members of the administration team
* Initiative is required to ensure information is communicated in an appropriate and effective manner.
* Escalating concerns of distressed relatives and patients to clinical staff.
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| 1. **MOST CHALLENGING/DIFFICULT PARTS OF THE JOB**
* Dealing with a range of enquiries and demands on workload whilst juggling priorities ensuring timely delivery of tasks.
* Dealing with a range of competing priorities and maintaining a calm and professional approach, in particular when cancelling clinics/appointments and also dealing with day-to-day demands.
* Remaining professional but also empathetic when dealing with angry or upset patients, both in person and by telephone e.g. informing patient of appointment cancellation.
* Deal with uncertainty and change.
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| 1. **JOB DESCRIPTION AGREEMENT**

A separate job description will need to be signed off by each postholder to whom the job description applies. |
| **Job Holder’s Signature:** | **Date:** |
| **Head of Department’s Signature:** | **Date:** |