

JOB DESCRIPTION

JOB TITLE: Emergency Department Administration Officer

LOCATION: Emergency Department, John Radcliffe Hospital

GRADE: Band 3

HOURS/WK: 12

MAIN PURPOSE OF THE POST:

To provide a high quality, comprehensive and professional administration service in support of the clinical activities undertaken in the Emergency Department and on the wards of Oxford University Hospitals NHS Foundation Trust.

Key Duties and Responsibilities

- To be responsible for the reception of patients, relatives, carers and ambulance staff in a calm, professional and polite manner
- To supply clinical staff with the correct documentation to support patients clinical pathways through the Emergency Department and Emergency Assessment Unit.
- To accurately record and input full data/information into the Trust's EPR system in a timely manner.
- To provide excellent customer care that demonstrates a caring and responsive approach to those attending the hospital.
- Act as a first point of call for patients, relatives and carers presenting to the Emergency Department and provide guidance on what they can expect
- Keeping a watchful eye on patients in the waiting room.
- Collect personal and confidential information from patients or relatives ensuring tact and empathy are employed when inputting presenting complaint and using both computerised and paper based systems as appropriate. Data may be collected at the reception desk or directly from seriously ill patients who are already in cubicles within the department or their relatives.
- Use tact, diplomacy, understanding and compassion when communicating with patients who may be distressed, hard of hearing or whose first language is not English.
- To liaise with Ambulance and Police services and relevant departments within the trust as necessary to ensure a smooth patient pathway.
- File departmental records and organise the culling of filed notes in accordance with Trust guidelines. To support the collection of notes for Audit/Research as requested by Team Coordinators/Senior Clinicians
- Photocopying and other general office procedures.
- To contribute in own personal development, through attendance at mandatory training courses and appraisal
- To participate in the training and induction of new staff within the team.

- To work unsupervised during out of hours shifts and to maintain a safe administrative service and to contact staff to arrange cover when sickness absence occurs out of hours shifts.
- To understand own role and involvement in the Major Incident Process.
- To ensure that information on overseas and private patients is entered accurately onto EPR, to ensure appropriate charges are incurred.
- To frequently enter the Resus room to take patient details of Trauma patients who are seriously ill and requiring urgent medical attention, ensuring the details are added to the system in an expedited manner.

RISK MANAGEMENT

The management of risk is the responsibility of everyone and will be achieved within a progressive, honest and open environment.

Staff will be provided with the necessary education, training and support to enable them to meet this responsibility.

Staff should be familiar with the

- Major Incident Policy
- Fire Policy

and should make themselves familiar with the 'local response' plan and **their** role within that response.

RESPONSIBILITIES FOR HEALTH & SAFETY

The post holder is responsible for ensuring that all duties and responsibilities of this post are carried out in compliance with the Health & Safety at Work Act 1974, Statutory Regulations and Trust Policies and Procedures. This will be supported by the provision of training and specialist advice where required.

INFECTION CONTROL

Infection Control is everyone's responsibility. All staff, both clinical and non clinical, are required to adhere to the Trusts' Infection Prevention and Control Policies and make every effort to maintain high standards of infection control at all times thereby reducing the burden of Healthcare Associated Infections including MRSA.

All staff employed by the ORH Trust have the following key responsibilities:

- Staff must decontaminate their hands prior to and after direct patient contact or contact with the patient's surroundings.
- Staff members have a duty to attend mandatory infection control training provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health.

CHILDREN'S RIGHTS

The post holder will endeavour at all times to uphold the rights of children and young people in accordance with the UN Convention Rights of the Child.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

The Trust is committed to safeguarding children and vulnerable adults throughout the organisation. As a member of the trust there is a duty to assist in protecting patients and their families from any form of harm when they are vulnerable.

INFORMATION GOVERNANCE

All staff must complete annual information governance training. If you have a Trust email account this can be completed on-line, otherwise you must attend a classroom session. For further details, go to the Information Governance intranet site.

DATA QUALITY

Data quality is a vital element of every member of staff's job role. The Oxford Radcliffe Hospitals recognises the importance of information in the provision of patient care and in reporting on its performance. Data quality is therefore crucial in ensuring complete, timely and accurate information is available in support of patient care, clinical governance, performance management, service planning, and financial and resource planning and performance.

All staff should ensure that they have read and understood the Trust's Data Quality Policy