

For office use only

CAJE REFERENCE **HD12/0101**

DATE APPROVED **01/04/2021**

Updated **15/11/2022**

JOB DESCRIPTION

JOB DETAILS

Job Title: Administration & Clerical Officer – Physiotherapy Service

Pay Band: Band 3

Directorate: Therapies

Department: Physiotherapy

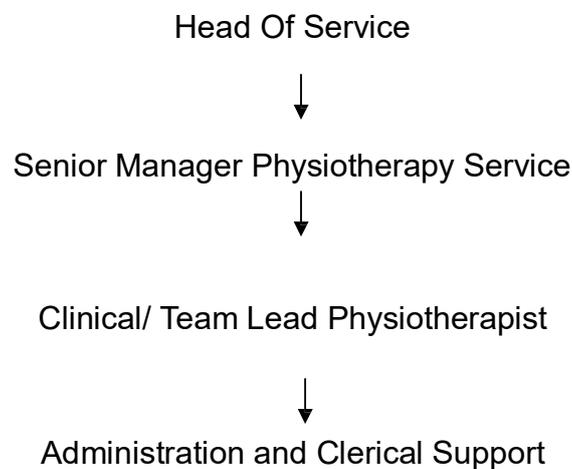
ORGANISATIONAL ARRANGEMENTS

Managerial Accountable to: Senior Manager Physiotherapy Service
Reports to: Clinical / Team Lead Physiotherapist

Professionally Responsible to: Clinical / Team Lead Physiotherapist

Responsible For: N/A

Organisation chart:



JOB SUMMARY / PURPOSE

To provide comprehensive administrative support to the Acute and Community Physiotherapy Service. This will include the efficient coordination and delivery of booking systems for appointing physiotherapy case loads. The post holder will be the first point of contact for visitors to physiotherapy services, making appointments and dealing with queries in a friendly and personable way.

The post-holder will be responsible for maintaining records both manually and on a Computerised system. They will demonstrate the ability to handle sensitive and confidential Patient information E.g.: clinical letters, investigations and results.

They will facilitate continuous monitoring of the Physiotherapy Service by supporting validation of waiting lists and through the production of monthly reports from Health Board Information Systems. The potholder will also provide leadership for other administrative staff at lower grades within the service in relation to the areas discussed previously.

Provide cover in the event of other administrative staff being absent.

The role may involve travelling to and working across other hospital sites in support of service delivery

Duties will include supporting both the Community Physiotherapy staff and those working within the Acute hospital. Finding the balance between these two areas is an essential part of the role.

MAIN DUTIES AND RESPONSIBILITIES

Service Management

Provides administrative support to the clinical staff within the service.

Acts as the key point of contact for the Acute and Community physiotherapy service.

Manages the systems and booking processes relating to patient appointments within the Acute and Community service. This includes diary management.

Cancel and rearrange appointments, sometimes at short notice due to circumstances such as staff sickness or urgent meetings.

Makes recommendations regarding areas for improvement in administrative systems process to line manger.

Be the first point of contact via the telephone for queries, using initiative, and judgment on necessary action to be taken, and dealing sensitively with distressed/angry callers.

Ensure patient notes are kept up to date and relevant correspondence filed and available for outpatient clinics.

Liaise in a professional manner with patients, relatives, carers, colleagues, clinicians, GP's and other professionals.

Manage time effectively to ensure that work is completed within timescales.

Plan day to day working using initiative to prioritize workload/ amend work planning to meet service requirements.

Process incoming and outgoing correspondence for the service, ensuring urgent action is taken where appropriate, E.g.: abnormal investigation results, urgent referrals.

Competent use of computer systems for entering and retrieving patient information.

Coordinates meetings between managers/ clinical staff and other service stakeholders (E.g.: PDR reviews, team meetings, In-service training).

Ask for advice and report any difficulties to an appropriate team member.

