

Job Title:	Bank Administrator / Receptionist
Reports to (job title):	Administration Manager
Line Manager to:	Not Applicable

Job purpose

To support the Administration Manager in delivering a consistent and co-ordinated approach to the operational management of North and North East Lincolnshire Dermatology service. Undertaking full reception and administrative duties between the hours of 8am – 5pm on Fridays and Saturdays.

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 patient 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

Ironstone Centre, West Street, Scunthorpe, DN15 6HX

Key responsibilities

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.
- To ensure telephone enquiries are dealt with in a polite and courteous manner.
- Liaise with Administration Manager to action DNAs to the service.
- Undertake photocopying, facsimiles, email, memo requests and basic ad-hoc copy typing if required.
- To maintain a filing system for any hard copy records, ensure electronic records are maintained in line with our organisations policy and guidelines.
- To work in line with our organisational values and behaviours, in addition to maintaining our local and regional guidelines
- Maintain the work area in a clean tidy manner at all times ensuring the security requirements of the office area are met.
- Maintain a safe environment for patients, staff and visitors
- To participate in service developments for the administrative team
- To be a team player developing team working and encouraging a collaborative approach working closely with the nursing team on the department.
- Contribute to working towards our call management service levels and maintain excellent customer service.
- To aid close working relationships with service users, commissioners, and external agencies
- 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 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

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	
• Inspire • Challenge •	Accountability
• Understand • Improve •	Involve
• Communicate • Learn •	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

Desirable

- Previous NHS experience
- Previous experience of working within health or social services

Employee signature

Manager signature
