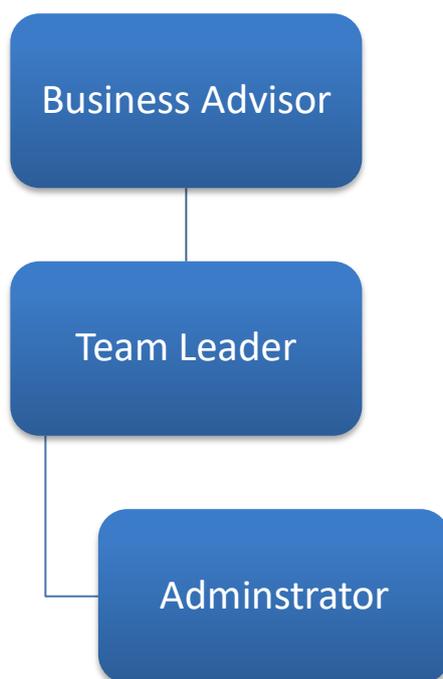


### JOB DESCRIPTION

<b>Job Title:</b>	Adminstrator
<b>Band/Pay:</b>	Band 2
<b>Department:</b>	Moor To Sea

#### *Moor to Sea ISU*



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#### **Job overview**

To provide reception and clerical support at all times and assist in maintaining a high standard of record keeping at ward level.

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## **Main duties of the job**

- To act with professionalism and integrity, being a role model to those around us and ensuring everyone has an equal opportunity
- To provide a service that is tailored to meet the needs of the individual and to understand what our patients/customers need and be adaptable and responsive
- To provide a high quality customer service which complies with relevant legislation and NHS Employment check standards
- To be honest and learn from mistakes and help to create a “no-blame” culture where people feel able to share and learn from experiences together
- To work as part of a team demonstrating effective communication, and working collaboratively with colleagues inside and out of the department
- Acknowledge that you need to continually deliver greater value to customers
- Be honest about your biggest challenges and create a culture of curiosity and openness
- Make a deliberate effort to connect with strangers from different walks of life and invite them to share their ideas
- Be curious and creative about new possibilities, whilst identifying what works well and to do more of it
- Help to develop and foster a learning environment where feedback is welcomed and valued

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## **About your new team and department**

Dart ward is an 18 bed acute, elderly care medical ward. It is fast paced and can be challenging, but is also very rewarding. You will be supported by a caring and forward thinking team, as well as those based outside the ward, where ward clerks within the unit will be happy to support you with any queries.

Some of our patients can be challenging, as can some relatives but you will be assisted to gain knowledge to help, and support as needed. A calm manner is essential, but team members will support when needed.

There will be an expectation for this role to work across our three areas of work within our ISU – Totnes hospital, Dartmouth clinic and Ashburton Helth and Wellbeing site.

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## **Detailed job description and responsibilities**

### **Communication and Working Relationships**

- To ensure patients are treated with courtesy, dignity and respect
- This position requires empathy and tact when dealing with patients who may be angry or upset

- To ensure a good relationship is maintained across all departments throughout the hospital and an ability to communicate with all members of multi-disciplinary teams
- To deal with enquires, including telephone enquiries, in conjunction with and under the direction of nursing staff
- Liaise with appropriate appointments, transport etc. in arranging outpatient appointments under the direction of medical and nursing staff

### **Planning and Organisation**

- To provide reception service for all patients and visitors to Dart Ward and at times cross cover for sickness and annual leave across other ward areas
- To ensure that all Discharge Summaries are completed and sent out in line with Trust policy and flagging any capacity issues to the ward manager
- To request and collect case notes as necessary and ensure they are available for the daily ward round
- To ensure patient/admission/clinic appointments and outcomes and transfer details are accurate and up to date on the PAS computer system
- Distribute incoming post and redirect as necessary
- Keep ward Nurses station tidy and maintain levels of stationary
- Ensure the day to day maintenance of patient's case notes, including the insertion of investigation reports after having been seen and signed by medical staff and filing of plans/nursing notes ensuring all contents are filed strictly in accordance with the current protocol and ensure results are available, prior to operation where appropriate
- Cash handling- pay in cheques/cash to cashier's office and deliver insurance forms where appropriate and handling of valuables dealt in accordance to trust protocol
- To assist ward manager with clerical duties
- To be able to, scan and photocopy
- To order equipment/stock on appropriate system

