

Job Title:	Administration Assistant / Receptionist
Reports to (job title):	Administration Manager
Line Manager to:	N/A

Job purpose

The role of Administration Assistant / Receptionist will support the full reception and administrative duties at our base location in Chester and our community settings throughout Cheshire West and Chester.

To perform a variety of tasks in support of the patient journey from referral to consultation through to discharge.

To be proficient in the use of computerised systems for booking and tracking all types of community appointments and patient electronic records ensuring this function is co-ordinated and updated accurately and in a timely manner.

To work in conjunction with the clinical and managerial teams to ensure appointment capacity is utilised and the timeliness of patient appointments is monitored.

To undertake clerical duties to ensure a comprehensive and efficient administrative support service.

Base

Covering all clinics across Cheshire West and Chester: with our hub being based in Chester and community clinics in Blacon, Ellesmere Port, Neston, Winsford and Northwich.

This post is responsible for

This list is intended to summarise the key responsibilities and is not intended to cover every task that may be required of the role: -

- Sort and distribute and action incoming mail if required.
- To create, update and amend patient case notes as required, particularly in respect of ensuring all patient demographics are accurate as required.
- To undertake reception duties, including updating patient's personal details and organising follow-up appointments or add patient to an outpatient waiting list following a standard operational procedure.
- Responsible for managing the full end to end process of a walk-in reception service; booking in patients, signposting and triaging.

- To ensure telephone enquiries are dealt with in a polite and courteous manner and liaise with Administration Manager to action DNAs to the service.
- Undertake photocopying, facsimiles, email, memo requests and basic ad-hoc copy typing if required.
- Support with and maintain our robust testing and results process, which will include the required result administrative tasks.
- To work in line with our organisational values and behaviours, in addition to maintaining our local and regional guidelines.
- Support the service with the management, promotion and administration of our FFT (Friends and Family Test) campaign.
- Maintain the work area in a clean, tidy manner at all times ensuring the security requirements of the office area are met.
- To support and share equal responsibilities of all tasks that fit within the remit of the Administration Assistant.
- Maintain a safe environment for patients, staff and visitors.
- To support with the creation and distribution communication and marketing literature for the service.
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To complete purchasing requests via our procurement system.
- Contribute and attend service, team and 1-2-1 meetings as and when required.
- To support the service secretaries with administrative tasks such as type-copying clinic attendance letters and sending out via our electronic send system. To also include the support and action of the services' inward referral process.
- To support the Administration Manager in the day to day operational functions of the department and undertake any office duties to ensure the efficiency of the administrative service is maintained at all times
- To complete all statutory mandatory training and any other training requirements that occur for support

the role of an administration assistant.

- To support the Administration Manager and wider Management team with audits and the collation of administrative data.
- To undertake any other duties as requested by the Management Team

This list of duties is not intended to be exhaustive, but indicates the main areas of work and may be subject to change after consultation with the post-holder to meet the changing needs of the service

Outline of Provisional Job Schedule:

Our service is open Monday-Saturday, and we are closed on bank holidays. We are open to our patients 8:30-19:30 Monday-Thursday, 8:30-16:00 on Friday and 9:00-16:00 on Saturday. We operate two core shifts that are subject to change and/or flexibility: an early shift 8:00-16:00 and a late shift 11:30-19:30.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers, and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential

Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead
- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety

and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Personal Specification

Essential

- Educated to GCSE level or equivalent in Maths and English
- Able to organise and prioritise own workload
- Able to communicate effectively and in appropriate manner with individual and groups at all levels
- Work as part of a multi-disciplinary team
- IT skills and experience in using office software such as Word, Excel and Powerpoint
- Good interpersonal skills, both verbal and written.
- Work using own initiative
- Able to plan own workload
- Forward thinking with logical and positive attitude
- Flexible
- Open and honest
- Flexibility in work practice in order to cover work from other sites if required
- Ability to travel to other sites

Desirable

- European Computer Driving Licence
- Previous NHS experience
- Previous experience of working within health or social services
- Wish to develop personal career and service
- Car Driver / Owner
- Experience of using Lillie

Employee signature

Manager signature