Undertake any other duties as appropriate to the nature and grade of the post.

Communications

Act as a key point of contact for relevant team members.

Communicate effectively and establish a good working relationship with a wide range of people to include medical staff, senior managers, peers, patients and external agencies, i.e. GP surgeries, other departments.

Communicates complex and sensitive information between staff and patients E.g.: telephone messages in order to ensure clarity and accuracy of record keeping.

Liaises with other departments within the hospital, GPs and other health professionals regarding patient information, status on waiting lists and expediting of appointments.

Regularly takes accurate minutes and stores them in an organized way within appropriate electronic archives.

Transfers patient referrals within/ outside the Health Board in order to ensure most appropriate treatment is received and that patients are treated in the most convenient location.

Exercise tact, diplomacy and sympathy when dealing with patients and their relatives.

Confidentiality should be considered at all times in any communication whether written or oral.

Attend team brief meetings when requested to do so.

Finance and Resources

Responsible for monitoring and maintaining standard office conditions.

Reporting of general faults to ensure a safe and efficient working environment E.g.: loose plugs, fused bulbs, and specific office equipment.

Responsible for the monitoring of stock and ordering of stationery/ other supplies using the Oracle system

Maintains up to date information and records in relation staff gym memberships and payments where this is available at specific sites.

Personal and People Development and People Management

In accordance with Organisational policy, plan, prepare and take an active part in the Personal Development Review (PDR) process.

With the line manager, formulate a personal development plan, and act on areas of training identified to develop and improve professional knowledge within the role.

Record and keep a personal portfolio of development and training activities undertaken, in preparation for the PDR process.

Supervises other administrative staff in relation to outpatient appointment systems. Assists in training of other admin staff/ new staff in the use of these systems.

Information Processing

Process and file patient correspondence using both physical and electronic systems in compliance with agreed policies and procedures.

Take responsibility for all clinical records within the department. This includes ensuring the safe return of requested medical records to the Medical Records Library and/or relevant Departments.

Maintain confidentiality of information at all times and adhere to the Data Protection and Access to Health Records Acts.

Undertake training and effectively use the full range of computer packages available within the Health Board. This includes using the hospital patient data base (Myrddin), intranet, e-mail, Microsoft word, Excel, PowerPoint, Oracle (Procurement System), WCCIS.

Facilitate continuous monitoring of the Physiotherapy Service by supporting validation of waiting times/ lists and through the production of monthly reports from Health Board Information Systems.

Produces ad hoc reports from Myrddin IT system in order to support service monitoring and evaluation.

Health, Safety and Security

Work within agreed Health Board policies, procedures and guidelines.

Ensure health and safety standards are maintained, identify possible hazards and inform The line manager if outside own authority.

Ensure all relevant work areas are well maintained, neat and tidy and conducive to effective working.

Attend mandatory training inline with health board policy.

Quality

The post-holder should act in compliance and maintain a good understanding of policies, procedures and guidelines across the Health Board's area of responsibility.

Support others effectively during times of change and working with others to overcome problems and tensions as they arise.

Ensure typewritten correspondence is of a malleable standard.

Ensure that own workload is managed effectively and autonomously to deliver a patient service in a timely manner.

Maintain an efficient manual and computerized filing system within the department and ensure compliance with Health Board policies, procedures and guidelines.

Encourage efficient use of service resources

Ensure post is effectively maintained, using initiative in resolving issues and seeking assistance if necessary

Equality and Diversity

To ensure that equality and diversity issues are recognized and addressed in accordance with legislation, policies and procedures.

Understands and acts in a way that indicates own responsibility to treat others fairly, equally and with respect.

Effort & Environmental

Bending, kneeling or crawling - Filing within medical records.

Typing and inputting clinical information.

May be required to type and/or handle correspondence of a distressing nature.

May have to pass on contentious information.

Due to nature of work, VDU in constant use.

PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
Qualifications and Knowledge	NVQ3/RSA III or equivalent demonstrable experience of administrative / office skills and knowledge OR NVQ2/RSA II or equivalent demonstrable experience of administrative / office skills and knowledge plus experience of working in an administrative / office environment	NVQ Level II Business Administration ECDL Working towards a medical terminology qualification	Application form
Experience	Previous secretarial and / or office administration experience. Experience using IT systems, word, excel, outlook.	NHS Experience	Application form and interview.

<p>Aptitude and Abilities</p>	<p>Ability to embrace the following personal values and behaviours on a daily basis -</p> <ul style="list-style-type: none"> • Dignity, Respect and Fairness • Integrity and Openness • Caring, Kindness and Compassion <p>Ability to demonstrate a commitment to our organisational values -</p> <ul style="list-style-type: none"> • Working together to be the best we can be • Striving to develop and deliver excellent services • Putting people at the heart of everything we do <p>Excellent Organisational skills to prioritize work, meet deadlines and work under pressure</p> <p>Excellent verbal and written</p>	<p>Welsh Speaker (Level 1)</p> <p><i>Full details around the expectations associated with level 1 may be found at the bottom of this page</i></p> <p>Ability to use Microsoft packages, e-mail Internet and databases.</p> <p>Ability to transcribe dictation of a varying quality.</p> <p>Ability to take minutes</p>	<p>Application form and Interview</p>
	<p>communication skills.</p> <p>Able to audio type and format letters.</p> <p>Ability to work independently and as part of a team</p> <p>Self motivated and able to work without supervision</p> <p>Good understanding of importance of confidentiality</p>		

Level 1 Welsh

(Please note that for this particular post level 1 in spoken Welsh is desirable but not essential)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.

GENERIC STATEMENTS

NHS CODE OF CONDUCT FOR MANAGERS

** For Managers only:

The post holder will be expected to adhere to the standards laid down in the NHS Code of Conduct for Managers and at all times act in a manner that reflects and promotes the values of the HB. The post holder must ensure all activity and service objectives are effectively met in compliance with HBs standing orders and SFIs, scheme of delegated authority and employment legislation.

REGISTERED HEALTH PROFESSIONAL

** For Registered Health Professionals only:

All staff who are members of a regulatory body must comply with standards of professional practice/conduct. It is the post-holders responsibility to ensure they are both familiar with and adhere to these requirements.

HEALTHCARE SUPPORT WORKERS

** For Healthcare Support Workers only:

All healthcare support workers should be familiar with and must comply with the Code of Conduct for Healthcare Support Workers in Wales.

COMPETENCE

The post holder is required to participate in the Hywel Dda PDR process and work towards meeting identified development needs. The post-holder is required to demonstrate ongoing continuous professional development. At no time should the post-holder work outside their defined level of competence. If the post-holder has concerns regarding this they should immediately discuss this with their Manager/Supervisor/Consultant. The postholder has the responsibility to inform those supervising their duties if they are not competent to perform a duty.

TEAM BRIEF

The post holder is required to actively participate in Hywel Dda Team Briefing in order to aid communication within the Health Board. Managers and supervisors will regularly deliver the Team Brief verbally to their own staff teams by means of a Core Brief and additional departmental information.

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 Hywel Dda. All staff have a responsibility to access occupational health, other staff support services and/or any relevant others in times of need and advice. The post-holder has the responsibility for monitoring the progress on action plans in relation to risk, health and safety. The post-holder has the responsibility for the development of risk profiles and a risk register within their area of responsibility. The post-holder has the responsibility for developing systems to monitor performance against agreed performance indicators.

HARRASSMENT & BULLYING

The HB condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff is requested to report any form of harassment and bullying to their line manager or to any Director of the HB.

RECORDS MANAGEMENT

The post-holder has the responsibility for timely and accurate record keeping and where appropriate in accordance with professional guidelines. The post-holder has the responsibility for the creation and maintenance of records in accordance with Hywel Dda policy and the data protection act.

FLEXIBILITY STATEMENT

The developing and rapidly changing nature of the organisation will require considerable flexibility from the post holder. This job description indicates the main functions and responsibilities for the post and is not intended to be a fully inclusive list and the duties and responsibilities specified in this job description are subject to change as the needs of the HB evolve. On agreement with the post holder, this job description will be amended, as necessary, in the event of future organisational and professional changes and/or personal development.

CONFIDENTIALITY

All staff may have access to confidential information about patients, staff or health service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and /or prosecution under current statutory legislation (Data Protection Act) and the HB Disciplinary Policy.

EQUAL OPPORTUNITIES

Hywel Dda University Health Board is committed to ensuring that, as far as is reasonably practicable, the way we provide services to the public and the way we treat our staff, patients and others reflects their individual needs and that individuals or groups will not face discrimination, harassment or victimisation, or be treated less favourably on the basis of sex, pregnancy and maternity, gender reassignment, disability, race, age, sexual orientation, religion and belief, family circumstances including marriage and civil partnership. To this end, the UHB has an Equality and Diversity Policy and Equality Impact Assessment Policy and Procedure and it is for each employee to contribute to enacting these policies.

OUTSIDE EMPLOYMENT/OUTSIDE INTERESTS

Any other work or outside interests must not conflict with the duties and responsibilities of your attendance for work as an employee of the HB.

ENVIRONMENTAL

The Hywel Dda Health Board is committed to its environmental responsibilities. The Board recognizes that its activities, including energy consumption, waste generation, transportation emissions, water use and resource consumption, have a significant impact on the environment. As an integral part of its commitment to ensure high quality patient care, all staff have a responsibility to adhere to environmental policy and procedure at both an Organisational level and within their own area of work to ensure legal compliance. Staff will do their utmost to minimize the environmental impacts of Health Board activities and services, and seek to continually improve operations to minimize their environmental effects. Staff should take note of relevant communications and attend mandatory training when required.

SMOKE FREE POLICY

All Health Board sites and premises and grounds are designated as smoke free areas. This policy applies to all staff, contractors/service providers, patients*, visitors and the public.

***Those patients staying in residential mental health units will be exempt under the Smoke-Free Premises (etc) Wales Regulations 2007.**

SAFEGUARDING ADULTS AND CHILDREN

Every employee of the Health Board, whatever their job, role, profession, status or place of work, paid or voluntary, has a responsibility for Safeguarding both adults and children. Staff must:

- Understand the nature of abuse and how children and adults might be at risk of harm and neglect.
- Understand their own safeguarding responsibilities and what actions they may need to take.
- Know where they can access local policies and procedures in relation to Safeguarding Children and Safeguarding Adults.
- Report allegations or suspicions of abuse to their line manager, including suspicions about a colleague or manager, irrespective of their status, profession or authority. This includes whistle-blowing
- Know how to make a Safeguarding referral to Social Services and/or the Police for both adults and children to report allegations or if they have concerns.
- Know what services, advice and support are available locally to vulnerable children and adults and how to access help needed.

INFECTION CONTROL

"The document Commitment to Purpose: Eliminating Preventable Healthcare Associated Infection: A Framework of actions for healthcare organisations in Wales stipulates that all staff must understand their responsibility and accountability for Infection Prevention & Control and the Health Board must be assured of this on an ongoing basis". IP&C is the personal and individual responsibility of all Health Board staff. All staff have a responsibility to protect and safeguard patients, service users, visitors and employees against the risk of acquiring healthcare associated infections. This responsibility includes being aware of the content of and consistently observing, Health Board Infection Prevention & Control Policies and procedures; and best practice guidance in order to maintain high standards of Infection Prevention & control.

GENERAL

The post-holder needs to ensure they are familiar with their terms and conditions of service.