

Job Description Addendum

Administrative Assistant

In addition to the Job Description for the above post, the following duties and responsibilities will apply:

- Manage/monitor acute back pain templates and adjust accordingly with staff absence/leave.
- To escalate where appropriate, any patients who will breach the maximum booking requirements for the Specialty, outside of guidelines and procedures.
- Monitor Consultant annual leave/absence and adjust clinic templates accordingly
- Monitor templates for vacant clinic slots and use initiative and judgement to place expedite appointments within appropriate timeframe.
- Make follow-up appointments in accordance to booking rules, at the request of both internal and external stakeholders.
- To manage patients ringing the Department to book, amend, or cancel an appointment in accordance with the Standard Operating Procedures and booking rules.
- Dedicated telephone line. Deal effectively with incoming telephone/visitor enquiries. To act as a liaison link for all members of the multi-disciplinary team as well as external stakeholders
- To receive and accurately process any clinic amendments or cancellations
- Receive acute back referrals, enter onto CPD, identify slots and monitor availability to place appointments within appropriate timeframe.
- To monitor, maintain and update electronic worklists and ensure that items are actioned in a timely manner, taking remedial action where necessary.
- Contribute to the wider administrative team and service improvements through attendance at meetings, training days and providing cross cover for sickness/leave, when required

JOB AGREEMENT:

Job Holder (PRINT NAME)	
Job Holder (SIGNATURE)	
Date	

Recruiting Manager (PRINT NAME)	
Recruiting Manager (SIGNATURE)	
Date	

AfC Reference:

