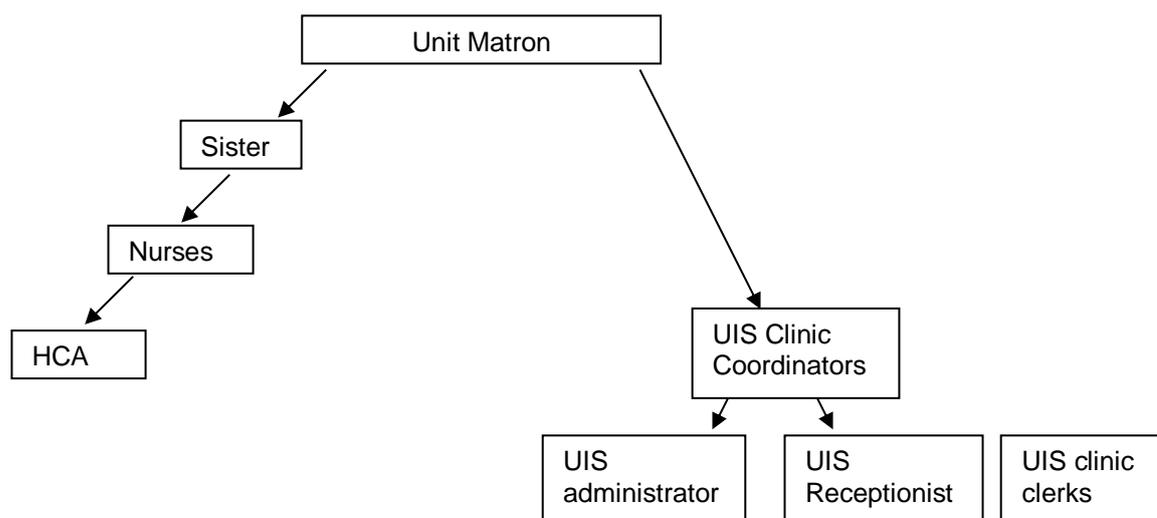


Job Description

Jo Ref:	19-234
Job Title:	Urology Investigation Suite Admin Assistant
Band:	2
Hours:	Full/Part time Hours
Department:	Urology Investigation Suite
Location:	Eastbourne DGH
Accountable to:	Clinical Matron – Specialist Surgery
Reports to:	UIS Clinic Coordinator Senior Sister/Charge Nurse

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed : £ nil Authorised signatory for: £nil Other financial responsibility: Assist with ordering of supplies
Staff	Staff (wte): N/A Support induction of new staff
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation Specialist systems: PAS/OASIS, eSearcher,
Job purpose	To fully support the administrative services of the Urology Investigation Suite. To provide UIS administrative, reception and clerical services. The post will involve taking and answering phone calls, booking of Out-patient appointments, covering reception duties as required and general admin and clerical duties.

Department Structure



Communications and Working Relationships

With Whom:	Frequency	Purpose
Patients	Daily	To book into clinic and send appointments. Answer enquiries.
Urology consultants and junior medical staff	As required	To deal with queries and book patients appropriately.
Senior Sister Urology Investigation Suite	Daily or as required	Management supervision, work planning, advice and support.
Other Departments	As required	Collect notes, requesting information
Clinic Nurses	Daily	Help and assist
Medical record staff, at Eastbourne and Uckfield hospitals, clinic clerks, library staff, ward clerks.	As required	Transfer of notes
Clinical Matron Surgical Specialities	As required	Advice and support.
Urology secretaries	As required	Confirm availability of medical staff (Annual leave/ Audit).

Key Duties and Responsibilities

1. Act as Admin Assistant within the Clinical Admin Team, to receive, reappoint, check and update patient demographic details on the PAS OASIS system.
2. Identify overseas visitors to Senior Overseas Officer.
3. To be first point of contact phone calls and enquiries of all service users. To deal with patient enquiries in a professional and friendly manner.
4. To act promptly and courteously to all telephone messages received and deal with messages efficiently only passing on to others those that need

professional input.

5. To monitor the generic email box on a daily basis.
6. To action all incoming post.
7. To undertake the appointing process, cancelling and re-appointing patients on the PAS system in line with government guidelines and targets. To ensure all patients are offered a convenient appointment either in writing or by telephone and that patients declining appointments are recorded appropriately.
8. To make follow up appointments and assist in bringing patient appointments forward when additional capacity is available. To ensure all appointments are booked within defined clinic protocols. When there is no capacity to raise immediately with the clinic coordinators.
9. To be responsible for ensuring all clinic outcomes are recorded onto PAS OASIS in a timely and efficient manner in accordance with Trust policy.
10. To follow clinician's instructions to add additional patients to a booked list / rearrange patient's appointments.
11. To maintain the outpatient partial booking system, for all patients with appointments pending in the Urology Investigation Suite.
12. Respond appropriately to information disclosed by patients with tact, diplomacy and sensitivity.
13. To cover reception duties when required.
14. To be prepared to participate in learning and development as required in line with the duties of the post. To be prepared to support new staff during their probationary period. To be prepared to cover other members of the team according to the operational needs of the department.
15. To ensure all correct documentation is available for clinics and patient documentation is accurately maintained within both patient case notes and on the PAS system.
16. To print and top up the service's supply of information leaflets as required.
17. In the absence of UIS Clinic Coordinators, assist in upload of information to e- searcher, collating service level statistics, ordering of supplies, typing of clinic letters and retrieval of patient information as required.
18. To assist with induction and training of new members of staff.
19. To participate fully in proposed variations or improvements to existing methods of operation, suggesting improvements to existing systems to help ensure maximum usage at all times.

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20. To undertake or assist in any other general administrative duties as may be reasonably required.
 21. To contribute to the working environment through maintenance and effective use of resources.
 22. To carry out all duties in a professional manner adhering to the policies and procedures of the Trust and conforming to current legislation concerning health and safety at work.
 23. To contribute to maintaining a suitable environment to meet the needs of patients and staff.
 24. To work within, maintain and support the Trust's infection control policies and practices, helping the Trust to meet its infection control standards.
 25. To report all accidents/incidents to the unit manager.
 26. To protect and maintain patient confidentiality at all times.
 27. Any other duties detailed by the UIS Clinic Coordinators/UIS Matron.

General Duties and Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with Trust values, of working together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

VDU work. Urology reception/admin office

Frequent patient contact and answering enquiries.

Visiting various departments, wards and offices in the hospital for the collection of notes. Non-patient load management.



PERSON SPECIFICATION

Job Title: UIS Admin Assistant	Band: 2
Department: UIS	Date: Sept 2019

*Assessed by: A= Application I= Interview R= References T= Testing

Minimum Criteria	*	Desirable Criteria	*
Qualifications / Training			
Good basic education	A		
Literacy and numeric Skills	A		
Experience			
Awareness of confidentiality Issues	AI	Previous experience with PAS system	A/ I
Experience within the NHS	A		
Computer literate	A		
Skills / Knowledge / Abilities			
Strong admin and clerical Skills	AI	Investigatory and problem solving skills.	A/ I
Work calmly under pressure	AI	Knowledge of medical terminology and the admissions process.	A/ I
Motivated	AI		
Excellent communication and Interpersonal skills	AI		A/ I
Ability to work on own initiative and manage workload.	AI		
Able to work efficiently and manage time under stressful conditions.	AI		
Other			
Reliable work record	R		
Helpful/pleasant manner	I		

Smart appearance	I		
DBS clearance	T		
Evidence that personal behaviour reflects Trust Values	I R		

Managers Signature

Date

Post holder signature
