

JOB DESCRIPTION

Job Title:	Elective Admissions Officer
Band:	Band 3
Care Group:	Surgical Care Group
Directorate:	Surgical Directorate
Department:	Elective Admissions
Location:	Christchurch Hospital
Accountable to:	Elective Admissions Coordinator
Accountable for:	Not Applicable
Main Purpose	<p>To provide an efficient and effective admission service to all patients undergoing elective in-patient and day surgery procedures, adhering to National and Trust waiting times and Admission Policies.</p> <p>To provide a high standard of administrative support to the Consultant and his/her team, interacting with other departments, General Practitioners and patients as required.</p>

General Duties

Responsible for entering patient details on to the e-Camis waiting list module within 2 working days of arrival in the office.

Dealing promptly with incoming correspondence, telephone calls and enquiries from patients, wards and medical staff in an efficient and courteous manner.

Produce Inter-provider forms for patients being transferred to other organisations for treatment.

Booking patients on to the e-Camis theatre module, liaising with Theatre team leads regarding equipment and correct skill mix of staff available for that session

To be the focal point of contact for the patients and their relatives, GP's, hospital staff and other professional bodies for written and telephone enquiries on behalf of the Consultant and his/her team, exercising discretion to ensure this contact is sensitive and in accordance with the Information Governance framework.

Ensure that all notes, wristbands, admission packs and relevant paperwork are ready for day of admission.

Emailing Clinicians and Anaesthetists regarding the order of sessions 3 days prior to surgery so sessions can be locked down.

Attend meetings as required by the Trust, i.e. Multidisciplinary Team / Theatre Planning Group in the absence of the manager, to help deliver the service to the patient.

Covering shortages within the office and across the sites as required. Support with developing new staff/students. Support colleagues/other staff when required.

Communication and Working Relationship Skills

To act as a focal point of communication for the Consultant and his/her team regarding any patient requiring procedure and their operating schedule.

Dealing promptly with incoming correspondence, telephone calls and enquiries from patients, wards and medical staff in a professional, efficient and courteous manner.

Establish and maintain good working relationships with multi-professional colleagues within the Trust and externally.

Analytical and Judgemental Skills

Booking patients to the correct theatre list, determined by the type of procedure being performed.

Booking patients appropriately depending on their priority status – routine/urgent/cancer/fast track.

Planning and Organisational Skills

Manage and prioritise own workload which requires concentration, with frequent interruptions.

Set out own priorities without direct supervision.

Booking all admissions in a timely manner, ensuring all theatre capacity is booked fully, liaising with the Elective Admissions Coordinator for any issues regarding RTT.

Manage the Consultants' admissions diary and arrange appointments for POA to assess the patients' fitness for surgery.

Responsibility for Patient/Client Care, Treatment and Therapy

Deal with frequent enquiries including those of a sensitive and distressing nature.

Provides general non-clinical advice and information directly to patients, relatives or carers.

Exercising independent judgment and initiative.

Being aware of potential communication/cultural barriers based on acquired knowledge and experience, ensuring a high standard of good patient care and empathy.

