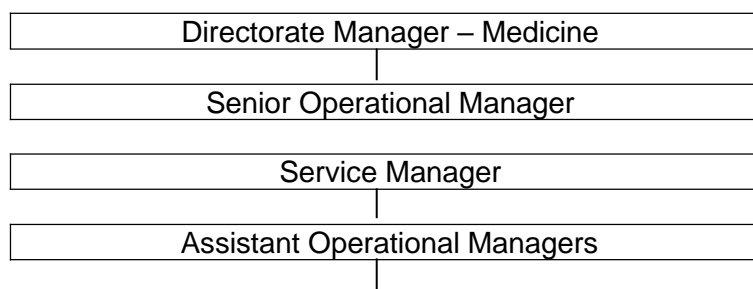


JOB DESCRIPTION

Job title:	Administrative and Clerical Supervisor (Outpatients) – Band 3
Department:	Outpatients
Division:	Medicine
Base:	Wythenshawe Hospital
Accountable to:	Assistant Operational Manager
Other accountabilities:	Service Manager

Organisation Chart



Job purpose

To work within a team which provides comprehensive outpatient administrative and reception support, including preparation of health records for clinics or day case admission. This will involve liaising with patients, General Practitioners, Consultants and other staff/departments within the Trust both by correspondence and telephone in regard to outpatient attendances/appointments.

The post holder will be responsible for the supervision of clerical staff within key areas across the Directorate. The post holder will be responsible for the training of clerical staff, ensuring work is appropriately allocated whilst supporting clerical teams through their personal development and appraisal process. The post holder will be responsible for ensuring works allocated to specific areas are delivered whilst highlighting areas of concern to the Outpatient Service Manager.

Full training will be given in order for the postholder to carry out all duties and tasks associated with the job including the functionalities within the IT systems required for this post and will follow established departmental policies and procedures. There is supervisory support at hand.

To undertake any other duties which are deemed appropriate to the banding when requested by senior staff. The above is not an exhaustive list of duties of the post and this may be reviewed in light of experience and developments within the service.

Duties and responsibilities

1. To support the process of outpatient service delivery following established protocols and procedures.
2. To organise your own day to day workload and to multi-task and use initiative where necessary when facilitating the staff rota to ensure adequate staffing/cover in all areas, management of annual/attendance and other leave, using established procedures and guidelines
3. Co-ordinate Clerical Officers/Receptionists with their daily duties.
4. Adhere to Caldicott recommendations with respect to the confidentiality and security of patient/identifiable information
5. To assist in providing advice, support, information and guidance within the team as and when required to ensure that the required outpatient standards are met.
6. To ensure effective communication processes are in place within outpatients, including satellite clinics and external agencies, in line with Trust objectives.
7. Provide special training on outpatient health record and outpatient processes to the administrative team, ensuring all training is clearly documented.
8. Ensure targets within area of responsibility are achieved or escalate concerns to the Service Manager.
9. Support administrative and clerical team in the process of change, encouraging effective team working.
10. Participate in multi-disciplinary staff meetings.
11. Communicate with service users in a sympathetic and empathetic manner, using tact and diplomacy.
12. Deal with patient/service user complaints, ensuring patients issues are dealt with in a positive manner.
13. Ensure data quality standards are achieved, highlighting areas of concern to the Service Manager.
14. Ensure that outpatient operational procedures for administrative and clerical staff are understood and implemented, addressing under-performance as required.
15. Manage the day-to-day operational processes for the administrative team within Outpatients, including rotas, training, annual leave, appraisal process and HR issues.
16. Responsible for ensuring activity data pre and post attendance is recorded within the agreed timeframes.
17. Effectively manage own workload and that of the administrative team, whilst delegating and supporting, as appropriate.

18. To check and evaluate the work of the outpatient administrative team, identifying training and development needs, including during the appraisal process.
19. To take responsibility for own personal development and agree objectives in discussion with Line Manager. Maintain own personal development portfolio.
20. To assist with staff training as instructed by the Service Manager and to produce appropriate training and development, in line with local guidance.
21. To be proficient in the use of all PAS systems relating to the Outpatient service.
22. Assist with audits and information requests, as defined by the Service Manager.
23. Monitor staff attendance, in line with Trust policy, and ensure accurate recording on the Trust electronic systems. Manage sickness absence in line with Trust policy, including return to work interviews.
24. Operate an effective induction and training programme for all outpatient clerical staff, ensuring that an appraisal system is in place for all staff within the team.
25. To carry out personal development reviews/appraisals for the administrative and clerical staff within outpatients.
26. Ensure adequate supplies of essential stock and stationery, in order to facilitate efficient working processes within outpatients.
27. Support the Service Manager in the investigation of patient concerns or complaints.
28. Responsible for ensuring incidents in your area of responsibility are record on the HIRS electronic system and to make staff aware of their responsibilities in relation to risk management and health & safety.
29. Involvement in the interview, recruitment and retention processes of administrative and clerical staff within outpatients.
30. Ensure all staff undertake mandatory training, that this is recorded and files kept up to date.
31. Implement operational procedures/instructions relating to the administrative functions and collection of data relating to the outpatient service.
32. Contribute to the achievement of the Trust objectives in line with the agreed strategic direction.
33. Support the Service Manager and Directorate to implement change effectively within the outpatient service in response to local or national initiatives, acting consistently with legislation, policies and procedures.

Environmental factors

1. Requirement to sit for prolonged periods of time and walking throughout areas of responsibility as frequently required to change work tasks to deal with issues as and when they arise.
2. Prolonged concentration is required when inputting into computer with the need to ensure accuracy in recording and inputting patient information.
3. Lifting, handling and movement of cases with the aid of a trolley.
4. Working to tight deadlines.
5. Frequent exposure, either in person or whilst dealing with telephone calls to distressed, anxious or irate patients often with barriers of understanding. Occasional exposure to verbally aggressive patients and staff is to be expected.
6. Uses computer and telephone more or less continuously.
7. Reports untoward accidents, occurrences and near misses in line with Trust procedures.
8. Frequent interruptions
9. Initial point of contact for dealing with department complaints from service users/staff.