

Job Description

Title: Administration assistant

Band: Agenda for change Band 2

Staff Group: Administration and Clerical

Reports to: Head of Dietetics via team leader.

Job Summary:

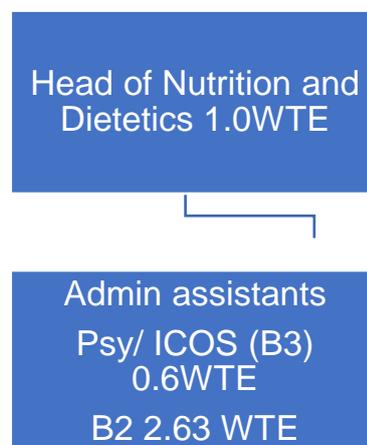
1. To provide administrative support to the Portsmouth Dietitians Service based at Queen Alexandra Hospital / Rodney Road Centre. Posts will be based at one of these sites with requirement to work across both sites on occasion.
2. To work co-operatively with colleagues to support the functions of the Dietetic Department and over 30 Dietitians operating from 2 separate office bases across Portsmouth and South East Hampshire.

Key Responsibilities:

1. To ensure the efficient operation of the Dietitians Outpatient Clinics operating within Trust and department guidelines - duties include: operating the computerised outpatient appointment system; arranging appointments in person and on the telephone with patients and their relatives; sending appointment letters following the partial booking system; filling empty slots; ensuring clinic notes are to hand; liaising with dietetic manager about clinic cover, requesting patient transport and interpreters.
2. To process referrals received via post / fax / group email inbox, adding patient details to the data base. Tracking notes to and from Rodney Road Centre.
3. To deal with enquiries and problems from patients, Health Professionals and the general public on the telephone using discretion and judgement.
4. To take messages and deal with them as appropriate, ensuring relevant dietitian gets the appropriate message. (Dietitians are frequently out of the department/single handed etc).
5. To prepare clinics, ensuring all notes are available for dietetic clinics.
6. To use the Hospital IT systems pertaining to the post using PAS, ICE, outpatient booking & SBS.
7. To manage virtual waiting rooms using the Trust approved platform.
8. To type, reports, minutes, flow charts, tables, as required.
9. To type diet sheets and patient information materials and to follow departmental procedures for cataloguing, distributing and stocking these items.

10. To undertake photocopying, filing, sending e-mails and maintaining stocks of stationery/office materials/product literature
 11. To undertake management of old notes for storage.
 12. To prioritise workload and to work without supervision in a professional and efficient manner.
 13. Able to work in a different location to support dietetic administration if required.
 14. To undertake other duties relevant to the post as may be determined by the Office Team Leader or Dietetic Service Manager.
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Organisational Chart



Person Specification

Qualifications

- GCSE Maths and English grade C
- Word processing or equivalent qualification.
- IT qualification an advantage eg ECDL / word processing or equivalent.
- NVQ2 in Business Administration or equivalent qualification

Skills and Knowledge

- Keyboard skills.
- Proficient in word processing and Outlook Email, Excel. Powerpoint, .
- Reception/customer care experience.
- Ability to function in a busy environment
- Experience of outpatient clinic booking system.
- Confidence in managing several different IT systems

- Excellent communication, telephone and interpersonal skills
- Ability to prioritise tasks and remain calm in a busy environment.

Experience

- Office organisation and word processing skills.
- Experience of dealing with the public on the telephone.
- Office experience including healthcare environment.
- Familiar with miscellaneous office IT packages.
- Working with hospital patient information systems
- Familiar with medical terminology

Working Together For Patients with Compassion as One Team Always Improving

Strategic approach (clarity on objectives, clear on expectations)

Relationship building (communicate effectively, be open and willing to help, courtesy, nurtures partnerships)

Personal credibility (visibility, approachable, back bone, courage, resilience, confidence, role model, challenge bad behaviour, manage poor performance, act with honesty and integrity)

Passion to succeed (patient centred, positive attitude, take action, take pride, take responsibility, aspire for excellence)

Harness performance through teams (champion positive change, develop staff, create a culture without fear of retribution, actively listen and value contribution, feedback and empower staff , respect diversity)

Job holders are required to act in such a way that at all times the health and well being of children and vulnerable adults is safeguarded. Familiarisation with and adherence to the Safeguarding Policies of the Trust is an essential requirement for all employees. In addition all staff are expected to complete essential/mandatory training in this area.

Print Name:

Date:

Signature: