

Job description

Position:	Colposcopy Administrative Clerk
Division:	Woman & Children's Health
Reports to:	Colposcopy Administrative Coordinator
Responsible for:	Providing administrative & clerical support to Colposcopy Unit
Accountable to:	Service Delivery Manager for Gynae
Salary:	
Band:	Band 2
Location:	Women Centre, Crawley Hospital
Hours of work:	Per contract
Disclosure required:	Yes

Job purpose

To be a member of the Women Centre administrative and clerical team, responsible for providing administrative support to the Colposcopy Unit, to be responsible for providing an efficient clerical service for the colposcopy outpatient service including but not limited to inputting patients' data into the colposcopy database (MASEY), EPR, logging referrals into all necessary patient administrative systems, dealing with patients enquiries and providing reception service as and when required.

To work with staff of all disciplines on the ward and other hospital staff as necessary to ensure an efficient service and to accept responsibility for other duties within the Women Centre as required.

Our values

As an employee of Surrey and Sussex Healthcare NHS Trust, you have an individual responsibility to treat everybody with:

Dignity and Respect: we value each person as an individual and will challenge disrespectful and inappropriate behaviour.	One Team: we work together and have a 'can do' approach to all that we do recognising that we all add value with equal worth.
Compassion: we respond with humanity and kindness and search for things we can do, however small; we do not wait to be asked because we care.	Safety and Quality: we take responsibility for our actions, decisions and behaviours in delivering safe, high quality care.

Our objectives

1. **Safe** – Deliver safe, high quality care and improving services which pursue perfection and be in the top 20% of our peers
2. **Effective** – As a teaching hospital deliver effective and improving sustainable clinical services within the local health economy
3. **Caring** – Work with compassion in partnership with patients, staff, families, carers and community partners
4. **Responsive** – To become the secondary care provider of choice for our the people of our community
5. **Well led** – To be a high quality employer of choice and deliver financial and clinical sustainability around a patient centred, clinically led leadership model

Key working relationships

Liaises with nursing staff, medical staff, GPs, other clerical staff, and other departments, support services such as porters, volunteers, visitors, and carers.

Main duties and key responsibilities

Communication and Relationships	
(a)	To receive referrals and log from GPs, Laboratory and Clinicians and make appropriate appointments in accordance with agreed national protocols and guidance.
(b)	Answering the telephone and relaying accurate messages as appropriate.
(c)	Maintains effective communications between patients, their relatives and the team within the department.
(d)	Liaises with all members of the multidisciplinary team to ensure effective communications are maintained within the department.
(e)	Attends team meeting, including team huddles and reads information as required.
(f)	Reports complaints or concerns to Lead Colposcopy Nurse.
(g)	Acts as an ambassador/role model for the organisation.
Knowledge, Training and Experience	
(a)	Deal with telephone inquiries in a polite and efficient manner.
(b)	With due regard to Risk Management policies and procedures, participates in maintaining a safe environment for patients, relatives, carers and staff.

Responsibility	
(a)	To act as the point of contact for nursing and medical staff in respect of queries and to provide a reception service when required.
(b)	Ensure that patients notes are up to date and in correct order and are taken to the appropriate place by coders or secretary when a patient episode is complete. Ensure that all filing of results and other information is accurately filed in the patient's notes.
(c)	Collects information as required.
(d)	To ensure letters and patients information leaflets are sent to patients promptly where appropriate.
(e)	To liaise effectively with secretaries and other team members on the Unit to ensure patients/GPs receive appropriate correspondence.
(f)	Is aware of legislation and responsibilities under the health & Safety at Work Act. Is aware of and follows policies and procedure with regard to clients, themselves, other members of staff, equipment and the general public.
(g)	To provide cover for colleagues within the Women Centre in time of sickness, annual leave or gaps in administrative team rotas.
(h)	Assist with the ordering of all stationery ensuring availability at all times.
(i)	Booking of outpatients' appointments on EPR or with the relevant hospital departments.
(j)	Participates in the performance development review process/
Physical/Mental/Emotional Effort	
(a)	Has a responsibility in ensuring the privacy, dignity and confidentiality of children, relatives and colleagues is respected at all times.
(b)	Is involved in the communication of sensitive/difficult information and subsequent support of clients, relatives and carers as appropriate.
Freedom to Act	
(a)	Practices in line with Trust policies and procedures at all times.
(b)	Through the appraisal system, ensures own training needs are identified and mandatory training is kept up to date.
(c)	Be aware of individual responsibilities under the Health & Safety at Work Act, Data Protection Act and towards maintaining client confidentiality. Be fully conversant with the Fire and evacuation procedures.
(d)	Takes part in education and training programmes appropriately.
(e)	Be familiar with the Risk Management strategy, the procedure for reporting untoward incidents, accidents and complaints whilst also being aware of methods to prevent such occurrences.

(f)	Participate in the achievement of quality improvement strategies and in the audit of procedures.
(g)	To undertake clerical duties in relation to colposcopy service.
(h)	To ensure Unit Quality Objectives are met and codes of practice are adhered to
(i)	To liaise with the Colposcopy Coordinator and the Lead Nurse on the Unit to maintain accurate data input into MASEY and to update EPR system accordingly.
Working Conditions	
(a)	Ensures that the Colposcopy Administrative office is clean by making regular checks as appropriate to maintain a high standard and in accordance with Trust Health & Safety policy.

This is an outline job description designed to give an overview of the responsibilities of the post. The post holder will be expected to be flexible to respond to change and organisational need. The post holder will also be expected to contribute to the wider corporate and organisational needs of the Trust as appropriate.

General

Information Governance

Whilst employed by the Trust you may have access to patient or staff information, this information must be kept confidential and must not be disclosed to anybody other than when acting in an official capacity. The unauthorised use or disclosure of patient or other personal information is a dismissible offence and in the case of disclosure of computerised information, could result in prosecution for an offence or action for civil damages under the Data Protection Act 1998.

If this post involves the collection, entry, change or deletion of any data items either electronic or manual (e.g. the Trust Patient Administration System) it is your responsibility to ensure that as far as is reasonably possible, you have ensured that those details are accurate and up-to-date.

If this post manages members of staff, it is your responsibility to ensure that these staff are made aware of Trust policies and procedures relating to their

area of work and to ensure that these are followed at all times. This post must also ensure that staff receive adequate and relevant training required by them to enable them to carry out their duties.

All employees must familiarise themselves with and adhere to all Trust policies and procedures including the following:

- Risk Management Policy and Strategy
- No Smoking at Work
- Equal Opportunities in Employment, including the Disability Discrimination Act
- The Caldicott Principles

Safeguarding Vulnerable adults, children and young people

All Trust employees have a responsibility to safeguard and promote the welfare of vulnerable adults, children and young people. As such, you have a duty to familiarize yourself with the Trust adult and Child Protection Procedures and Guidelines which are accessible on the intranet.

No Smoking Policy

Surrey and Sussex Healthcare NHS Trust is a smoke free Trust covering trust premises, grounds and any trust owned vehicle. Staff should not smoke during their working hours and will be protected from passive smoking both in the Trust and whilst making home visits.

Research

The Trust manages all research in accordance with the Research Governance Framework, a copy of which is available in the Medical Director's Office. As an employee of the Trust, you are required to comply with all reporting requirements, systems and duties of action put in place by the Trust to deliver research governance standards

Intellectual Property

From time to time during the normal course of your employment you may generate Intellectual Property (IP) which may have value in the delivery of better patient care. Where such Intellectual Property (IP) is created in the course of your employment or normal duties then under UK law it will generally belong to the Trust, unless agreed otherwise in writing between you and the Trust.

The Trust management procedures for Intellectual Property (IP) have been approved by the Trust Board and can be found on the Trust Intranet Site. Trust Procedures are consistent with the Management Framework for Intellectual Property (IP) of the Department of Health. You are required to comply with these procedures.

SASH+

As part of our commitment to ensure our culture and ways of working reflect and embed the practices and methodologies of SaSH+, you will be expected, where identified, to attend and complete relevant training and development opportunities to support this. This may include Lean for Leaders, Advanced

Lean Training, and the Human Factors Programme, amongst others. Full attendance and completion of identified courses will be considered mandatory for this post.

Essential	Desirable	Evidenced by
Qualifications		
	<ul style="list-style-type: none"> • GGSCE or equivalent 	Application
Experience		
Office/clerical	<ul style="list-style-type: none"> • Care environment • Hospital systems 	Application & Interview
Knowledge, Skills and Competencies		
Literate & numerate Basic IT skills Excellent communication and interpersonal skills Negotiating skills Ability to exercise tact and diplomacy Resourceful Customer Care focused Able to work on own and as part of a team Adaptable and flexible Ability to prioritise Methodical approach Good telephone manner Flexible and prepared to learn new skills Team player	<ul style="list-style-type: none"> • Filing • Awareness of own limitations • Decision making, problem solving skills 	Application, interview and Test
Personal Attributes		
Able to cope under stress Assertive Approachable Patient focuses Clean, tidy appearance		Interview