

JOB DESCRIPTION

JOB TITLE:	ADMINISTRATOR
BAND:	BAND 3
LOCATION:	Pulmonary rehabilitation Wareham Hospital
ACCOUNTABLE TO:	Locality Manager
LINE MANAGER:	Team Lead
KEY RELATIONSHIPS:	Administrative staff, clinical staff, staff from other NHS and public organisations, GP Practices, people from voluntary/independent sector and members of the public
HOURS OF WORK:	This is a part time post of 15 hours per week. The post holder will be required to work flexibly to meet the needs of the service.
JOB PURPOSE:	<p>To provide a friendly, safe and efficient administrative and office systems service to support the delivery of excellent patient care.</p> <p>To ensure that patients and contacts with the service are dealt with in a friendly, empathetic and professional manner and to help ensure that the patient's experience is positive.</p> <p>To deal with confidential, contentious and urgent material proactively in a sensitive and appropriate manner, exercising analytical skills and sound judgement.</p> <p>Work as part of an efficient and professional team.</p> <p>To work systematically and develop communication networks that contributes effectively to the service provided.</p>

MAIN DUTIES AND RESPONSIBILITIES:

1. ADMINISTRATIVE

- 1.1 To ensure the provision of effective and efficient secretarial and administrative support including dealing with telephone enquiries, relatives, carers, GPs, and other agencies, maintaining good communications between staff members of the Trust, GP Practices and outside representatives demonstrating discretion and confidentiality.
- 1.2 To attend meetings as required and take and transcribe formal minutes at meetings. To have access to team diaries, plan and organise activities and events including meetings and multi-disciplinary meetings with internal and external organisations as requested.

- 1.3 Ensure letters, memorandums and reports are of high quality and are complete in terms of presentation and accuracy and adhere to Trust Policy and guidelines.
- 1.4 To ensure that patient appointments are made effectively and in a timely manner using the Electronic Patient Record.
- 1.5 To collect information from various sources and disseminate as and when required.
Demonstrate a high level of discretion and confidentiality whilst delivering clear and accurate information to set deadlines.
- 1.7 To order stationary and clinical supplies when required, using own initiative and awareness of budgetary constraints. To check invoices and create purchase orders as required.
- 1.8 To ensure the maintenance of accurate information on patient records systems, databases and spreadsheets.
- 1.9 To ensure the provision of a prompt, responsive and professional office telephone service and where necessary operating a divert system and providing cross cover for colleagues.
- 1.10 To provide an efficient and timely filing system, both paper and electronic, including archiving of records.
- 1.11 To compile, collate and present data electronically when required for audit, with due regard to confidentiality.
- 1.12 To liaise with other agencies and units including other NHS healthcare Trusts; GP Practices, Social Services and Local Authorities; requesting, providing, and receiving confidential information as directed by the line manager.
- 1.13 To organise and prioritise routine and non-routine workload using own initiative, liaising and communicating with colleagues to maintain a team approach. To have input into developing, organising and implementing new office procedures and improvements to the administrative service.
- 1.14 To assist in the preparation of incident forms, sickness records, off duty rotas and other management documentation.
- 1.15 To carry out other duties as may be delegated by the Management Team.
- 1.16 Be responsible for accepting referrals from a range of sources, screening for appropriateness, gathering information and registering on the patient record.

2. PERSONAL AND PEOPLE DEVELOPMENT

- 2.1 To be responsible for own personal development as identified at appraisal and to ensure that any training is undertaken for all developments affecting the role.
- 2.2 To request own annual leave in the best interests of the service in accordance with the Trust's Annual Leave policy and with approval from line manager.
- 2.3 To provide support and guidance to new members of the administrative service and those in junior administrative roles.

3. HEALTH SAFETY AND SECURITY

- 3.1 Responsible for ensuring confidential information is appropriately stored.
- 3.2 To comply with all Health and Safety responsibilities and guidelines.
- 3.3 To assist with the implementation of any changes to Health and Safety policies and procedures.

4. SERVICE IMPROVEMENT

- 4.1 To actively take part in discussions related to job role, using own initiative to suggest ideas and ways of working as appropriate.
- 4.2 Provide the administrative support required for any service improvements.

