

Job Description

Job Title:	Administrator
Reports to (job title):	Operational Lead
Line Manager to:	N/A

Job purpose

To provide effective administration in support of Luton Musculoskeletal Service, with responsibility for handling referrals via ERS (E-referral Service) and Self Referrals and telephone enquiries.

Key responsibilities

Support the running of the administration function of the Musculoskeletal Service by maintaining accurate systems, providing reception cover/support when required, and undertaking general office duties. The post holder's main responsibilities are to:

- Registering patients using Clinical System (SystmOne) and ERS, also dealing with Onward referrals to other hospitals. Booking of our exercise classes via telephone and letter.
- Deal with telephone enquiries from patients, the public, staff and other health departments, liaise with Departmental Secretaries at local hospitals referred to.
- Be competent in the use of Microsoft Office packages e.g. Word, Excel, Outlook. Knowledge of SystmOne, ERS and ICE (used to download clinical reports) would be an advantage.
- Complete administration tasks such as clinics (booking/rearranging appointments, clinic letters to include amending letters, responsibility of waiting lists and booking appointments for clinics.
- Contribute to creating a welcoming and efficient environment by greeting and assisting patients and visitors, answering, and making telephone calls and supplying information as requested.
- Deal with telephone enquires promptly and accurately ensuring that messages are accurately relayed and appropriately referred on. Respond to patients' telephone enquiries in a sensitive and confidential manner, dealing with the issue or referring onto the appropriate member of staff. Identify urgency of messages and use initiative to task clinicians if required.
- Be the first point of contact for referrals and process all referrals in a timely manner. Accurately take the data provided, obtain additional information as required and record on SystmOne. Complete the referral process including the scanning of any relevant paper documents.

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- Receive and dispatch mail. Mail to be scanned onto clinical system and information tasked to relevant clinician.
- Open/close clinics ensuring security of the building is maintained.
- Work flexibly within the team, creating, developing and maintaining effective working relationships with other staff, clients/patients and external contacts.
- Contribute to ensuring work is produced to agreed standards through planning and agreeing work, booking appointments, maintaining workflow in the team. Monitoring and controlling the achievement of agreed targets.
- Develop self to continually improve performance, take part in the appraisal and personal development planning systems and undertake development activities as necessary.
- Ensure all statutory and mandatory training is kept up to date.

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

- Inspire
- Understand
- Communicate

Think

- Challenge
- Improve
- Learn

Do

- Accountability
- Involve
- Resilience

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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

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- 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.

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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.

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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.

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Personal Specification

Essential

Experience

- Office experience
- Experience of working with confidential information
- Experience of working in a busy, demanding environment

Skills

- Good verbal and written communication skills, including amending therapist letters if needed.
- Effective telephone skills.
- Good IT skills including use of Microsoft Office, internet and e-mail, previous use of Clinical Systems
- Good organisational and prioritisation skills
- Able to draft simple letters
- Basic numeracy skills including working with Excel spreadsheets
- Flexible approach to working
- Team worker
- Able to use initiative and recognise when to seek support

Safeguarding and promoting the welfare of children and young people/vulnerable adults

- Demonstrates an understanding of safeguarding issues

Working within Professional Boundaries

- Accepts responsibility and accountability for own work and can define the responsibilities of self and others
- Seeks and uses support appropriately
- Understands the principle of confidentiality.

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Desirable:

- Experience of working within the NHS or in a Social Care Settings
- Knowledge of NHS practices and procedures
- Ability to use SystmOne and other Clinical Systems as appropriate.

Employee signature

Manager signature
