

SECTION 1

JOB IDENTIFICATION

Job Title: Administrator

Department(s): AHP Administration Team

Location: Aberdeen Health Village

Hours: Per week

Grade: Band 3

Salary: £26,869 - £28,998 per annum, pro rata

Contract: Permanent

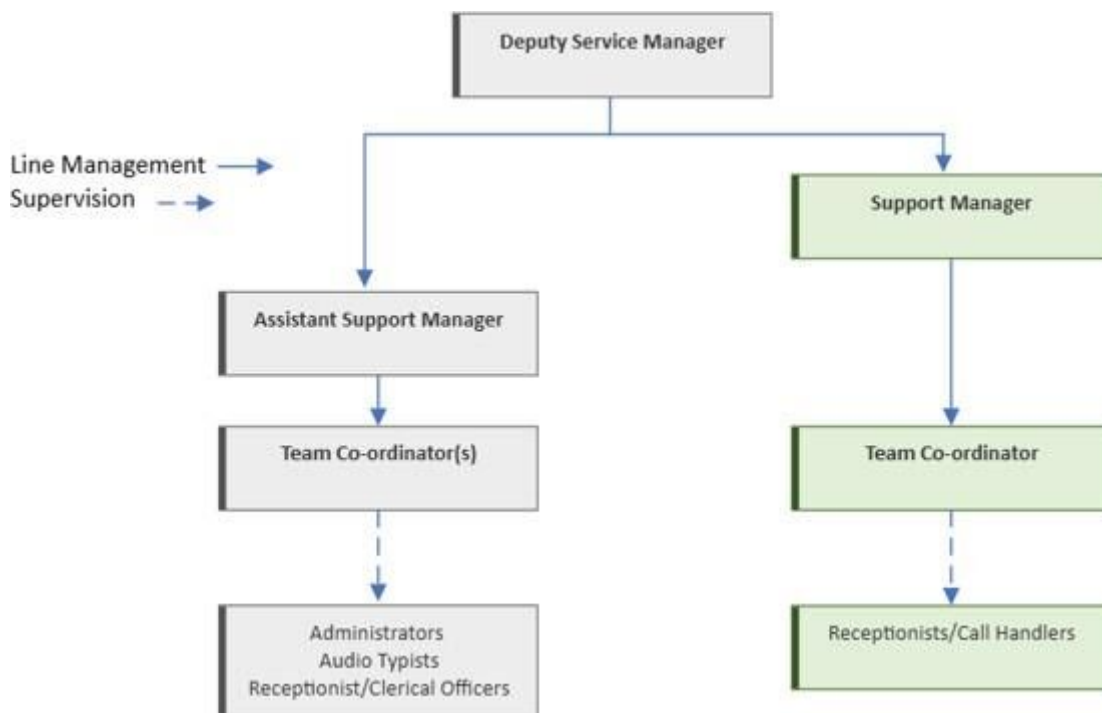
Job Reference: RM213078

2. JOB PURPOSE

To ensure the effective provision of an efficient administration service to the Allied Health Professions based within Aberdeen Community Health and Care Village and across Aberdeen City.

The Administrator is the central point of contact for the aligned AHP service and provides a pivotal link between clinical staff, general practitioners, visiting clinicians and patients; as well as liaising with many other services and departments within the Health Village and across NHSG.

3. ORGANISATIONAL POSITION



4. SCOPE AND RANGE

The job holder will provide key administrative support within the AHP Administration Team, providing cross cover for colleagues during times of leave, both planned and unplanned. This may include working in different zones within Aberdeen Health Village and/or peripheral sites, on occasion.

The Job holder is expected to prioritise and manage workload to meet demands presented on a daily basis using organisation, planning and time management skills.

The job holder will be responsible for the full co-ordination of referrals and patient correspondence for their aligned service area.

