NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

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| 1. JOB IDENTIFICATION | Job Title | Medical Administrator |
| Department(s)/Location | Clinical Radiology  NHS Tayside |
| Number of job holders |  |
| JOB PURPOSE To provide administrative support to the NHS Tayside Clinical Radiology department,  To maintain high standards of performance within resources and in accordance with NHS Tayside Policies, Health & Safety Regulations and Codes of Practice. | | |
| ORGANISATIONAL POSITION Administrative Services Manager  Associate Administrative Manager  Nuclear Medicine  Radiology Admin Supervisor  Band 4  Angus  Radiology Admin Supervisor  Band 4  Ninewells  Radiology Admin Supervisor  Band 4  PRI  Radiology Admin Supervisor  Band 4  Medical Administrator  Band 3  Medical Administrator  Band 3  Medical Administrator  Band 3  Medical Administrator  Band 3  Band 2  Band 2  Band 2  Band 2 | | |
| SCOPE AND RANGE To provide a comprehensive admin support within Clinical Radiology ensuring that all patient appointments are booked within nationally agreed waiting time targets to a set booking template.  **Induction Standards & Code of Conduct**  Your performance must comply with the national “Mandatory Induction Standards for  Healthcare Support Workers in Scotland” 2009; and with the Code | | |

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| MAIN DUTIES/RESPONSIBILITIES  * Work as part of a team to allocate and re-allocate patient appointments for each clinical radiology modality using the CRIS system ensuring appointments are booked in accordance with local guidelines and national waiting times targets. * Allocate patient appointments using a pre-defined booking template within the CRIS system and to a pre-defined clinicians rota. * Print and issue appointment letters to patients. * Ensure accurate data entry and retrieval of patient data and clinical information when using the CRIS system. * Work as part of a team to audio type CRIS examination reports for clinical staff using audio dictation equipment * Implement appropriate priority changes and re-allocation of patient appointments when required as directed by Waiting List Coordinator. * Audio-typing and copy typing of routine and confidential letters, memos, reports and other relevant correspondence. * Arrange, attend and minute take at staff meetings and other departmental meetings when requested * Dealing with general office duties including photocopying and managing department mail, responding where appropriate and directing/prioritising to assist in the efficiency of the service delivery. * Deal with telephone and face to face enquiries from all staff groups, patients, relatives, and carers providing information, directing and prioritising queries as appropriate, to ensure efficiency and effectiveness of service delivery. * Contribute to the development of departmental protocols/policies for A&C staff i.e Standard Operating Procedures, proposing changes and discussing review where relevant. * Maintain accurate and appropriate records in line with organisational and departmental requirements. * Report and record equipment faults or hazards to senior supervisors, managers, estates dept. * Liaise with all departments, agencies and the public to ensure smooth, efficient services and to promote a good service image. * Undertake personal development and/or refresher training as necessary to maintain up-to-date skills/knowledge base. * Maintain confidentiality. * Demonstrate courteous behaviour. * Maintain a safe working environment and ensure Health & Safety Assessments are undertaken and actioned appropriately. * The post holder will have to demonstrate their duties and train new or relief staff. |

