JOB DESCRIPTION

Job Title: **Administrator**

Grade: **Band 4**

Reports to: **Lead Sonographer**

Department: **Maternity Ultrasound Department**

JOB SUMMARY

The post holder will be the main point of contact for all administrative duties for Maternity Ultrasound department. The post holder will work closely with the Lead Sonographer by providing comprehensive administrative support and assistance.

The post holder will ensure high levels of clinician satisfaction by being an accessible, customer focused and knowledgeable point of contact. To provide a consistent approach across the Trust, using Standard Operating Procedures (SOPs) to ensure that functions of the role are carried out correctly within given timescales.

PRINCIPAL RESPONSIBILITIES

Outpatient Pathway

1. Schedule new and follow up appointments, ensuring that capacity is proactively and efficiently used. This includes booking patients into the right clinic to ensure that they are seen by the most appropriate sonographer first time and for subsequent follow ups
2. Ensure that any diagnostics and investigations that are required as part of the patient pathway have been requested and that the results are available for consultations.
3. Ensure outcomes of clinic attendance have been accurately recorded on EPR
4. Liaise with patient records staff, clinical colleagues, other admin teams and other organisations to ensure all medical notes, referral letters, results and discharge summaries are available for outpatient appointments and consultations
5. To ensure that all clinics have been built appropriately by utilising the clinical change management system

Pathway Tracking

6. To use the 18-Week Referral to Treatment (RTT) to manage all Gynaecology diagnostic appointments
7. Liaise with internal and external colleagues to share patient pathway and diagnostic information.
8. Adhere to the protocols developed by the specialties to identify how and when to escalate patients to the clinical specialist teams.
9. Monitor patient pathways and identifying actions which need to be completed at specific intervals as defined by the specialty protocols.
10. Manage and monitor outpatient and inpatient scheduling making best use of capacity
11. Ensure Trust systems are updated with patient pathway status information and that data quality is maintained
12. Proactively manage the pathway to avoid breaches and take steps to resolve any issues

General Administrative

13. To provide direct administrative assistance to the Lead Sonographer in order to help ensure the smooth and efficient running of the department.
14. To adhere to the approved clinical protocols
15. Use Trust IT systems and specialty databases to ensure relevant and accurate information is recorded.
16. Investigate patient DNAs, communicating the results to the ultrasound team as appropriate
17. Cancellations – communicate details to the ultrasound team ensuring all information is available.
18. Handle post according to SOP
19. To manage the Lead sonographer's diary as necessary, making decisions on whether and when appointments are made, based on the issue, the needs of the caller and the workload priorities and commitments of the individual.
20. Undertake general typing duties
21. Attend meetings for service development initiatives as required
22. Minute take meeting for the service as and when required
23. To be able to contribute to improvements and efficient processes
24. To carry out duties consistent with the post.

Communications/Customer service

25. Demonstrate high levels of customer care and be an ambassador for customer care within the Trust
26. To be the friendly, sensitive and accessible focus for patient and carer communication, ensuring that all patients have the opportunity to agree their appointment and admission dates
27. Act as the communication hub for clinical team, other PPCs, GPs, patients and their relatives, as well as internal and external organisations
28. Promptly answer telephone enquiries, taking and relaying messages in polite, and helpful manner, taking action as appropriate
29. Deal with complex queries
30. Ensure interpreting equipment is available when required for patient consultations
31. Inform transport department of patients who require transport following Trust protocols
32. Ensure that all information distributed to patients is accurate and up-to-date
33. Attend clinics where appropriate to co-ordinate the patient pathway

Education and Training/Self-Development

34. To undertake the training required to effectively and efficiently use the CV5 and EPR systems, for remote monitoring.
35. Support the Lead Sonographer with provision of reports, audit information and accessing specific information to support the management of the patient.
36. Identify own training and development needs and undertake appropriate training/education as required.
37. Participate in an annual individual performance review process where objectives will be agreed, performance monitored and personal development needs discussed
38. To attend all statutory and mandatory training as and when required to do so
39. Act responsibly in respect of colleague's health, safety and welfare following safe work practices and complying with the Trust's Health and Safety Policies

This job description should be regarded as a guide to the planned duties and responsibilities of the post. The description is not exhaustive and will be subject to periodic review in association with the post holder.

WAYS OF WORKING AND BEHAVIOURS

The job holder will display the agreed behaviours of the Directorate and the Trust as encapsulated by the performance management and personal development documentation, and in particular, the Trust expects all staff to comply with all relevant policies and codes of conduct and to display the values of the Trust.

The key purpose of this role is to deliver a 'world class' service to the Trust and the job holder will be expected to deliver this level of service through personal conduct, personal responsibility and the following key characteristics.

