

Job Description

Title: AMU Front of House and Medical SDEC Administrative Staff

Band: 2

Reports to: AMU Supervisor

Job Summary:

To provide administrative and clerical services within the Urgent Care Group, ensuring efficient, effective and high-quality service is provided.

This role includes working as part of a multifunctional internally rotating team across a variety of roles on a monthly rota which runs 24 hours a day, seven days a week, 365 days a year.

The teamwork within the dedicated speciality clinical areas to facilitate a smooth running of the patient journey by ensuring co-ordinated and streamlined administrative process revolve around the patient and their individual needs.

The roles are across the Acute Medical Unit, Medical Same Day Emergency Care (SDEC) and Short Stay Unit which include:

- Inpatient admissions, transfers, and discharges
- Providing reception services for our SDEC and Acute Medical Unit services
- Tracking and filing of patient notes
- General administrative duties
- Data Quality
- Ensure that patients on pathways or time sensitive follow ups are seen within appropriate timeframes to follow up and close DNA's
- Work alongside consultants to bring existing pathways up to date

Shift Times for Front of house:

Early	07:30 – 15:30
Late	15:30 – 23:30
Night	23:30 – 07:30

Shift Times for Same Day Emergency Care (SDEC):

Early	07:30 – 15:30
Late	13:00 – 21:00
D1	08:30 – 16:30

Key Responsibilities:

Trust Organisational Expectations

The post holder will:

1. Proactively and positively contribute to the successful overall performance of the Trust.
2. Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
3. Develop effective ways of working and create strong partnerships and relationships with all stakeholders to support the implementation of the Government's policies on Health.
4. Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
5. Act as an advocate for the Trust & its contribution to the Health Service arena through creating effective partnerships and relationships with internal and external stakeholders.
6. Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
7. Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
8. In compliance with the Trust's practices and procedures associated with the control of infection, you are required to:
 - Adhere to Trust Infection Control Policies always assuring compliance with all defined infection control standards.
 - Conduct hand hygiene in accordance with Trust policy, challenging those around you that do not.
 - Challenge poor practice that could lead to the transmission of infection.

Shared Core Functions

- Assist in providing a high-quality service and comprehensive administrative support for the Urgent Care Group.
- Deliver necessary administrative work to the specification of the department, according to current demands.
- Work as part of a flexible, internally rotating, twenty-four hour a day seven days a week administration team, based around a flexible rota as directed by the Administration manager.
- Liaison with other senior personnel and their support personnel for close co-ordination of diverse aspects of work.
- Support team members to deliver on their functionally relevant objectives through offering advice, guidance, and support as appropriate.
- Work with those you support to develop a collaborative working partnership, which positively contributes to their overall efficiency & role performance.
- Proactively identify additional support services, which would increase the efficiency of those you support and instigate these activities in agreement with your team.
- Maintain and improve your knowledge & understanding of the health service arena, including health systems, policy support and current issues.
- Engage with external clients/partners/stakeholders (e.g., Patients, Health practitioners, individuals and representative's bodies) to gain their necessary level of contribution and commitment to the successful delivery of your work.
- Increase the level of guidance knowledge & skills within the Trust through documenting key learning and supporting others to develop their abilities.
- Dissemination of knowledge through input into reports, data capture and other administrative documentation, taking responsibility for technical accuracy and reliability off the contribution and being sensitive to the wider implications of that dissemination.
- Ensure that expertise is seen as a resource within and outside the Trust and form working partnerships with government departments, national agencies and key stakeholders.
- Develop structures, systems, ways of working and personal values that will support the Trusts sustainable development objectives about issues such as Carbon reduction and waste minimisation; and to encourage all stakeholders of the Trust to act as enthusiastic agents of change.

