

“Creating a great place to be cared for and a great place to work”



University Hospitals of Morecambe Bay

NHS Foundation Trust

JOB DESCRIPTION

Job Title:	Breast Screening Administrator
Department/Ward:	Breast Screening Programme
Band:	3
Care Group:	Core Clinical Services
Responsible to:	Programme Manager through Administration Manager
Accountable to:	Head of Department
JOB SUMMARY:	<p>Provide an excellent customer service to front line service users, members of the public and other external stakeholders.</p> <p>Provide a flexible resource to support the Programme Manager and Administration Manager, in providing an accurate and efficient administrative service.</p> <p>Participating in all administrative issues relating to service users and patients pathway of care within the diagnostics process for the NHS Breast Screening Programme and Symptomatic Service. The post holder will work as part of a multi-disciplinary team and will provide support to the Radiology team in the proactive management of the screening and diagnostic patient pathway, ensuring the pathway is managed smoothly.</p> <p>Participating in the effective operation of the call/recall breast screening system adhering to N.H.S.B.S.P guidelines. This will include organisation of own and other team members work.</p>

KEY WORKING RELATIONSHIPS:

Breast Screening Managers, GP Practices, Screening Quality Assurance Centre (SQAS), Other Breast Screening Services, Other Hospitals (NHS and Private), Consultants, patients, Radiography staff and Breast Care nurses.

MAIN DUTIES

1. Maintains and implement office systems used within the breast screening department: encompassing NBSS, CRIS, Lorenzo, and BS Select.
2. Organise and administer previous breast screening images, which includes requesting and sending images using the Image Exchange Portal (IEP) and processing images received via IEP. Creating PACS folders on CRIS to ensure images are displayed correctly within PACS.
3. Import images received from mobile screening unit into PACS, ensuring all images are imported successfully and any anomalies are reported to a PACS Administrators.
4. Create and implement administrative duty rotas, ensuring all daily and weekly tasks are included and assigned.
5. Responsible for acting as Lead Administrator on a rotational basis, ensuring lead administrator duties and responsibilities are fulfilled as per role specification.
6. Update and maintain accurate information on computer systems including all patient registration details, appointment details and clinical information. Enter results of screening onto the database.
7. Have working knowledge of departmental practices and procedures to enable you to determine patient's individual requirements in terms of special needs and book appropriate appointments according to their needs. Identify women with Learning difficulties and send out additional pictorial invitation letters.
8. Prepare computerised screening clinic lists for the four static units and one mobile unit which cover both North Lancashire and South Cumbria.
9. To attend MDT (Multi Disiplinary Team) meetings and liaise with MDT Coordinator to schedule patients in accordance with outpatient, diagnostic and inpatient/day case waiting time targets and that attendance/admissions information is accurately recorded on all appropriate databases, including, but not limited to, Lorenzo (Patient records system), RIS (Radiology Information system), PACS (Picture Archived Communication System) and NBSS (National Breast Screening System).
10. Book appointments, monitor attendance and re-arrange further appointments as required. To locate and prepare medical records and x-rays for patients attending for further assessment/diagnostic tests appointments within the Breast Care Unit.
11. Process invitations and results letters via Synertec (Outsourcing Mail Company), audit incoming and outgoing reports to ensure all letters sent and received are successful.
12. Ensure that women identified as in need of further assessment are called back to an assessment clinic, their appointments are sent out at the appropriate time and relevant paperwork is prepared.
13. Action, run and record weekly and monthly audit reports according to the department's task lists which concur with the NHSBSP's standards.

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14. Contribute in the production of information and reports required for Quality Assurance and “Right Results” external audits.

15. Extract screening attendance data for “Friends and Family Test” ready for uploading to Health Care Communications System.

16. Follow NHSBSP and department protocols in dealing with both colleagues, and clients. Partake in the creation and review of standard operating procedures, recommending changes or improvements and implementing changes when required.

17. Deal with GP change notification lists, ceased and deceased lists and make necessary amendments to client records in NBSS.

18. Receiving and responding effectively and efficiently to complex telephone, and/or in person to enquiries. Transferring calls to the appropriate person if necessary. Exercise independent judgement when dealing with patient and staff enquiries and problems, analysing and resolving where possible.

19. Liaise with other disciplines within the breast service and University Hospitals of Morecambe Bay NHS Foundation Trust regarding patient test results and action accordingly. Preparing letters, reports and other required information.

20. Reception duties;

- First point of contact for all enquires using judgement to assess the enquiry and forward to relevant persons if required.
- Ensure all patients are booked in in a timely manner, following departmental guidelines. Confirm validity and accuracy of patients details and update IT systems as appropriate
- Attend to the welfare of patients and other members of the public as they arrive to the department.
- Liaise between patient and professional to ensure all relevant documentation is communicated in an appropriate manner before the examination.

21. Receive and process all incoming correspondence to the unit, paper and electronic, ensuring it reaches the appropriate place within the required deadlines.

22. Organises and maintains film filing system for mammography packets and coordinate the culling process of analogue screening packets.

23. Deputise in the absence of the administration manager in specific areas, as directed by Administration Manager/Programme Manager.

24. Undertake other duties deemed reasonable within the scope and capabilities of the post holder, to include one-off projects, which may arise from time to time.

RESOURCE AND FINANCE

1. Order and maintain stationery stocks and other items for the unit and maintain supplies of clinical instruction/information sheets etc used by both the screening and symptomatic service.

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2. The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and cost.

TRAINING & PERSONAL DEVELOPMENT

1. Take part in the induction process of new staff members sharing knowledge and expertise of the administrative processes and functions and the role, including training them on the operation of any office, IT and associated equipment.
2. Assist in the performance appraisal of administrative staff.
3. Participate in all mandatory training and attend additional training courses as required by the Trust.
4. Participate in annual appraisal. Identify and action own development needs and establish personal supervision/mentorship.
5. Identify and assess personal career development and needs and keep PDP folder up to date.
6. Attend peer group and any other meetings in order to keep abreast of changes or developments in working practices.

ORGANISATIONAL RESPONSIBILITIES

Demonstrate effective organisation and time management skills with the ability to work independently and as part of a team.

Communicate and liaise effectively with clinicians, radiographers and other professionals and departments concerning routine appointment / anomalies whilst maintaining good relationships and seeking advice for complex cases as necessary.

Ensure that the working environment is kept clean and tidy.

Utilise all equipment that is provided for work in a safe and appropriate manner, including equipment provided for health and safety reasons.

EFFORT/ EMOTIONAL EFFORT

This post involves manual handling tasks (movement of and/or filing of films several times a day) and the ability to lift is essential. The movement of films involves bending, stretching and lifting.

Regular contact with patients whose health is progressively deteriorating which can be upsetting. Deal with challenging behaviour from patients/carers either face to face or over the phone, which can be distressing at times.

TERMS AND CONDITIONS

This post will be subject to the terms and conditions of the University Hospitals of Morecambe Bay NHS Foundation Trust.

CONFIDENTIALITY

Information relating to patients, employees and business of the Trust must be treated in strictest confidence. Under no circumstances should such information be discussed with any unauthorised

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person(s) or organisations. All staff must operate within the requirements of the Freedom of Speech policy.

SAFEGUARDING & PROTECTING CHILDREN

Everyone shares responsibility for safeguarding and promoting the welfare of children and young people, irrespective of individual roles. As an employee of the trust you will need to be aware of your responsibility in relation to safeguarding and protecting children. You will need to be aware of trust/local LSCB procedures and know how to contact named professionals, within the safeguarding team for advice and support.

ENVIRONMENTAL IMPACT

It is the responsibility of all staff to minimise the Trust's environmental impact by recycling wherever possible, switching off lights, computers, monitors and equipment when not in use and it is safe to do so, minimising water usage and reporting faults promptly.

HEALTH AND SAFETY

The Health and Safety at Work Act stipulates that it is the responsibility of each employee to observe all rules governing safety and conduct and as such safety equipment and Personal Protective Equipment provided must be used.

INFECTION CONTROL

The Trust is committed to protecting the health of all staff, patients and visitors to the Trust. As such all staff is personally responsible for compliance with all Trust and department infection prevention and control policies. Failure to comply with such policies and associated procedures is likely to lead to disciplinary action and may result in dismissal.

MANUAL HANDLING

The post holder will be provided with adequate training in correct lifting techniques by a recognised lifting instructor.

NO SMOKING POLICY

A No Smoking Policy operates across all Trust sites.

QUALITY OF SERVICE

The trust is committed in its use of available resources to obtaining the best possible service for patients and staff. The Post holder must share this objective and seek to maintain and improve the quality of service provided.

EQUAL OPPORTUNITIES

The Trust is pledged to equal opportunities for all and is committed to ensure that no job applicant or employee receives less favourable treatment on the grounds of gender, marital status, age, race, colour, sexual orientation, creed, nationality, ethnic or national origin or disability. We promote flexible working opportunities wherever possible to enable staff to balance their work with their private lives.

TRAINING AND DEVELOPMENT

Maintain your professional standards in respect of education and training and ensure that you are aware of your specific area specialty training and needs analysis.

This job description is not exhaustive and will be reviewed and amended, with the post holder, when necessary.

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ENVIRONMENTAL SUSTAINABILITY – NET ZERO CARBON

University Hospitals of Morecambe Bay NHS Foundation Trust are committed to sustainable development, social value and achieving the NHS Net Zero Carbon reduction targets. All employees must play their part and adhere to the principals in the Green Plan, this will ensure our services are efficient, sustainable and carbon emissions are reduced. As an employee you will be expected to conserve energy / water, minimise wastage in all formats, actively promote biodiversity and use sustainable transport whenever possible.

- **Energy:** Switch off non-essential electrical equipment and lighting when not in use. Report heating issues such as when buildings are too hot or too cold to the Estates Team.
- **Water:** Do not leave taps running and report all drips, leaks, and condensation issues to the Estates Team.
- **Waste:** Follow the Trust waste policy – Reduce – Reuse – Recycle. Do not over order equipment or medicines. Healthcare waste must be disposed of in line with the Trust's Waste Management policy.
- **Biodiversity:** Enhancing biodiversity has a wealth of positive outcomes for our colleagues, services users and the environment. Think of your site, can an area be improved to have a quality green space, specific planting for habitat improvement or the installation of a couple of bird boxes? Contact the Estates Team for further details.
- **Transport & Travel:** Where possible lift share, cycle, walk or use public transport.

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