5. PROFESSIONAL RESPONSIBILITIES

- 5.1 Ensure all work is completed to a high standard and as set via Trust policies.
- 5.2 To be responsible for managing patient sensitive information in a confidential manner in line with relevant Trust policies.
- 5.3 To ensure the provision of a prompt, responsive and professional office telephone service and, where necessary, operating a divert system and providing cross cover for colleagues.

SECTION B: TERMS AND CONDITIONS OF SERVICE

- 1. Dorset HealthCare has a range of clinical, operational, financial, health & safety, risk management, human resource, equality & diversity and other policies, procedures and guidance, copies of which can be found on the Trust Intranet or obtained from the line manager or Human Resources Department. The post holder is expected to be aware of all policies, procedures and guidance which applies to them and to observe their provisions at all times.
- 2. Employment in this post is subject to a Disclosure & Barring Service criminal records Disclosure. The post holder may be required to undertake a Disclosure application at any time during employment.

3. Staff are not permitted to smoke on Dorset HealthCare premises, either inside or outside, or inside Trust vehicles.
4. Staff are expected to undertake all mandatory training and refresher training appropriate to their role. This may include preventative management of violence and aggression (PMVA) and/or breakaway techniques, and cardio-pulmonary resuscitation (CPR). If in doubt as to which mandatory training applies to this post, advice should be sought from the line manager.
5. All staff who are required to handle food and drink other than for their own consumption must comply with the Food Safety and Hygiene (England) Regulations 2013.
6. Dorset HealthCare is committed to promoting the welfare of children and vulnerable adults. Staff are expected to be aware of, and comply, with their roles and responsibilities in relation to safeguarding vulnerable groups.
7. Staff are expected to observe the highest standards of care and conduct and to engage constructively with managers, colleagues, patients/service users/carers and others in the course of their duties.

SECTION C: CORE ATTRIBUTES AND BEHAVIOURS

Staff are expected to adhere to and demonstrate Dorset HealthCare's Core values and behaviours at all times.

Values

Our values underpin all that we do and provide a sense of direction to people, teams and the Trust overall.

1. **Respect and dignity**
We value each person as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We are honest about our point of view and what we can and cannot do.
2. **Commitment to quality of care**
We earn the trust placed in us by insisting on quality and striving to get the basics right every time: safety, confidentiality, professional and managerial integrity, accountability, dependable service and good communication. We welcome feedback, learn from our mistakes and build on our successes.
3. **Compassion and kindness**
We respond with humanity and kindness to each person's pain, distress, anxiety or need. We search for the things we can do, however small, to give comfort and relieve suffering. We find time for those we serve and work alongside. We do not wait to be asked, because we care.
4. **Improving lives**
We strive to improve health and wellbeing and people's experiences of the NHS. We value excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation.

5. **Working together for patients**

We put patients first in everything we do, by reaching out to staff, patients, carers, families, communities, and professionals outside the NHS. We put the needs of patients and communities before organisational boundaries.

6. **Everyone counts**

We use our resources for the benefit of the whole community and make sure nobody is excluded or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste others' opportunities. We recognise that we all have a part to play in making ourselves and our communities healthier.

Behaviours

Our behaviours provide a guide to how we can bring our values to life and constantly remind us that how we do things is as important as what we do and achieve.

7. **Positive**

Embracing change and feedback, utilising constructive feedback to make improvements and promoting achievements of the Trust and others.

8. **Proactive**

Challenging unacceptable behaviour, showcasing learning and innovation, actively encouraging ideas and involvement from others.

9. **Supportive**

Being attentive, encouraging and helping others, giving and receiving feedback to enable people, teams and services to develop.

10. **Respectful**

Empowering people to voice their opinion, introducing yourself and ensuring language is professional and inclusive.

11. **Reliable and trustworthy**

Being open and transparent, acknowledging errors, being honest about limitations and not over-promising.

SECTION D: CHANGES

This document represents a description of the job, and the skills, knowledge, experience and attributes required, at the date of issue.

Dorset HealthCare will periodically review this job description and person specification to ensure that it continues to meet service needs and will involve the post holder/s in the review process with the aim of reaching agreement on any reasonable changes which may be required. In the event that agreement is not achieved, Dorset HealthCare reserves the right to insist on reasonable changes following consultation with the post holder.

