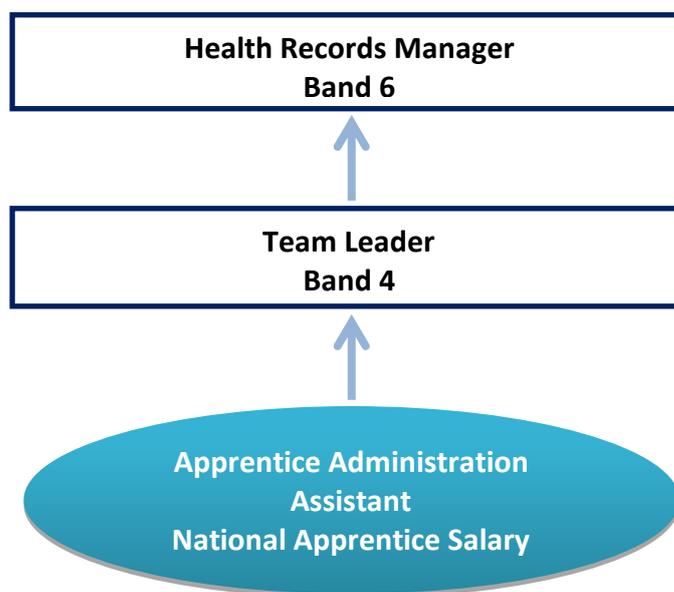


# Welcome to the Countess of Chester

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## Apprentice Administration Assistant Health Records and Reception



## Your Opportunity

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To provide an efficient and effective clerical service to the Health Records Department. As this is an apprentice post the job holder will be required to liaise with areas and departments throughout the Hospital in a Clerical support capacity to develop skills, knowledge and experience in all aspects of Health Records. This will be via on the job training and formal training sessions to establish knowledge and understanding.

They will be required to attend regular meetings with the supervisor, assessor and attend training sessions leading to an Apprenticeship certificate in Business Administration. This consists of a National Vocational Qualification, a technical certificate and key skills.

This is a generic Job description for all admin and clerical apprenticeship roles and is intended as a summary; therefore, as the roles vary, some of them may not require all of the tasks listed.

The list below is to outline the main duties involved; however this is subject to change and will vary within the given role. We ask all employees to be flexible in their role, to always ensure we are delivering Safe, Kind and Effective care.

### **Administrative Responsibilities**

To efficiently undertake basic administration and clerical duties which may include the following duties as directed;

1. Work as part of a team within all areas of Health Records and Reception including Maternity Records and Scanning, to ensure that an efficient service is provided at all times.
2. To provide clerical support in retrieving files for clinics/appointments and provide support including assisting with photocopying, filing, typing and processing documentation
3. Problem solve to locate missing casenotes to ensure that casenotes are available in a timely manner.
4. Ensure that all the required documentation is available within the casenotes.
5. Accurate and timely data input, collect and provide statistical information as required.
6. Where applicable to meet and greet all visitors to the service and to provide assistance/support on reception desk and in the provision of casenotes.
7. To be responsible for handling telephone and face to face enquiries, concerns or comments, answering telephone calls, taking messages as necessary whilst mindful of confidentiality

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8. Where applicable to assist in maintaining current and archive paper and electronic filing/records system, maintaining confidentiality at all times
  9. Where applicable receive, sort and distribute incoming and outgoing mail.
  10. Responsible for tracking casenotes accurately.
  11. Ensure casenotes and documentation are indexed and prepared correctly for scanning following departmental procedures
  12. To participate in team meetings, assisting and organising meetings as required and undertaking the distribution of meeting documents.
  13. To support the manager in organising and supporting the administration function of the team in periods of absence/peak in workloads
  14. Any further duties required, appropriate to the level Job role, to support the provision of an effective and efficient multi-disciplinary service.
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All employees of the Trust have a responsibility for their own health and wellbeing, to inform their manager and seek timely support via the Trust's Occupational Health and Wellbeing department

All employees of the Trust have the responsibility to comply with the Trusts Infection Prevention and Control policies and procedures at all times. Strict adherence to effective hand hygiene is essential.

## Person Specification

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Qualification	Essential	Desirable
	Educated to GCSE level or equivalent	

<b>Knowledge and Experience</b>		Demonstrate previous experience of or the ability to prioritise work and responding flexibly, particularly in respect of administration processes, unexpected changes and working to deadlines
<b>Skills and Abilities</b>	To act in accordance with the Trust Values and behaviours	<p>Ability to communicate effectively at all levels verbally and in writing</p> <p>To maintain strict confidentiality at all times</p> <p>Ability to work as part of a team and on own initiative within defined boundaries</p> <p>Demonstrate proficiency in using databases, word, excel and outlook</p>

## Occupational Health

	<b>What You Need</b>	<b>Conducted By</b>	<b>Essential</b>
<b>Health Screening</b>	Paper documentation & Health Assessment	Occupational Health Nurse	Yes
<b>Immunity Required</b>	Measles Rubella (German Measles) Varicella (Chicken Pox)	Occupational Health Nurse	Yes - Vaccination recommended

**Please note that the above may vary dependent on job role and risk assessments. Additional Vaccinations e.g. Hepatitis B may be required. Should you need further clarification please contact the Occupational Health Department on 01244 365045**

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**\*Safeguarding:** You have a responsibility to respond to any Safeguarding Children or Adult concerns that you encounter in your everyday duties. You must report any concerns as appropriate to your immediate & the relevant Safeguarding Lead within the Trust