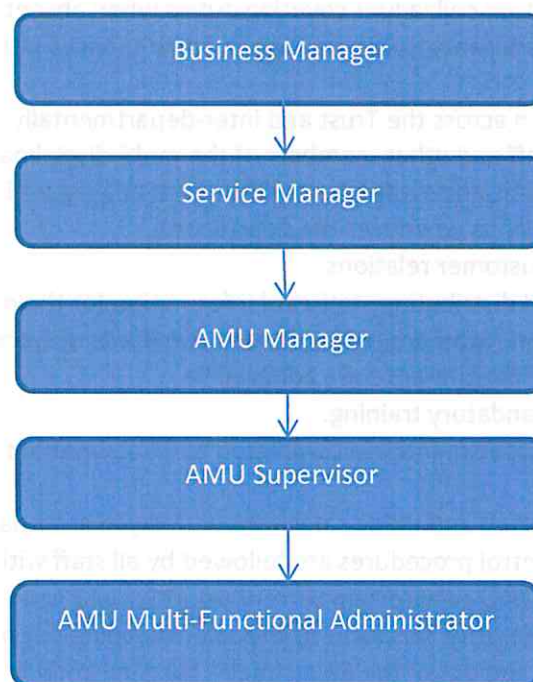
Specific Core Function

Cross Team Functions

- To ensure that systems and equipment are in situ to allow the admin team to work efficiently and effectively.
- Attend board rounds, book patient transport, chase patient reviews when providing ward clerk support.
- Effectively manage their own time to complete time sensitive tasks during each role rotation.
- Be competent with five core functions within the AMU Multi-Functional Team
- Utilise computerised tracking systems to locate case notes and investigation results
- Monitor work lists to monitor consultant workflow and escalate to team leaders if necessary.
- Capture and distribute clinic outcomes
- Ensure follow ups and diagnostics are booked
- Create a working environment which encourages high morale and optimum performance.
- Assist in the development of operational plans and procedures ensuring changes are implemented following departmental reviews.
- Communicate effectively with the teams on a timely basis ensuring robust systems exist so that staff feel informed. Work alongside other colleagues covering duties when absent.
- Liaise with appropriate departments to ensure that any new services introduced run smoothly and efficiently.
- Be able to communicate both across the Trust and inter-departmentally with all levels of staff: Medical; Nursing; Clinical; support staff and other members of the multi-disciplinary teams. Being able to communicate using empathetic and sympathetic skills when dealing with patients.
- Be responsible for seeking advice whenever the need arises.
- Promote and ensure good customer relations.
- Responsible for collating and distributing statistical information for the department.
- Responsibility for ensuring that staff are managed, and standards of work are maintained and Trust policies for the management of staff performance are adhered to.
- All staff are compliant on Mandatory training.
- Appropriate risk and other assessments are completed and documented in a timely manner in accordance with Trust policy.
- Defective equipment is reported and made safe without delay in accordance with Trust procedures.
- Infection prevention and control procedures are followed by all staff within their area of responsibility.
- Liaise with Nurse in Charge (NIC) to ascertain current priorities and issues when working in clinical areas.
- Ensure delivery of all administrative functions of the role, including but not limited to the tracking and transferring of patients into and out of the department, tracking and filing of patient notes, and accurate, real-time maintenance of Trust information systems and patient records.
- Access patient records from the electronic database as required.
- Booking in of all patients onto the Trust Information Systems and ensure that all patients are tracked out of the Division in real time.
- Carry out the selection and duplication of records for validation auditing.
- Utilise all appropriate information systems (OCEANO, PAS, APEX, Bedview, GRAHPNET, Incoming Incidents Tracker, Patient Tracker Display, JCPR)
- Ensure the non-clinical environment within the Emergency corridor is well organized, clean, and tidy.
- Prepare for all admissions and discharges from the ward, ensuring good communication and preparation of necessary documentation.
- Arrange patient transportation as required.
- Stock ward areas with adequate administrative supplies as and when required.
- Support Clinical staff with administrative duties as and when required
- Maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff development and training.
- Always keep requirements in mind and seek out to improve, including achieving customer service performance targets.

- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities, and No Smoking.
 - Act in such a way that always the health and wellbeing 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.
 - Respect the confidentiality of all matters that they may learn relating to their employment and other members of staff. All staff are expected to respect the requirements of the Data Protection Act 1998.
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Organisational Chart



Person Specification

Qualifications

- Excellent standards of customer service
- Educated to GCSE standard or equivalent.
- Previous administrative experience
- Experience of working in an NHS Trust environment
- Previous clerical/reception experience in a similar role
- Literate and numerate
- Knowledge of Hospital systems (i.e. PAS)

Skills and Knowledge

- Ability to use a personal computer with knowledge of word processing, and Windows applications.
- Working knowledge of clerical procedures.
- Ability to supervise staff and give clear guidance of expectations.
- Ability to communicate in written and oral English.
- Ability to understand and work with administrative and medical processes and practises.
- Knowledge of dealing with highly sensitive / patient confidential information.

Experience

- Ability to cope with occasionally unpleasant working conditions and exposure to acute complex situations, anxious and distressed patients and relatives and care of the seriously / terminally injured or ill.
- Strong interpersonal skills
- Ability to work as part of a team and also alone
- Strong administration skills
- Effective communicator both orally and on paper
- Skill in working with cross-functional teams
- Ability to act and ensure delivery
- Responsible and flexible attitude and approach.

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 always act in such a way that 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: Matthew Rouse

Date: 29/07/2022

Signature:

