

JOB DESCRIPTION

JOB TITLE:	Outpatients Administration Team Supervisor
PAY BAND:	Band 4
LOCATION:	East – Wimborne, Swanage, Wareham West – Blandford, Bridport, Shaftesbury, Sherborne
ACCOUNTABLE TO:	Locality Manager East - LM for East Dorset/Purbeck West - LM for North Dorset
LINE MANAGER:	Outpatient Administration Services Manager
KEY RELATIONSHIPS:	Team Leaders and Administrators in Outpatient services. Nurse leads for outpatients. Clinicians and managers across all Outpatient services and Specialist Services, Patients and Carers. GP surgeries. Secondary care and Diagnostic service providers. Patient Experience/complaints/PALS. Estates/facilities managers/services.
HOURS OF WORK:	This is a full time or part time post post of 30 – 37.5hours per week. The post holder may be required to work flexibly to meet the needs of the service.
JOB SUMMARY	<p>To manage the clinic support outpatient administrators on a day to day basis ensuring that the administrative needs of the services are achieved to the required standards.</p> <p>To ensure patients and all contacts to the service are dealt with in a friendly and professional manner and that the experience is positive.</p> <p>To drive the delivery of efficient and accurate processing in the booking of patient appointments, ensuring all clinics are booked to full capacity</p> <p>To be the responsible for the clinic environment including adherence to infection control procedures, health and safety requirements, medical device management and IT device management.</p>

SECTION A: MAIN DUTIES AND RESPONSIBILITIES

1 ADMINISTRATION RESPONSIBILITIES

- 1.1 Manage receptionists/clerical officers, leading on the recruitment and selection of Administration staff.
- 1.2 Work with the other Outpatient Supervisor(s) gaining an up-to-date knowledge of office systems, procedures and all service requirements, deputising during sickness and leave.
- 1.3 Manage annual leave, sickness, and study leave ensuring that clinics are cancelled in a timely manner.
- 1.4 Ensure that a welcoming and friendly environment is developed for all patients, visitors, and staff to the department.

- 1.5 Work with the Management Team to ensure that suitable, efficient administrative processes and documentation systems are in place for all the services.

2. COMMUNICATION

- 2.1 Liaise appropriately with GP Practices, local Trusts and others providing timely, effective responses to all enquiries.
- 2.2 Resolving customer queries as needed – patients, clinicians, GPs, Practice staff, CCG, or other Trust staff.
- 2.3 Identifying, investigating, and solving face to face and telephone complaints, where possible making suggestions to prevent occurrences, informing the management of suggestions for improvements and working together to implement changes.

3. PLANNING AND ORGANISING RESPONSIBILITIES

- 3.1 Develop a thorough understanding of the e-Referrals and ensure referral received through this system are dealt with promptly.
- 3.2 Develop a thorough understanding of the services and computer systems supported by the services including SystemOne, Winscribe (Digital dictation) and ERS, ensuring these systems are utilised effectively by the admin staff.
- 3.3 Ensure all clinics are booked to full capacity.
- 3.4 Undertake the planning and implementation of duty rosters as required.
- 3.5 Ensure that the correct procedure is followed to enable diagnostic results to be dealt with promptly, to identify in advance when the procedure cannot be followed due to clinician leave and make alternative arrangements for diagnostic results to be checked.
- 3.6 Ensure clinics and patients are cancelled during periods of leave, sickness, and training.

4. RESPONSIBILITY FOR HUMAN RESOURCES / WORKFORCE

- 4.1 Provide induction and training of new staff, ensuring all necessary skills gaps are identified and met.
- 4.2 Coach, develop, motivate, and review individual performance in order to meet the agreed standards set by the management team.
- 4.3 Monitor and give constructive feedback on performance and progress.
- 4.4 Take prompt action to rectify under-performance.
- 4.5 Undertake personal development reviews and assist staff to identify their Personal Development Plans that reflect the needs of the Service as it develops.
- 4.6 Ensure all staff understand Trust Policies and Procedures and that Adverse Incident Reporting (Ulysses) Guidelines are followed.
- 4.7 Identify and manage local risks and escalate matters to Administration Manager for inclusion on the Risk Register. Undertake local actions to address and reduce risks.
- 4.8 Maintain safe office and clinic environments, reviewing cleaning standards, medical device records and raising and checking progress on estates maintenance requests.

5. RESPONSIBILITY FOR FINANCE / RESOURCES

- 5.1 Ensure office equipment and supplies are ordered appropriately and to authorise those supplies and equipment.
- 5.2 Manage room bookings systems and monitor room utilisation.

6. POLICY & SERVICE DEVELOPMENT

- 6.1 Assist the management team with service developments.
- 6.2 Identify when systems and procedures need updating in line with changes within the services or within the NHS. Inform the management team of suggestions for improvement and assist with roll out.

7. RESPONSIBILITY FOR INFORMATION / DATA

- 7.1 Monitor and track wait times in the services, working with Administration Manager to ensure patient pathway targets are met.
- 7.2 Maintain high standards of data entry and data management are met throughout the administration team

8 PROFESSIONAL RESPONSIBILITIES

- 8.1 All patients who require an appointment are able access the service. Those patients with any impairment are offered alternative methods of communication.
- 8.2 All staff, patients and visitors are treated equally and professionally at all times.

9. ENVIRONMENTAL FACTORS

9.1 PHYSICAL EFFORT

Mostly office based work but with some requirement to travel. environment can be challenging eg when dealing with challenging behaviours in out patient setting.

9.2 MENTAL EFFORT

To work in a rapid and responsive way to address problems in the out patient environment where these impact on safe patient care.

9.3 EMOTIONAL EFFORT

To deal with patient concerns and complaint.

9.4 WORKING CONDITIONS

To travel to out patient sites across the county.

9.5 FREEDOM TO ACT

To be responsible for out patient areas, contributing to the development of and beng guided by standard operating procedures.

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.