East Sussex Healthcare NHS
NHS Trust

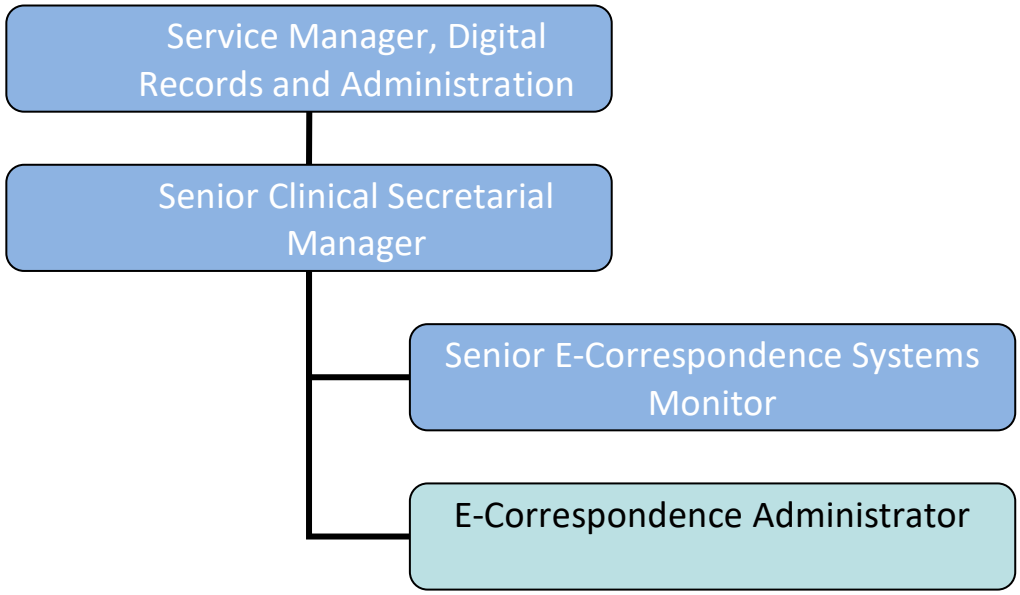
Job Description

Job Ref:	23-075
Job Title:	E-Correspondence Administrator
AfC Pay Band:	Band 3
Number of hours:	24 Hours
Division:	Core Services
Department:	Clinical Secretarial
Location:	Eastbourne District General Hospital, East Sussex Healthcare NHS Trust
Accountable to:	Senior E-Correspondence Administrator
Reports to:	Senior Clinical Administration Manager

Job dimensions & responsibility for resources	
Budgetary & Purchasing, Income generation	Budget / Delegated Budget managed : £ N/A Authorised signatory for: £ N/A Other financial responsibility: Careful use of Trust resources, stock monitoring / ordering
Staff	Staff (wte): N/A
Information Systems	Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation Specialist Systems: BigHand, BigHand System Admin, PAS, Docman Connect

Job purpose	To monitor and manage the transmissions of any electronic correspondence sent from ESHT to GP practices. Troubleshoot queries, review and escalate as required. Provide first line support for users regarding Digital Dictation system. To provide a high level of administrative support to the Clinical Administration team as required.

Department Structure



Communications and Working Relationships		
With Whom:	Frequency	Purpose
Other IM&T team members	Daily / as required	Liaise regarding system and configuration changes
Manager	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Service Manager	Daily / Weekly / or as required	Management supervision, work planning, advice and support.
Trust staff, external agencies	Daily	Liaise regarding any electronic correspondence transmission issues
BigHand Users	As required	Resolve or escalate any reported issues.

Key duties and responsibilities

1. Run daily electronic correspondence transmission checks for all Trust exported documents. Using initiative to ensure necessary follow up actions are undertaken in a timely manner.
2. Proactively manage all rejections from GPs liaising with relevant GP administration staff to ensure action undertaken as required
3. Review patient SCR to ensure data quality of Trust systems
4. Liaise with relevant personnel both internal, e.g. development staff/secretarial staff etc., and external e.g. ICB IT Lead, system suppliers etc., to resolve any electronic correspondence transmission issues.
5. Create, amend and suspend user accounts; within the confines of service and information governance protocols. Ensure relevant training and formal competency is achieved prior to authorising access.
6. Complete audit control reports
7. Compile accurate daily reports for management review of all Trust clinical correspondence.
8. Liaise with relevant departments to review and investigate any delays to correspondence. Agree action plans to resolve.
9. Investigate and update Datix as required.
10. Attend and contribute to weekly correspondence review meetings.
11. To maintain documentation, policies and procedures as required.
12. To provide appropriate support for any system upgrades as and when required.
13. To provide a comprehensive administrative support service to the Clinical Administration team as and when required
14. Answer telephone calls, resolve incoming queries, escalate complex issues to supervisor or management team as appropriate.
15. To use PAS and maintain accurate database activity and ensure that all relevant patient information is up dated on a regular basis.
16. To provide cover for colleagues during periods of annual leave and sickness.
17. Provide refresher training sessions and new starter training with digital dictation system users Trust wide
18. Undertake interview testing for candidates as part of the recruitment process under direction, provide efficient administrative support to the department / division whilst adhering to user guidelines and agreed administrative processes.
19. Accurately process clinical correspondence from digital dictation relating to outpatient clinics, ward round, detailed medical reports for legal use and test results as required in accordance to ESHT guidelines.
20. To carry out any other related duties appropriate to grade, which may be assigned by supervisor.

General Duties & Responsibilities applicable to all job descriptions

- To be familiar with and adhere to the policies and procedures of the Trust.
- Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
- To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
- To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
- To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.

- To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
- This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Working Environment:

Driving		Lifting		Verbal aggression	
Use of PC/VDU	**X**	Physical support of patients		Physical aggression	
Bending/kneeling		Outdoor working		Breaking unwelcome news to others	
Pushing/pulling		Lone working		Providing **professional** emotional support	
Climbing/heights		Chemicals/fumes		Dealing with traumatic situations	
Repetitive movement	**X**	Contact with bodily fluids		Involvement with abuse cases	
Prolonged walking/running		Infectious materials		Care of the terminally ill	
Controlled restraint		Noise/smells		Care of mentally ill & challenging patients	
Manual labour		Waste/dirt		Long periods of concentration i.e. hours	**X**
Food handling		Night working		Working in confined spaces (eg roof spaces)	

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.
3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the post holder receives satisfactory clearance from the Disclosure and Barring Serice.

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Person Specification			
Job Title: E-Correspondence System Monitor		Grade: Band 3	
Department: Clinical Secretarial		Date: March 2023	
*Assessed by: A= Application I= Interview R= References T= Testing C = Certificate			
Minimum Criteria	*	**Desirable Criteria**	*
Qualifications			
Good general education to GCSE level including Maths and English	AI	ECDL or alternative IT qualification or equivalent level of knowledge and experience	AI
NVQ level 3 Business and Administration or equivalent level of knowledge and experience	AI		
RSA II text and word processing or equivalent level of knowledge and experience	AI		
Experience			
Previous experience of administration in an office environment	AI	Experience of monitoring and managing the transmission of information / messages between IT systems.	AI
Experience of organising and prioritising own workload	AI	Experience of using healthcare IT Systems used in transmission or receipt of electronic records e.g. Integration Engines, Docman,	AI
Experience of using patient or customer focussed IT based Information Systems	AI		
Previous experience of maintaining and updating records	AI	Experience / exposure of GP IT Systems, e.g. Emis Web, INPS Vision	AI
		Experience of Hospital PAS System	AI
Skills / Knowledge / Abilities			
Good communicate skills with the ability to communicate at all levels both verbally and non-verbally	AI	Good customer service skills	A
		Audio typing skills	A
A good working knowledge of computers and common software packages (e.g. Microsoft Office – Word, Excel and Outlook)	AI		
Ability to organise and manage own workload and work to deadlines to ensure effective use of the relevant IT systems	AI		

Excellent keyboard skills	AI		
Ability to work cooperatively as part of a team	AI		
Ability to work alone and use own initiative	AI		
Ability to maintain confidentiality at all times	AI		
Ability to remain calm under pressure	AI		
Other Reliable work record	AIR		
Able to work in a flexible manner	AI		
DBS clearance if required	T		
Evidence that personal behaviour reflects Trust Values	AIR		

Managers Signature

Date

Postholder's signature

Date