### **Working Relationships**

Verbal skills to be able to communicate effectively on a daily basis with:

- Consultants and their teams
- Nursing Staff
- Clerical Staff
- Allied Health Professions
- Management Team
- Patients/Relatives/Carers
- General public
- GP Practices
- Other Hospitals both in and out of the district

### **Policy and Service Responsibility**

- To ensure that private, overseas, Scottish/Welsh and Northern Irish patients are identified and documented appropriately and the Private Patient Officer notified in accordance with the Trust Policy
- To be aware of and update knowledge of Hospital Policies and Procedures from the Trust Intranet

**Confidentiality**

- The post holder's work will bring them into contact with matters of a confidential nature, particularly information relating to the diagnosis and/or treatment of patient's individual staff records, information regarding contracts, tenders etc. may not be divulged without the authority to do so, disciplinary action will be taken for any breach of confidentiality

**Information Technology and Administrative Duties**

- Ensure that all patient records and investigation results are available when required by the nursing and medical staff
  - Liaise with other departments and wards re elective beds and patient management as required
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### PERSON SPECIFICATION

Attributes	Essential	Desirable
<b>Qualifications and training</b>	<ul style="list-style-type: none"> <li>• 4 GCSEs or equivalent level of education</li> </ul>	<ul style="list-style-type: none"> <li>• ECDL or equivalent</li> </ul>
<b>Knowledge and experience</b>	<ul style="list-style-type: none"> <li>• Competent Keyboard Skills</li> <li>• To be able to prioritise and organise own workload</li> <li>• To be able to work effectively both alone or as part of a team</li> <li>• Ability to achieve deadlines</li> <li>• To be able to communicate/interact effectively daily with patients, visitors and hospital staff both over the telephone and on a one-to-one basis</li> <li>• Basic computer literacy</li> <li>• Ability to work with speed and accuracy at all times</li> <li>• Knowledge of PAS</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of Medical Records</li> <li>• Experience in using Unit4 System</li> <li>• Experience of IHCS</li> </ul>
<b>Specific Skills</b>	<ul style="list-style-type: none"> <li>• Customer Care skills</li> <li>• Reception skills</li> </ul>	
<b>Requirements due to work environment/conditions</b>	<ul style="list-style-type: none"> <li>• Required to use a computer and telephone throughout the day</li> </ul>	

<b>Physical skills</b>	<ul style="list-style-type: none"> <li>• Required to use a computer and telephone throughout the day</li> <li>• Ability to write legibly</li> </ul>
<b>Physical effort</b>	<ul style="list-style-type: none"> <li>• Lifting and carrying notes on a daily basis</li> <li>• Lifting and putting away stationery stores on a weekly basis</li> <li>• Walking on the ward to liaise with nursing and medical staff</li> </ul>
<b>Emotional effort</b>	<ul style="list-style-type: none"> <li>• Dealing with worried, angry, sometimes confused distressed patients and relatives on the telephone and face to face with empathy and diplomacy on a daily basis</li> <li>• The people enquiring may be relatives/parents/carers/ who may have significant medical or social problems</li> <li>• Working in an environment with the distressed relatives and staff, when a patient has deceased</li> </ul>
<b>Mental effort</b>	<ul style="list-style-type: none"> <li>• Ability to concentrate whilst nurses, medical and other disciplines of staff are making phone calls and having discussions in very close proximity to you. Increased distraction due to noise level on ward i.e. calls bells, telephone etc.</li> <li>• Ability to deal with ward rounds</li> </ul>