5. MAIN DUTIES/RESPONSIBILITIES

Referral Process and Patient/Client Care

- To use the Patient Administration System (PMS) to register patients and to ensure all patients' details are accurate and up-to-date, correcting any errors or omissions
- To deal with non-routine and emergency demands for appointments promptly and effectively
- To process all referrals which arrive electronically or manually

Appointment Service

- Is responsible for co-ordinating patient waiting lists for their aligned service, prioritising patients in clinical and chronological order and liaising with clinical staff to ensure patients are allocated appropriate appointments
- To monitor appointment attendances and waiting times, as requested
- To liaise with clinicians regarding their availability and schedule clinics on PMS in accordance
- To cancel/reschedule patients as advised by clinician
- To assist the clerical/reception staff with appointment queries/patient complaints, as required

Clinic Preparation

- Overall responsibility for ensuring the provision of 100% of original case notes for clinics
- Responsible for creating and amending clinic templates on PMS, including adhoc clinics as appropriate
- Closely monitor 'specialty' clinics, accessing cancellation lists where necessary, to ensure clinics have the optimum numbers which benefit both patients and clinicians
- Ensure patients who arrive unexpectedly are handled in a sensitive, professional manner, with case notes retrieved efficiently for medical staff

Planning and Organisational Skills

- Prioritising a number of complex activities for self - daily, weekly and monthly whilst providing support to the clerical/reception staff
- In conjunction with Team Co-ordinator/Assistant Support Manager/Deputy Service Manager, deals with major Public Health incidents including receiving instruction from the health protection team. This includes rapid initial response meetings and de-brief meetings after incident
- As required, attend and support team meetings, including preparation of agendas and taking the minute/action note of the meeting, when necessary

Responsibilities for patient/client care

- Produces reports/general patient correspondence to support services, utilising PC and audio equipment as advised
- Organises appointments including written or verbal contact with patient
- Assists patients, relatives, carers during incidental visits to clinics

- Deals with ambulance patients, prisoners, and emotional patients using the utmost discretion at all times
- Arranges interpreter services for patients where English is not their first language
- Arranges portering services for patients where appropriate within the building
- To fulfil all other administrative tasks appropriate to role as requested by clinical staff, Team Co-ordinator/Assistant Support Manager/Deputy Service Manager

Responsibilities for policy and service development implementation

- Works to departmental, health board and Scottish government policies
- Offers suggestions in changes of practice within the administration of the department, thus enabling a better service to the patient.
- As a member of a multi-disciplinary team is proactive in proposing change to procedural policies within the clinical specialties
- Ensures standard operating procedures pertaining to all administrative tasks within the department are accurate and kept up to date at all times

Responsibilities for financial and physical resources

- The safe use of hospital equipment i.e. computers, printers, photocopiers, faxes, telephones etc
- Appropriate management of correspondence and patient letters allowing for all to be sent within current guidelines
- The maintenance of photocopiers, printers, office equipment, dictaphones and requisition of repairs
- Logging calls with estates and building provider when faults are found
- Monitor and maintain service information resources
- Procurement of stationery and clinical stock items on a regular basis, ensuring stock levels are maintained at all times

Responsibilities for Human Resources

- Participates in induction and training of clerical staff/receptionists and bank staff on an ongoing basis as directed by Team Co-ordinator, including provision of practical training on administration, patient administration systems, medical terminology and departmental procedures
- Inputting of SSTS (payroll) data at the end of each month for clinical teams and ensuring the system is updated regularly to reflect an accurate record
- Dealing with payroll queries in relation to SSTS for clinical team members
- Provides cover for reception/clerical staff during periods of low staffing levels
- Provides leave cover as requested to support co-located colleagues and those situated in alternative bases
- Provides guidance for reception/clerical staff on service specific enquiries
- Monitor local procedures and highlight any areas/suggestions for improvement to Team Co-ordinator or Support Manager
- Works within the boundaries of NHS Grampian Policies and Procedures

Responsibilities for information resources

- Extensive non-routine theoretical and practical knowledge on PMS system to book appointments, register patients, create clinic templates, process referrals and ensure all patients details are accurate and up to date, correcting any errors and omissions.
- Access and extract patient information from the speciality waiting lists and analysing and updating speciality waiting lists
- Access, analyse and act upon return waiting lists highlighting failures from BOXI to clinicians/service managers
- Maintain WL standards through timely completion of still booked reports, vetting reports etc
- Receiving referrals through SCI-Gateway /e-mail/ post/ for processing, filing and recording
- Process SARS (subject access requests) received by the department in line with guidance and within deadline provided by Information Governance

Responsibilities for research and development

- Ad-hoc audits of referral patterns that inform service development
- Collection of data/information for clinical staff for research purposes
- Assist Team Co-ordinator in compiling capacity and demand statistics/information for review by the clinical team

6. SYSTEMS AND EQUIPMENT

PC – (Patient Management System (PMS) Business Objects XI (BOXI), Word, Intranet, E-mail, Excel, Access, TURAS, PECOS, Ccube,
Printers – Label, Laser
Telephone
Photocopier/Fax/Scanner (MFD)
Kodak Scanner

7. DECISIONS AND JUDGEMENTS

- Use initiative to respond appropriately to queries, or to on pass to relevant team member
- Develop and review local systems and procedures in conjunction with Team Co-ordinator/Assistant Support Manager
- Monitor local procedures and highlight any areas/suggestions for improvement to Team Co-ordinator/ Assistant Support Manager
- Management of out-patient new and return waiting lists
- Cancelling / rescheduling of patients' appointments.
- Works on own initiative within clearly defined guidelines, for a large proportion of their workload, which requires judgement and comparison of a range of options
- An awareness and judgement of the rules regarding the maintenance of patient confidentiality in the daily handling of sensitive information. This entails providing advice and guidance to staff on disclosure of patient information in accordance with policy.

8. COMMUNICATIONS AND RELATIONSHIPS

The Administrator will communicate and liaise with multi-disciplinary team members, Team Co-ordinator, Assistant Support Manager, Deputy Service Manager and other staff as appropriate regarding a diverse workload.

- Daily communication within unit – patients, administration staff, AHP staff, Team Co-ordinator, Assistant Support Manager, Deputy Service Manager and other AHSCP/NHSG staffing groups
- Daily communication with other units – Colleagues within other Health Village zones, Information Governance, Referral Centre, PMS Team, GP Surgeries, Ambulance Dept, Patient Transport and other NHS Grampian departmental staff
- Daily complex discussions (in various formats i.e. face to face, phone, e-mails, correspondence) with appropriate administrative actions
- Facilitates appropriate communication strategies with patients who have physical or mental impairment
- Facilitates interpretation via language line with patients whose first language is not English or organises interpreters where the language is not on language line.
- Have a courteous and professional approach when dealing with members of the public, colleagues, GPs, referrers and all others

9. PHYSICAL DEMANDS OF THE JOB

- Dealing with emotionally distressed patients/relatives
- Moving and handling heavy boxes of patients' notes
- Manual handling of stationery supplies
- Frequently sitting or standing at VDU whilst inputting or extracting information for a substantial proportion of working time
- Frequent noise exposure due to high volume of patients, telephone calls and printers.
- Occasional exposure to disturbing photographs in patients' medical notes.
- Working within a shared office where temperature is difficult to regulate
- Working to deadlines/short time scales
- High degree of accuracy when recording or providing patient information, reports and/or statistics

