

Job Description	
Job Title	Administration Assistant
Band	AFC Band 2
Department/Service	Central Appointments, Corporate
Organisational Relationships:	
Responsible to	Team Leader, Operations Manager & Head of Patient Connect
Accountable to	Team Leader, Operations Manager & Head of Patient Connect
Responsible for	No Direct Reports
Organisational Chart:	
<div style="border: 1px solid black; width: 300px; margin: 0 auto; padding: 5px; text-align: center;">Head of Patient Connect</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 1px solid black; width: 300px; margin: 0 auto; padding: 5px; text-align: center;">Operations Manager</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 1px solid black; width: 300px; margin: 0 auto; padding: 5px; text-align: center;">Administration Team Lead</div> <div style="text-align: center; margin: 10px 0;">↓</div> <div style="border: 3px double black; width: 300px; margin: 0 auto; padding: 5px; text-align: center;">Administration Assistant</div>	
Job Summary / Role:	
<p>To assist in maintaining an effective outpatient appointment system that is responsive to the needs of the patient, medical and nursing staff.</p> <p>To ensure the appropriate appointment booking methods are used and information is recorded accurately on computer so that performance targets can be monitored and reported upon.</p>	

To assist in booking appointments within specific given timescales and any potential breaches of waiting times must be brought to the attention of the Team Leader.

Key Relationships:

- Team Leaders
- GP's
- Wards and Secretaries
- Allied Healthcare Professionals
- Waiting List Managers

Core Functions:

Patient Contact

- Receive telephone calls from patients frequently throughout the day and guide patients who are telephoning to agree, change or cancel their appointment date.
- Deal with any telephone calls left on answer machine from the out of hour's periods.
- Ability to deal sensitively with patients who may be worried, unhappy or aggressive about their appointment arrangements.
- Assist in checking daily where new patient slots have become available and contact patients by telephone to utilise slots and expedite appointment

Appointment Booking/Referrals

- Assist in booking patients appointments onto the corporate computer system according to the Clinicians priority instruction and clinic rules, ensuring an appointment notification letter is printed to confirm their appointment date. Ensure demographic and GP details are correct or amended when necessary.
- Assist in ensuring all appointment requests from wards and secretaries are dealt with and booked as per the timescales requested.
- Close referral episode data on the corporate computer system when patients cancel appointments in line with Trust Policy.
- Access the E-referral system daily to action worklists and print referral letters ensuring all associated documentation is attached to the correct patient referral.

Administrative Responsibilities	The postholder will be office based and will need to have significant computer skills to be able to book appointments on a variety of systems and also deal with referrals/trackers.
Clinical Responsibilities	No clinical responsibility
Management and	No direct line management

Leadership Responsibilities	
Research and Audit Responsibilities	No Research and Audit Responsibilities
Managing Resources Responsibilities	The post holder will support the Team Leads and relevant stakeholders to make an effective contribution in service delivery.
Education and Training	The post holder may be required to develop and delivery training and staff development courses as required.
The job description is not exhaustive. The job description and duties may be subject to future review as the needs of the service change.	

Management and Leadership Responsibilities section

Champion the Trust improvement and leadership strategy, through attendance at Novice leadership and improvement sessions

PERSON SPECIFICATION		
JOB TITLE: Administration Assistant		
KNOWLEDGE & SKILLS		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> GCSE's A-C or equivalent qualification or experience Working knowledge of MS office suite Keyboard skills Good communication & interpersonal skills Good Organisational skills 	<ul style="list-style-type: none"> Patient Information Systems: CAMIS / E-Camis Euroking SystmOne Symphony CSA / Spine Data recording systems: Datix ESR 	
QUALIFICATIONS & TRAINING		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> GCSE's or equivalent qualification or experience NVQ 2 in Business Administration or equivalent experience 	<ul style="list-style-type: none"> Typing Qualification IT Qualification 	
EXPERIENCE		
Essential	Desirable	Assessment Method
<ul style="list-style-type: none"> Experience of working in an administration/secretarial environment Experience using a range of MS office packages including Word, Access, Excel, Power-Point and Outlook 	<ul style="list-style-type: none"> Experience of supporting a team <p>Attendance at Novice and leadership improvement sessions within first year of role</p>	