#### Form JE 5



**JOB DESCRIPTION**

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| 1. JOB IDENTIFICATION | |
| |  |  | | --- | --- | |  |  | | Job Title: | Generic Administration Assistant – Band 2 | | Responsible to: | Admin Team Lead / Project Support Officer | | Department(s): | Tayside Sexual and Reproductive Health Service | | Directorate: | Dundee Health and Social Care Partnership | | Operating Division: |  | | Job Reference: | Sco6-5307-GEN-ADMIN-04 | | No of Job Holders: | 6 | | |
| 2. JOB PURPOSE | |
| Participate in the provision of comprehensive administrative support and reception duties within the service and facilitate the efficient delivery of services provided.To function as a first point of contact for (visitors/patients/callers) to clinics and ensure queries are dealt with or redirected to the most relevant person.Responsible for provision of clerical/administrative support to the multi-disciplinary teams including a reception service.Responsible for general administration duties, e.g. typing, photocopying, scanning, distribution of mail, email etc, in an efficient manner and ensuring requested deadlines are met.Participate in referral processing and appointing including data input for clinics within the service.Provide waiting list information for clinics within the service.Support service staff in the use of IT system e.g. Digital Dictation, Topas, Pecos, SSTS, NASH. | |
| 3. ORGANISATIONAL POSITION | |
| Admin Team Lead / Project Support Officer  **Admin Asst (This Post)**  Administrative Asst  Medical Secretary (2)  Health Advising Asst  Admin Asst / Receptionist x6 | |
| 4. ROLE OF DEPARTMENT | |
| Tayside Sexual and Reproductive Health Service is a Tayside wide service hosted by Dundee Health and Social Care Partnership.There are bases at Drumhar Health Centre in Perth and Ninewells Hospital in Dundee and further within NHS Tayside localities.TSRH provide a high quality, safe and supportive environment in order to care for patients, carers, relatives and colleagues within Care Clinical Groups to meet identified care needs. The post holder will carry out essential clerical duties required within the multidisciplinary team to contribute to the provision of person-centered care. | |
| 5. KEY RESULT AREAS | |
| Reception duties including answer 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.  Process and appointing of referrals, participating in managing waiting lists to ensure that patients are appointed appropriately e.g. soon and routine, and assessed by the relevant therapist.  Be responsible for dealing with routine and non-routine enquiries from all staff groups and external agencies, providing information, direction and prioritising queries as appropriate to ensure efficiency and effectiveness of service delivery.  Liaise with other members of the admin 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 and IT Security.  Participate in the cancellation of clinics at short notice by contacting patients by telephone or face to face due to, for example, staff sickness.  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 patients records including medical notes and x-rays, in line with NHS Tayside procedures, including setting up files.  Assist in arranging meetings, compiling and distributing agenda and papers and record and prepare action notes for subsequent approval.  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 TOPAS e.g. number of patients on waiting list and number of referrals, patient attendance information, etc.  Ensure all work is undertaken to the quality standards defined in line with NHS Tayside Corporate Policy.  Photocopying, faxing and emailing as instructed.  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 service.  SSTS Roster.  To support NHS Tayside values of quality, teamwork, care and compassion, dignity and respect, and openness, honesty and responsibility through the application of appropriate behaviors and attitudes.  **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. | |
| 6a. EQUIPMENT AND MACHINERY | |
| Computer desktop/keyboard/mouse  Printer, Photocopier  Audio/dictating equipment  General office systems i.e. telephone including mobile telephones, laminator, copying and filing | |
| **6b. SYSTEMS** | |
| Manual and electronic diary systems.  IT Systems:  Microsoft Word, Excel, PowerPoint, TOPAS, WinScribe Pro and e-mail. | |
| 7. ASSIGNMENT AND REVIEW OF WORK | |