10. MOST CHALLENGING/DIFFICULT PARTS OF THE JOB

- Managing multiple waiting lists
- PMS Clinic Co-ordination
- Having to deal with emotional and or aggressive patients regarding appointments and cancellations.
- Managing conflicting workload and responding to service staff requirements
- Clinical staff and Receptionists leaving decisions/problems with Administrator
- Requirement for prolonged concentration when producing PMS clinic templates, booking clinics and referrals, monitoring, inputting, changing data and completion of patient reports
- Unpredictable interruptions where required to change from one activity to another at a third party request. Dealing with constant unpredictable interruptions which results in leaving current task and concentrating on another activity
- Dealing with a patient's complex medical needs (for example drug addicts, alcoholics) with sensitive and diplomatic communication required throughout.
- Dealing with patient complaints, escalating to Team Co-ordinator/Assistant Support Manager/Deputy Service Manager where appropriate
- Exposure to distressing circumstances i.e. reports, photographs, patient difficulties and illnesses

11. KNOWLEDGE, TRAINING AND EXPERIENCE REQUIRED TO DO THE JOB

Education

- Educated to Higher grade level
- SVQ III or Typing or Business Administration qualification or relevant experience.

Experience

- Previous experience in a busy administration role/office environment
- Proficient in Microsoft office and electronic mail systems
- Previous NHS Experience – desirable but not essential

Skills

- Excellent Interpersonal and Communication skills – both written and verbal
- Ability to manage heavy diverse workload and to work in a logical, methodical and diligent manner
- Ability to communicate effectively and sensitively e.g. with people who have communication difficulties.
- Ability to cope with challenging people – of all ages and abilities
- Accuracy and attention to detail
- Ability to prioritise workload. Being capable of working on own initiative or as part of a team
- Ability to handle sensitive situations i.e. patient complaints, distressed patients or relatives
- Friendly, patient, self-confident
- Advanced Keyboard skills
- Knowledge of numerous administrative systems such as PMS, MRT, i-Xpress, BOXI, SCI-Gateway, ECCI – desirable but not essential
- Technical IT skills of Microsoft Office and email
- Knowledge of NHS Grampian policies and procedures – desirable but not essential
- Knowledge of Data Protection and Freedom of Information legislation

PERSON SPECIFICATION

POST/GRADE: Administrator
LOCATION: Aberdeen Community Health and Care Village (office based)
WARD/DEPARTMENT: AHP Administration Team

The Person Specification should meet the demands of the job and comply with current legislation. Setting unnecessary standards may, for example, unfairly discriminate against one sex, the disabled or minority racial groups. Applicants should be assessed in relation to their ability to meet the real requirements of the job as laid down in the job description. With the exceptions relating to displaced and disabled candidates noted in Sections 5.3 and 5.4 of this policy, shortlisted candidates must possess all the essential components as detailed below.

GENERAL REQUIREMENTS

Factor	Essential	Desirable
Qualification & Experience	<ul style="list-style-type: none"> ▪ SVQ II Administration or equivalent exp/qualifications ▪ Good standard of Education, including English ▪ Comprehensive Administrative Experience ▪ Proficient in the use of IT systems e.g. MS Office and Email ▪ Competent Typist ▪ Previous NHS Experience ▪ PMS Experience ▪ Experience of working with the general public ▪ Current experience of working within a busy office environment 	<ul style="list-style-type: none"> ▪ ECDL ▪ Experience of PMS Clinic Co-ordination ▪ Previous WL management experience
Circumstances & flexibility	<ul style="list-style-type: none"> ▪ Ability to work in a busy team environment ▪ Ability to multi-task and be adaptable to an ever changing environment ▪ Ability to cross cover for colleagues, supporting difference clinical services or roles within the team, as necessary 	<ul style="list-style-type: none"> ▪ Ability to work in a flexible manner to accommodate leave
Particular requirements of the post	<ul style="list-style-type: none"> ▪ Prioritise and plan own workload ▪ Excellent Communication and interpersonal Skills ▪ Good Organisation Skills ▪ Accuracy and Attention to Detail ▪ Confidentiality ▪ Sensitive approach ▪ Ability to work on own initiative ▪ Team Player ▪ Good attendance record ▪ Good time management 	
Level of Disclosure check required	PVG	