Job Description

Title: AMU Front of House or Medical SDEC Administrative Staff

Band: 2

Staff Group: Admin & Clerical

Reports to: AMU Supervisor

Job Purpose:

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

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Key Responsibilities:

Trust Organisational Expectations

The post holder will:

- Proactively and positively contribute to the successful overall performance of the Trust.
- Deliver excellent levels of customer service to all patients/visitors and staff at the Trust.
- 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.
- Develop an organisational culture that fosters collaborative working among all staff groups, to ensure a focused commitment to delivering quality services and outcomes.
- 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.

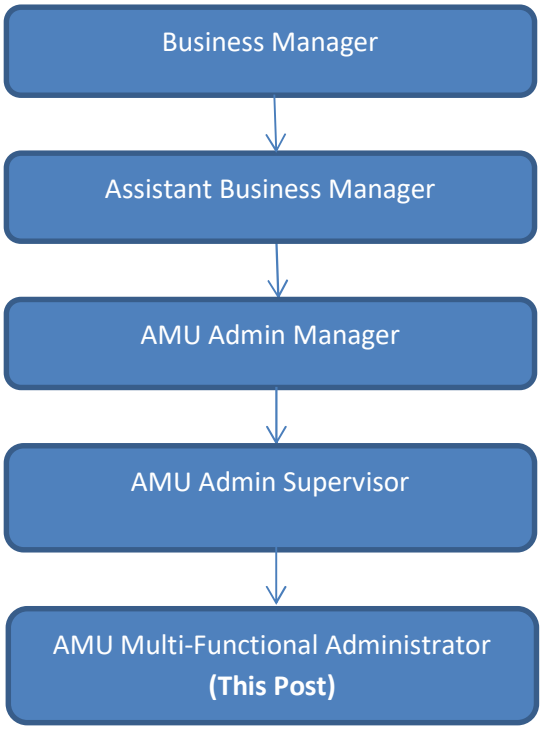
- Comply with corporate governance structure in keeping with the principles and standards set out by the Trust.
- Support the Trust culture of collaborative, flexible cross-team working and commitment to delivering quality services and outcomes, which support the Government's policies on public health
- 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.

- 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.

Organisational Chart



Other

This job description does not purport to cover all aspects of the job holder's duties but is intended to be indicative of the main areas of responsibility





Person Specification

Qualifications

Essential

- Excellent standards of customer service
- Educated to GCSE standard or equivalent.
- Previous administrative experience
- Literate and numerate

Desirable

- Experience of working in an NHS Trust environment
- Previous clerical/reception experience in a similar role
- Knowledge of Hospital systems (i.e. PAS)

Experience

Essential

- 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 Independently
- Strong administration skills
- Effective communicator both orally and on paper
- Ability to act and ensure delivery
- Skill in working with cross-functional teams
- Responsible and flexible attitude and approach.

Skills & Knowledge

Essential

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

Desirable

- Working knowledge of clerical procedures.
- Ability to understand and work with administrative and medical processes and practises.

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 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.

Print Name:

Date:

Signature: