NHS TAYSIDE – AGENDA FOR CHANGE

JOB DESCRIPTION

|  |  |  |
| --- | --- | --- |
|  | Job Title | Clerical Officer/Receptionist |
| Department(s)/Location | Breast Service, Ninewells Hospital |
| Number of job holders | 4 |
| 2. JOB PURPOSE The East of Scotland Breast Screening Service is part of the National Breast Screening Programme and is responsible for the identification, screening, assessment and onward referral of eligible women in the catchments area of Tayside and NE Fife.  The Symptomatic Breast Service provides an assessment and diagnosis facility for women referred from Dundee, Angus and North East Fife. | | |
| 3. ORGANISATIONAL POSITION Breast Services Manager  |  Breast Services Co-ordinator/Admin Manager  |  Admin Support Officer  |  **Clerical Officer/Receptionist/Typist (this post)** | | |
| 4. SCOPE AND RANGE The Breast Screening Programme is responsible for the invitation, screening and further assessment of women in the 50-70 age group in Tayside and NE Fife.  The Symptomatic Breast Service provides a mammography and further diagnostic examination service for approximately 4,500 patients per year.  The Breast Service provides a number of different clinic types held throughout the week for which the post holder will provide admin support and a shared reception service. | | |
| 5. MAIN DUTIES/RESPONSIBILITIES **Telephone Duties**  On a daily basis, the postholder is required to deal with telephone calls relating to the following:   * changing and cancelling existing appointments * checking Community Health Index to ensure patient records are accurate * advising patients when next appointments are due and giving details of mobile screening unit   locations   * transferring calls to other lines within the department and also to other departments within the   hospital.   * answering queries and giving information on all aspects of the Breast Screening Service and   Symptomatic Imaging Service to patients, GP surgeries and other departments.   * Giving information to radiographers calling from mobile vans   **Reception Duties**   * Arrange appointments for patients and issue new appointments for revisits, using TRAK and CRIS systems. * Request patient casenotes using iFIT * Updating patient details on TRAK, CRIS and SBSS. * Provide a reception service for patients – booking into computer systems, answering enquiries, dealing with outcome sheets. * Prior to and after clinics, the postholder will pull x-ray packets from the department filing room, ensuring accuracy and checking for misfiles.   **Typing Duties**   * The postholder will be responsible for the accurate audio typing and generation clinic letters and other communications as required.   **Filing Duties**   * Carry out an ongoing yearly file check of designated section, pulling and recording files for destruction   **Mail Duties**   * Opening, sorting and distributing departmental mail, including confidential mail. Sending out appointment and result letters. * Sign for recorded delivery items for the department and ensure that they are dealt with appropriately. * Redirect any mail that has been inappropriately received in the department.   **Stock Duties**   * Checking stationery and other supplies and requesting supplies when required. * Receiving, checking and distributing all stationery and equipment supplies to the Department.   **General Duties**   * The postholder will use the Breast Screening IT system (SBSS) to print worklists and any other paperwork required to support both mobile units * Check alerts on a daily basis on SBSS, eg deceased patients, Previous Film and Technical Recall requests and action as required. * The postholder is responsible for ensuring that the IT systems are updated with correct patient addresses and GP details. * Receive in symptomatic radiology requests from CRIS, add to waiting list or book appointment. Check rejected requests and inform referrer accordingly * Scan documentation as required into SBSS/CRIS/CLINICAL PORTAL * Request previous images from other Screening Centres and hospitals throughout the UK. * The postholder will be expected to provide advice and training with regard to own activities to new members of staff. * The postholder will provide cover during periods of leave for other members of the team, including the Band 4’s when required. * The postholder will be responsible for the safe use of office equipment, e.g. pc’s, printers, photocopier, laminator. * Liaising with Radiographers and Porters to ensure that Pathology Samples are collected promptly. * The postholder will be expected to liaise with colleagues in order to plan daily workload rota. * Ensure confidential waste is collected. * Implements administrative and secretarial policies for own work area and proposes changes to working practices/policies/procedures when necessary. * The postholder will occasionally participate in surveys or audit as required by the department.   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. | | |
| 6. COMMUNICATIONS AND RELATIONSHIPS On a daily basis, the postholder will provide and receive sensitive information to and from patients, requiring tact or persuasive skills. For example patients asking for results when the postholder is not permitted to give any details, or when trying to obtain personal information in order to ascertain which clinic the patient requires to be appointed to.  The postholder will deal empathetically with patients and their relatives who are stressed and anxious about their results of tests, both in person and by telephone.  The postholder will liaise with Ambulance Transport Staff, Clinic Nurses, Radiographers, Imaging Department Assistants, Consultants, Clinicians, Medical Records, porters, and other Departments to ensure the smooth running of the clinic.  The postholder will communicate with Primary Care Staff - GP’s, Receptionists, Practice Managers also Specialist Nurses, regarding timescales, future appointments, and updating patient information to ensure accurate records.  The postholder will deal with enquiries where there may be barriers to understanding, for example, where English is not a first language, deaf/blind, or have another disability. Also arrange appointments for people with different cultural needs e.g. if they only want to see female doctors.  The postholder will regularly communicate with other staff in the breast team – Radiographers, Radiologists, Surgeons, Clinicians, and Breast Care Nurses regarding patients and appointments, and completion of forms and other paperwork.  Constant liaison with colleagues regarding workload , e.g. to ensure that all Clinic Administration has been completed and in place, and that all the paperwork for the Mobile Screening Unit is updated and ready to be transferred by the Transport Officers. | | |
| 7. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB HNC Business, SVQ Level 3 Administration or equivalent office experience.  IT skills in particular word processing and spreadsheets are required. Audio typing experience is also desirable.  Willingness to learn and undertake on the job training and specialist courses in specialist software programmes e.g. Scottish Breast Screening IT System, CRIS, TRAK and CHI.  Knowledge of hospital departments & clerical procedures, acquired through on the job training.  Willingness to learn medical terminology in relation to breast cancer.  Ability to prioritise workload and use own initiative.  As part of a team of Clerical Officers plan and organise tasks on a daily basis especially during periods of annual and sick leave.  Demonstrate own activities and procedures to new or less experienced employees.  Undertake surveys as necessary to own work. | | |

ESSENTIAL ADDITIONAL INFORMATION

|  |
| --- |
| 8. SYSTEMS AND EQUIPMENT  The postholder has shared responsibility for equipment and contacting estates or IT to have equipment repaired  Software used – SBSS, CRIS, TRAK, Word, Excel, CHI, Winscribe, iFIT  Maintaining and updating databases  Equipment used – PC’s  Telephones and intercoms  Printers (laser jet and label)  Photocopier  Scanner  Laminator    **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. |
| 9. PHYSICAL DEMANDS OF THE JOB Physical skills   * + Requirement for advanced keyboard use – speed and accuracy extremely important when entering patient data into IT systems.   Physical Demands   * + On a daily basis light effort required for short periods, occasional moderate effort, moving and carrying case notes, x-ray bundles, manoeuvring trolleys etc.   + Approximately 80% of work is computer based therefore sitting in a restricted position for this proportion of duties while data entering/typing is carried out.   + The filing room consists of mobile shelving which requires the use of step-ladder to reach top shelves.   Mental Demands   * + Frequent interruptions from telephone calls.   + Dealing with irate patients when clinics are running late.     Emotional Demands   * The postholder will occasionally be required to deal with emotional circumstances when dealing with patient complaints. * Typing sensitive reports dealing with information regarding breast cancer patients.   Working Conditions   * Occasional verbal aggression is experienced. |
| 10. DECISIONS AND JUDGEMENTS The postholder is guided by standard operating procedures and established precedents. Supervision and advice is usually available when required.  Implements administrative and secretarial policies for own work area and proposes changes to working practices/policies/procedures when necessary.  It is not always clear-cut to the postholder if someone is due an appointment. Checks have to be made when last screened, next appointment due and location of screening etc.  Research patient records for updates and accuracy due to patients providing incorrect information.  Dealing with enquiries of a delicate nature when clinical staff are not available regarding recall to clinic for further procedures.  Maintaining patient confidentiality at all times e.g. when patient’s relatives request information. |
| 11. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB On a daily basis deal with telephone calls from patients who become upset and angry regarding non-availability of suitable appointment times and locations.  Maintaining a calm and helpful approach to verbal aggression at Reception Desk in the Waiting Area e.g. non-completion of forms which had previously been sent out, objection to giving details of a personal nature.  Working in a busy reception dealing with conflicting demands, i.e. phone ringing at the same time as visitors arriving at reception.  Concentration required when transcribing dictation, frequent interruptions e.g., telephone calls from patients and other departments, regarding appointments and results, also queries from Imaging Department Assistants, radiographers, and other clerical staff, regarding location of notes/films and procedure requests*.* Resolve conflicting appointments and schedules*,* e.g. when patients haveboth screening and symptomatic appointments, or want to rearrange their appointments to accommodate anotherappointment within the hospital. Dealing with unforeseen cancelled sessions e.g. having to contact patients when the mobile screening van is cancelled due to adverse weather conditions, or technical faults while maintaining patient confidentiality at all times. |
| 12. JOB DESCRIPTION AGREEMENT The job description will need to be signed off using the attached sheet by each postholder to whom the job description applies. |