

JOB DESCRIPTION

<u>JOB TITLE:</u>	Clinic Support Administrator
<u>BAND:</u>	Band 3
<u>LOCATION:</u>	11 Shelley Road, Boscombe
<u>HOURS OF WORK:</u>	37.5 per week
<u>ACCOUNTABLE TO:</u>	Patient Services Supervisor and Musculoskeletal Services General Manager
<u>KEY RELATIONSHIPS:</u>	Management team, Patient Services administration team, patients and their relatives, clinical staff for Community care clinics operating from Shelley Road, GP practices and their staff within Dorset, liaison with secondary care staff and other departments working with the clinics at Shelley Road.
<u>JOB PURPOSE:</u>	To provide high quality clinic and secretarial support to the Community Health Care clinics operating from Shelley Road, Boscombe. This includes the Dorset Musculoskeletal Services, ENT, Podiatric Surgery, Cardiology and Phlebotomy clinics and to ensure patients and visitors to the service are dealt with in a friendly and professional manner and to help ensure that each patients experience is positive.

MAIN DUTIES AND RESPONSIBILITIES

Key duties include:

- Greeting patients and visitors, booking patients into clinics, canceling and re-arranging clinics. Responding to queries from patients, carers, clinical staff and managers relating to appointments, treatments and meetings via face to face, written or telephone communication
- Act as the lead clinic support administrator for set clinicians and take responsibility for all secretarial duties as necessary including telephone calls with patients regarding aspects of their treatment, these clinicians include General Practitioners, physiotherapists and Occupational Therapists with Special Interests
- Provide a comprehensive typing service to the primary care clinics and ensuring patient referral letters and reports are dealt with quickly and accurately in line with 18 week referral pathway
- Ensuring that patient files are complete and available to clinicians in time for the patients visit. Ensuring that patient notes are accurately filed away or scanned electronically

- Setting up and clearing down clinic rooms before and after each clinic starts and finishes ensuring that all equipment required is available. Ensuring rooms are cleared down in line with health and safety procedures
- Cover early and late opening times for the service

Reception

- Provide an efficient and welcoming reception area. Telephone for taxis if requested. Exchange hearing aid batteries. Escort Patients to Audiology Department via lift or stairs if requested. Deal with incoming and outgoing post daily. Photocopy relevant paperwork relating to the Patient Services Department
- Respond to and deal with enquiries from the public, visitors, patients and staff
- Book, cancel and rebook patient appointments using the CAMIS/System-ONE systems and manage clinics using the CAMIS/System-ONE systems to include all follow up appointments
- Deal with all general enquiries and receive telephone calls on behalf of the clinical team members ensuring messages are dealt with efficiently and promptly.
- Provide non clinical advice to patients including information on wearing insoles and orthotics
- Act as first point of contact for complaints, investigating and resolving as appropriate
- Record all compliments and complaints and forward to Complaints Manager monthly

Service Development

- Take an active part in the set up of new services from an admin view with direction from the line manager, investigating options for how and when to deal with referrals, monitoring the activity of the new services, ensuring there is a system in place for and blocking clinics off due to leave and training
- Continuously monitor services that you are responsible for and notify the line manager if the clinics are not booked or if there are any problems with the running of the service which are reported to you by the public, clinical staff or others
- Write pathways on how you deal with referrals, book appointments and cancel clinics and share with the team
- Discuss and implement changes that will improve the service and offer suggestions to other service leads on how they can improve their service
- Suggest ways of improving services outside of the Patient Services office which have an effect on the way Patient Services runs and ways that this could improve the service to our patients, for example systems that are used by secondary care that have an impact on the service we deliver

Referral and record Management

- Regularly type confidential letters and reports. Copy and send, either manually or electronically, to the appropriate clinician/hospital. Keep copies of all patient records in the patient's electronic or paper notes
- Retrieve patient case notes and letters as required either manually or electronically. Maintain systems at all times and assist with collating and distributing information as required
- Provide an efficient filing system both paper and electronic to include archive of records. Ensure that the filing is completed by the end of each day, (this will involve frequent and ongoing light physical effort.)
- Ensure that patient files are regularly scanned electronically or taken to the archive store.
- Take part in compiling a list of diagnostic results weekly prior to clinic via the E-Camis Clinical Viewer system; ensure all information and reports are given to the clinician with relevant patients records up-loaded electronically to clinicians folder or attached to patients notes. Ensure all diagnostic results are checked electronically and are dealt with daily and passed to the relevant clinician. Ensure all information is returned to the office and dealt with at the end of the clinic
- Support the Consultant Podiatric Surgeon and book patients into the surgery clinic, liaise with Wimborne and Blandford Hospitals and ensure operation list is kept up to date
- Inform Wimborne and Blandford Hospitals of dates when the podiatric surgeon will not be operating
- Receive and organise referral letters via e-Referrals and make new files for each patient referred ensuring the relevant paperwork is present
- Deal with e-Referral Worklists and ensure patients are notified if appointment is not appropriate for the service and send out confirmation letters to those that are.
- Upload e-Referral referral letters accurately to the appropriate scan drive

Other duties

- Take and transcribe minutes from monthly staff meetings
- Chaperone patients as requested
- Be aware of clinic room usage; health and safety procedures associated with these clinics and liaise with staff in other departments regarding room usage where necessary.
- Assist in training and developing new staff
- Provide a comprehensive handover to other admin staff when required i.e. to cover leave
- Report any problems, complaints or risks to the line manager
- Report any incidents on Ulysses and inform the line manager.

- Use several computer software packages including CAMIS, SystmOne, e-Referrals, Clinical Viewer and Carestream PACS, Winscribe
- Act responsibly at all times to ensure that data protection and confidentiality procedures are adhered to
- This post is developmental and other duties may arise in order to deliver the service more effectively and efficiently
- You will be required to learn other I.T systems and administrative procedures that are relevant for Poole NHS Health Care Centre including learning Poole CAMIS, EPR and VISION in order for you to cover the clinics at Poole Health Care Centre during times of sickness or staff leave, you may also be required to cover at other clinics in the area if the service develops further

SECTION B: TERMS AND CONDITIONS OF SERVICE

1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
2. Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.
3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and

behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

- 1. Respect and dignity**
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
- 2. Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
- 3. Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
- 4. Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.
- 5. Working together for patients**
We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.
- 6. Everyone counts**
We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

- 7. Positive**
Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.
- 8. Proactive**
Challenging unacceptable behaviour, showcasing learning and innovation, actively

encouraging ideas and involvement from others.

9. **Supportive**

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10. **Respectful**

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11. **Reliable and trustworthy**

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.