| Admin and Clerical (A&C) Services cover a variety of departments and areas throughout the locality.  The postholder is a member of the A&C team providing high quality comprehensive, modern administrative support to the managers and clinical staff within the service throughout the locality. As a member of this team, the postholder will:  Assist in providing secretarial support including typing of clinic letters and clinical information.  Process and appoint all referrals to identified Clinics, following NHS Tayside and Departmental Policies/Procedures which may include delivering a reception service, booking patients in and re-appointing on TOPAS, arranging transport and document case notes.  To ensure that all enquiries are dealt with efficiently in a tactful and courteous manner using discretion and confidentiality at all times, to enhance the quality of the Service.  Data input to a variety of systems, including TOPAS and MIDIS. | |
| **8. DECISIONS AND JUDGEMENTS** | |
| Discretion over own workload, prioritising on a daily basis.  Responsibility for appointing patients to appropriate therapist or clinic, in line with admin team procedures  Accountable for own actions.  Discretion over screening of telephone calls for clinical staff, managers and other members of the admin team  Initiative is required to ensure information is communicated in an appropriate and effective manner.  Transferring concerns of distressed relatives and patients to clinical staff. | |
| 9. 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 due to staff sickness and also dealing with day-to-day issues.  Remaining professional but also sympathetic when dealing with angry or upset patients, both in person and telephonically e.g. informing patient of appointment cancellation.  Deal with uncertainty and change. | |
| **10. COMMUNICATIONS AND RELATIONSHIPS** | |
| Liaise with clinical staff and managers regarding the smooth running of the department.  Liaise with external agencies and staff, both verbally and in writing, regarding appointments, meetings, etc.  Contact portering and ambulance staff to transport outpatient to their destination following treatment.  Liaise with other members of admin staff to ensure appropriate cover during breaks and to ensure appropriate information is passed on at handover.  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 admin team regarding admin procedure.  Provide advice and information to clinical staff on appointments and clinic arrangements.  Communicate effectively with patients, visitors and staff, some of whom may have barriers to communication i.e. head injury, non-English speaking, etc | |
| **11. PHYSICAL, MENTAL, EMOTIONAL AND ENVIRONMENTAL DEMANDS OF THE JOB** | |
| **Physical**:   * 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.   **Mental**:   * To maintain high levels of concentration for prolonged periods i.e. information transcription to ensure accuracy and avoidance of misinformation and action note taking. * Prioritisation of own workload on a daily basis and adjust in response to crisis and competing deadlines. * Constant interruptions from staff, patients and external establishments i.e. direct contact and telephone. * Daily requirement to demonstrate tact and diplomacy to a wide range of professionals and service users.   **Emotional**:   * Stress is encountered at mild and moderate levels due to impending unplanned deadlines for non-allocated work information imparted from colleagues. * Deal with information which may be of an emotional and distressing nature e.g. domestic abuse, staff illness.   **Environmental**:   * Potentially be exposed to verbal aggression on an occasional basis. * May be required to lone work within department. | |
| 12. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB | |
| **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   * Good standard of general education with a minimum of 2 Standard Grade passes with preferably one being English * Ability to understand an electronic appointment system * Sound knowledge and experience in MS Office (Word, Excel, Powerpoint), and email combined with a high standard of keyboard and audio typing skills. * Effective communicator – face to face and on telephone * Ability to communicate effectively at all levels ensuring that consideration is given to lifestyle, gender and cultural backgrounds * Ability to assess situations and act accordingly, for example dealing with potentially difficult situations with awkward patients/relatives * Excellent time management skills * Ability to work under pressure in a high paced environment * Ability to use initiative and manage own workload in conjunction with departmental priorities and procedures. | |
| **13. JOB DESCRIPTION AGREEMENT** | |
| A separate job description will need to be signed off by each job holder to whom the job description applies.  Job Holder’s Signature:  Head of Department Signature:  **(I confirm this Job Description accurately reflects the duties and**  **responsibilities of the postholder and does not impact upon any other**  **postholders role)** | Date:  Date: |