POLICIES AND PROCEDURES

The post is subject to the policies, practices, procedures and conditions of service determined by the Trust. The following is an extract of some of the major policies and full details of all are contained on the Trust Intranet site.

In the event of any circumstances arising where you are unsure of the correct course of action, you should (a) take advice from the relevant specialist within the Trust, and (b) refer to the detailed procedures on the Intranet.

Medical Questionnaire
The appointment is subject to the completion of a satisfactory medical questionnaire which may involve a medical examination. You may also be required to undergo medical examinations in the future and/or at intervals stipulated by the Trust.

Equality of Opportunity and Diversity
The Trust operates an Equality of Opportunity and Diversity Policy and welcomes all persons without regard to age, ethnic or national origin, gender or sexual orientation, religion, lifestyle, presenting illness, marital or parental status or disability. It aims to ensure that no action taken on behalf of the Trust causes direct unlawful or unfair discrimination to any job applicant, employee or former employee.

Anyone who has responsibility for the work of others, for recruitment, appraisal or discipline, must ensure they are familiar with the relevant policies in order to uphold the principles and observe the detail.

Information Security and Confidentiality
Everyone who works for the Trust has a responsibility to comply with the Data Protection Act 1998 and Code of Practice on Confidentiality and Data Protection. You are expected to safeguard the confidentiality, integrity and availability of data, whether in computerised or manual systems or storage, especially, but not limited to information concerning individuals (patients, job applicants, members of staff etc) and commercially sensitive matters.

Trust policies and statutory regulations must be followed. Breaches will result in disciplinary action which may result in dismissal. Regardless of any disciplinary action taken, a breach of confidentiality may also result in a civil action for damages.

If you have a concern about improper conduct within the Trust, you have a duty to disclose that, either by approaching an appropriate senior manager or the Trust's Information Governance office.

Health and Safety at Work Act
Every member of staff is required to take responsible care for the health and safety of themselves and other persons who may be affected by his/her acts or omissions at work. You are also required to co-operate with the Trust to ensure that statutory and departmental safety regulations are adhered to.

Fire

You must attend relevant training programmes as required in order to comply with agreed fire procedures and to take the appropriate action if the fire alarm sounds.

Control of Infection

The Trust has designated the prevention and control of infection and the full implementation of the Health Act (2006) as a core component in the organisation's clinical governance, managing risk and patient safety programmes. In consequence, all employees are expected to:-

i)   Follow consistently high standards of infection control practice, especially with reference to hand decontamination, adherence to dress/ uniform code, and for clinical staff, aseptic techniques.

ii)   Be aware of and follow all Trust infection control guidelines and procedures relevant to their work.

iii)   Participate in mandatory training and annual updates

Smoking

i)   Smoking is prohibited by law anywhere on Trust property - including buildings, car parks and grounds.

PERSON SPECIFICATION

FACTORS	ESSENTIAL	DESIRABLE
Education/Qualification e.g. education, qualifications, Registration requirements.	• Educated to A-level, or NVQ Level 4 in Business Administration/Customer Care or acquired equivalent experience • GCSE or equivalent in English and Maths, grades A-C	• Computer Literacy Course e.g. ECDL • Clinical background
Previous Experience e.g. paid and unpaid relevant to the post.	• Experience of using full range of IT systems and patient data systems • Experience of using Microsoft Office, including Word and Excel • Experience of scheduling outpatient appointments and/or admissions • Experience of working in a multi-disciplinary team • Experience of working in a healthcare setting • Customer Care experience • Experience of handling patient complaints	• Experience of working in the NHS • Experience of supervising staff Experience of using digital dictation systems
Skills, Knowledge, Abilities	• Accurate data entry, typing and checking skills • Ability to produce letters / reports using Word and Excel • Excellent interpersonal skills • Ability to communicate effectively with people at all levels • Ability to use own judgement to resolve problems and queries competently, including those of a sensitive and confidential nature • Ability to plan, prioritise and delegate workload	• Conflict resolution skills • Appropriate assertiveness skills • Understanding of Primary Care, GP and community services • In depth understanding of medical terminology appropriate to specialism • Good knowledge of speciality specific patient pathways

	• Manage and interpret data correctly to inform decision making • Pays attention to detail • Ability to initiate & co-ordinate change to own working practices • Excellent IT skills • Understanding of patient priorities and performance targets related to appointments and waiting times • Thorough knowledge of healthcare administrative systems and processes	
Aptitudes, Personal, Characteristics e.g. aptitude for figures, special demands of the post.	• Ability to work for long periods on computer • Ability to maintain a professional approach at all times • Ability to follow and work to policies and protocols • Reliable and adaptable	