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| COMMUNICATIONS AND RELATIONSHIPS  * Key communication links and relationships exist between postholder, NHS Tayside Waiting List Coordinator, A&C supervisors, senior A&C managers and all other departmental A&C staff within the clinical group. * The post holder will be comfortable and competent communicating and liaising with a broad range of professionals: Radiologists, radiographers, sonographers, nurses, doctors, consultants, Clinical Leads, and other Health Professionals. * It is essential the post holder can communicate confidently and professionally in a variety of ways – written, telephone, face to face meetings, electronically. * The post holder must be emotionally capable of supervising and answering enquiries of a sensitive nature from the public where they are extremely anxious and/or distressed. * The post holder is required to use tact and diplomacy when dealing with complaints and can recognise when to escalate to senior management. The post holder is required to show empathy when dealing directly with special requirements and to respect and support peoples’ equality and diversity. |
| KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB **Knowledge & Experience**   * Base level knowledge of SVQ2/NC Administration (medical option) and Experience of working within a secretarial/administrative role and a willingness to develop a knowledge of local terminology and working practices. or * Base level knowledge of SVQ2/NC Administration (medical option) and PDA in Medical Administration at SQF Level 7., or * NVQ3/HNC Administration and IT (medical option).   **Skills**   * Proficient IT skills including experience in Microsoft Office software packages. * Ability to work without direct supervision, prioritising own workload. * A working knowledge of NHS procedures and policies * Ability to work under pressure resolving problems and coping with competing demands. * Good time management and trouble shooting skills. * High level of interpersonal/communication skills, organisational and planning skills. * Pleasant and helpful telephone manner.   **On the Job Training**   * Up to a 6 month period to acquire a working knowledge of local policies and procedures i.e local Health and Safety Regulations, local terminology * Radiology Information System training. * ICE system training. * Knowledge of other hospital computer systems to assist with matters arising. |

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| 1. **SYSTEMS AND EQUIPMENT**  * Various software packages, e.g. Word, Excel, PowerPoint, Internet/Intranet, E-Mail, Electronic Diaries, Electronic Room Booking, SSTS, CRIS. * Telephone/Fax Machine * Audio Equipment * Photocopier * Dictation Equipment * Filing/Bring forward system   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. |
| DEMANDS OF THE JOB  * **Physical Demands**. * Use of VDU for prolonged periods, e.g. writing reports, analysing information.  Mental Demands  * The postholder is expected to respond to unpredictable work demands including frequent interruptions which can lead to a change of task on a daily basis whilst still being expected to complete tasks within given timescales. * Constant review of workload required to ensure objectives met. * High levels of concentration required to the typing of lengthy reports, assessments ensuring a high level of accuracy at all times. * Mental effort is expected to meet legislative and agreed deadlines as laid down by hospital policies. * To deliver the full remit of the role the postholder requires to have excellent organisation, communication and IT skills which include speed and accuracy. * Confidentiality, diplomacy and discretion are required at all times  Emotional Demands  * Letters/reports for typing frequently contain sensitive information and material of a highly distressing nature. Case notes/files can hold sensitive, unpleasant and emotional material.  Environmental Demands.  * Shared office can lead to noisy difficult working conditions causing frequent interruptions and stress. * To ensure compliance with NHS Tayside operating policy, the post holder is required to undertake relevant Management of Aggression, Back Awareness and Risk Assessment training. |

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| 1. **DECISIONS AND JUDGEMENTS**  * Post holder will have a degree of self-direction within Standard Operating Procedures and can manage and prioritise their own workload. * Work within Standard Operating Procedures and Practices using own initiative and be confident to refer to line manager or Waiting List Coordinator for guidance where required. * Be required to use own initiative with little supervision within agreed guidelines and boundaries. * Exercise judgment when dealing with internal and external bodies to resolve issues. * Demonstrate a high level of discretion and professionalism at all times. * Agree formal objectives annually and review twice yearly with A&C Supervisor. * The postholder will be required to interpret written and oral communications, correcting spelling and grammar to ensure continued quality of output and standards maintained. * The postholder will be able to organise their own workload and will at their own request seek the assistance of the Admin & Clerical supervisor as necessary. * Workload may be prioritised and re-prioritised by Waiting List Coordinator or A&C Supervisor or Admin Services Manager as service dictates during peak demand times. |
| MOST CHALLENGING/DIFFICULT PARTS OF THE JOB  * Maintaining continuous clerical services. * Dealing with patients in a sensitive manner, imparting appointment information when they may not have been informed of their prognosis. * Lack of space and privacy when dealing with personnel and sensitive staff issues. * Provide on going training to junior members of staff and carrying out own duties. * Pressure of fulfilling workload during periods of annual leave and staff sickness. * Coping with interruptions with queries and requests from other members of staff. |