

# **The Newcastle upon Tyne Hospitals NHS Foundation Trust**

## **Job Description**

### **1. Job Details**

<b>Job Title</b>	Apprentice Administration Assistant
<b>Pay Band</b>	Apprentice Minimum Rate for 12 months, then Band 2
<b>Directorate</b>	Surgical and Associated Services
<b>Ward/Dept Base</b>	ENT Outpatients
<b>Hospital Site</b>	Freeman Hospital

#### **Essential Requirements**

- GCSEs in English and Maths at Grades A\* to C.
- Good written and verbal communication skills.
- Ability to be flexible and work as part of a team.
- Understanding of confidentiality issues.

#### **Desirable Requirements**

- GCSE, Functional Skills or Key Skills qualification in ICT at Level 1 or above.
- Previous work experience in a healthcare environment.
- Understanding of medical terminology.
- Good telephone skills.

### **2 Job Purpose**

- Work within a team of administration staff, support the provision of an efficient secretarial support service to Consultants, junior medical staff and other clinical staff within their team, ie specialist nurses.
- Audio type letters and documents.
- Deal with telephone enquiries promptly.
- Communicate with patients regarding appointments and admissions at the request of medical staff.
- Cover administration posts Trust-wide as required.

### **3 Dimensions**

- Directorate to insert here an outline of departmental duties not covered by the above.

## **4    Organisational Arrangements**

### **Reports to:**

- Senior Medical Secretary/Team Leader

### **Relationships with:**

- Consultants and other medical staff.
- Secretarial and administration staff in own and other departments.
- Patients.

## **5    Knowledge, Training and Experience**

- Trust Induction:
  - Knowledge of Trust policies and procedures.
  - Mandatory training appropriate to the post.
- Departmental Induction.
- Understanding of the Trust and NHS, including recent reforms:
  - Caldicott Guidelines, etc.
  - Freedom of Information Act.
  - Data Protection Act.
  - Trust Core Values.
  - Professional and Leadership Behaviours.
- Trust systems, including:
  - ERecord.
  - PAS.
  - Mermaid.
- Knowledge of medical records filing systems.
- Admission procedures.

## **6    Skills**

### **Communication and Relationships**

- Exchange information verbally, electronically and in writing with:
  - Patients, visitors and staff, including the wider multi-disciplinary teams.
  - Wards and departments.
  - Medical Secretaries.
  - Medical Records Trust-wide.
- Acknowledge and accommodate barriers to communication and understanding, including speech, hearing, language and emotion.
- Deal with telephone enquiries, and either resolve the enquiry directly or transfer to an appropriate person to ensure prompt and efficient action.

- Collect and distribute incoming and outgoing post to appropriate colleagues.
- Report any relevant information or incidents regarding patients.

### **Analytical and Judgemental**

- Exercise judgement in response to enquiries, seeking advice or referring to a senior colleague, according to set procedures.

### **Planning and Organisational**

- Prioritise own workload on a daily basis.
- Meet given deadlines for clinic notes, letters, reports, etc.
- Schedule meetings and appointments, under supervision, and assist in the smooth running of the service.

### **Physical Dexterity**

- Standard keyboard skills to ensure speed and accuracy.

## **7 Key Result Areas**

### **Patient/Client Care**

- Provide administrative support in a non-clinical capacity to support patient care.
- Maintain patient confidentiality in accordance with legislation and Trust policy.

### **Policy and Service Development**

- Comply with Trust policies and procedures.
- Contribute to proposed changes in own area of work.

### **Financial and Physical Resources**

- Contribute to effective stock control/maintenance within the department.
- Exercise duty of care when using equipment and materials.
- Contribute to waste reduction policies.

### **Human Resources**

- Conform to Trust policies, procedures and guidelines.
- Comply with Dignity and Respect at Work Policy.
- Comply with Health and Safety policies.

### *Education*

- Attend training courses/sessions related to achievement of the apprenticeship outcomes.

### **Information Resources**

- Use IT systems to generate letters, reports and notes of meetings.
- Use the eRecord patient tracking system to support maintenance of accurate and up to date patient information.

## **Research and Development**

- Undertake surveys and audits when requested, including the SFA annual learner survey.

## **8 Freedom to Act**

- Follow standard operating procedures and guidelines.
- Work with supervision close by
- Line manager, Apprenticeship Co-ordinator and Tutor/Assessor available for support and advice as required.

## **9 Effort and Environment**

### **Physical**

- Frequent requirement for sitting for long periods while audio typing.
- Requirement for light physical effort when retrieving and delivering case notes, admission documents, etc.

### **Mental**

- Concentration is required when dealing with enquiries and accurately inputting patient data.
- Overcome barriers to communication, including speech, hearing, language and emotion.

### **Emotional**

- May occasionally encounter distressed or irate patients or bereaved relatives.

### **Working Conditions**

- Frequent exposure to VDU screen for long periods.

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Agreed post holder \_\_\_\_\_

Agreed manager \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_