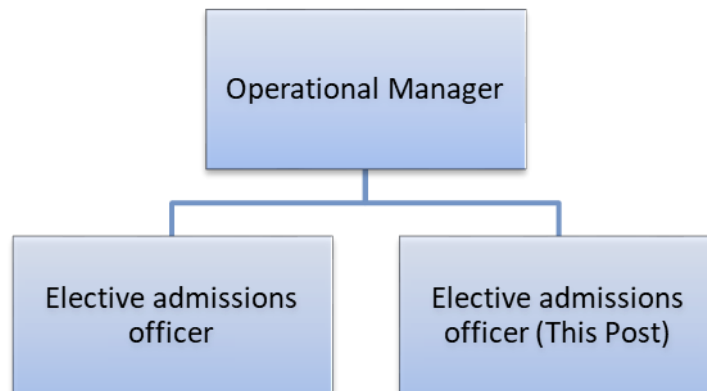
Responsibility for Policy / Service Development
<p>Adheres to Trust policies and procedures.</p> <p>Follows policies in own role. No responsibility for service development but may be required to comment on policies, procedures or possible developments.</p> <p>Awareness of NHS targets in respect of patient waiting times.</p>
Responsibility for Finance, Equipment and Other Resources
<p>There is no cash handling required.</p> <p>Observes personal duty of care in relation to equipment and resources used in course of work.</p>
Responsibility for Human Resources, e.g. Supervision, Training, HR Advice and Management
<p>Train, support and develop new starters in all aspects of admissions officer duties.</p> <p>Support colleagues/other staff when required.</p>
Responsibility for Information Resources and Administrative Duties
<p>Standard keyboard skills.</p> <p>Use of Microsoft Office.</p> <p>Inputting patient data on to the Trust's Patient Administration System.</p>
Responsibility for Research and Development
<p>Undertakes surveys or audits on own work practices, as required.</p>
Freedom to Act
<p>The post holder will be guided by standard operating procedures. Work is managed rather than supervised with advice being available at all times.</p>
Mental, Physical, and Emotional Effort
<p>Frequent requirement for sitting in a restricted position at a computer station. There may be a requirement for light physical effort at times.</p> <p>Frequent requirement for concentration with a number of competing demands. May be exposed to occasional distressing or emotional circumstances, including some exposure to verbal aggression.</p> <p>A requirement for imparting unwelcome news to patients if their surgical procedure has to be cancelled at short notice.</p>

Any Other Specific Tasks Required

Cover colleagues during annual/sick leave as required.

Office based.

Organisational Structure of Department



Transforming our Hospital Services in Dorset

This is a very exciting time to join our hospitals in Dorset. We are in line to receive a significant national investment of £147 million to help transform our services and redevelop Poole Hospital and the Royal Bournemouth and Christchurch Hospitals, now merged as University Hospitals Dorset. We have been able to access these national funds because we have such a good plan in Dorset.

Our vision is to join up our services so they can be delivered in a more integrated way. We have a great opportunity together to improve outcomes for patients, make better use of all our resources, and ensure our services can be provided on a sustainable basis.

For developing our workforce, the aim is to establish modern, well-equipped centres of excellence with sustainable roles for staff, standardisation of education and training so that we can attract and retain skilled clinical and non-clinical staff to Dorset. This is a great opportunity for you to be part of the transformation as our two hospital trusts also merge.

CONDITIONS OF SERVICE

As laid down by the University Hospitals Dorset NHS Foundation Trust.

Smoking

The Trust has a responsibility to provide a safe and healthy environment for everyone who is working, visiting or living on hospital premises. Smoking is NOT allowed on site except for within the designated smoking areas and shelters for staff and patients.

The Trust will not tolerate smoking in undesignated areas and there is a zero tolerance approach to all staff who continue to do so. We will continue to provide support to staff, patients and visitors who want to give up smoking.

In the interests of promoting responsible healthcare all staff should refrain from smoking when off-site in uniform or wearing an identifying NHS badge in any public place.

Data Protection

All staff are required to comply with the Data Protection Act and the Trust's Data Protection Policy. Staff are responsible for ensuring that any personal data which they hold is kept securely; that personal information is not disclosed either orally or in writing to any unauthorised third party; that personal data is only accessed where there is a legitimate business need and only where such processing is consistent with the purposes for which the data was collected.

Equality and Diversity

The Trust is positively committed to the promotion and management of diversity and equality of opportunity. Equality and diversity is related to the actions and responsibilities of everyone – users of services including patients, clients and carers; work colleagues; employees; people in other organisations; the public in general.

All employees have a responsibility to ensure that they act in ways that support equality and value diversity and must comply with the responsibilities placed upon them by employment legislation and the equality duties.

Health and Safety at Work

Everybody within the Trust has a legal responsibility for the health, safety and welfare of themselves and others at work. These duties are set out within the Health and Safety at Work etc. Act (HASAWA) 1974, the Management of Health and Safety at Work Regulations (MHSAWR) 1999, and in other relevant regulations and guidance notes.

All Staff

In accordance with HASAWA and the Trust Health & Safety policy, all staff have legal responsibilities;

- to take reasonable care for themselves and others that may be affected by their acts/ omissions
- to co-operate with their manager/ supervisor to enable them to carry out their legal duties e.g.
 - shall report all hazards and defects to their line manager/ supervisor
 - shall report all accidents, incidents, near-miss events to their manager/ supervisor and via an adverse incident report (AIR) form (Trust policy)
- to use all work equipment, materials and substances in accordance with any training and instruction provided (e.g. medical devices, chemicals, mechanical aids, machinery, plants, vehicles, and personal protective equipment)
- to ensure they attend all annual mandatory training and attend health and safety training as required for the post.
- to comply with trust and department health, safety & risk policies and procedures
- not to interfere with or misuse anything provided to secure health and safety .e.g. wedge fire doors open, remove first aid equipment, break locks off systems

All Managers/ Heads of Department and Clinical Leaders

In accordance with the Trust's Risk Assessment policy and Risk management strategy, all managers/heads of department and Clinical Leaders are responsible for ensuring that they and their staff, comply with all Trust and department health and safety policies and procedures.

Safeguarding

The University Hospitals Dorset NHS Foundation Trust is fully committed to safeguarding the welfare of all children and young people, and vulnerable adults by taking all reasonable steps to

protect them from harm. All staff will receive appropriate training and induction so that they understand their roles and responsibilities and are confident about carrying them out.

Infection prevention and control

The prevention and appropriate management of infection is of paramount importance in the quality and safety of the care of patients, and to the safety of visitors and members of staff. It is the responsibility of all staff to be aware of, assess and minimise these risks and comply fully with Infection Prevention and Control Policies.

The Health Act 2008 establishes a Code of Practice for the Prevention and Control of Health Care Associated Infections. It sets out criteria by which NHS managers ensure that patients are cared for in a clean environment, with a safe water supply, where the risk of Healthcare Associated Infections (HCAI) is kept as low as possible.

Managers, Heads of departments and Clinical Leaders are responsible for ensuring that:

- The necessary equipment and mechanisms are in place to support infection prevention
- health care workers are free of and are protected from exposure to communicable infections during the course of their work, and that all staff are suitably educated in the prevention and control of HCAI

Carbon sustainability

The Trust is committed to continual improvement in minimising the impact of its activities on the environment and expects all members of staff to play their part in achieving this goal and in particular to work towards a 28% reduction in carbon emissions by the end of 2020/21 (based on a 2013 baseline).

DBS/Disclosure and Barring Service (CRB)

As part of our recruitment procedure this post will be subject to a Criminal Record Disclosure. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record including convictions, cautions, reprimands and warnings held on the Police National Computer. Where the position involves working with children, Disclosures will also contain details from lists held by the Department of Health and Social Care and the Department for Education and Skills (DfE) of those considered unsuitable for this type of work.

This post is subject to the policies, procedures and rules approved by the Trust and as varied from time to time. All staff are required to familiarise themselves with, and comply with the Trust's policies, procedures, rules or statements of practice. These can be accessed through the Intranet, your Department Manager, or through Human Resources.

Job Description Agreement

All job descriptions which are developed for job matching purposes must be signed by both the line manager and the staff member and the effective date of when the role changed entered. Please see re-grading and job evaluation policy.

Any job descriptions amended or updated through the results of a personal review should also be signed and dated by both the line manager and staff member and a copy retained on the personal file.

Signed..... Date.....Manager

Signed.....Date.....Employee

Review of this Job Description

This job description is intended as an outline indicator of general areas of activity and will be amended in the light of changing service needs. This job description will be reviewed in conjunction with the post holder on an annual basis at appraisal.