

Job Description

Title: Multi-Functional Admin Team Member

Band: 2

Staff Group: Admin and Clerical

Reports to: ED Admin Supervisor / ED Admin Manager

Job Purpose:

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

The 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 Emergency Department at Queen Alexandra Hospital has a high volume of attendance each day. This position requires staff to be extremely adaptable, flexible and being able to work in a extremely fast paced environment.

The role is across the Emergency Department and Emergency Care Centre at Queen Alexandra Hospital and the Urgent Treatment Centre at Gosport War Memorial Hospital and tasks include: -

- Reception duties
 - Walk in and Ambulance Booking in process
 - General administrative functions
 - Data quality
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Key Responsibilities:

Trust Organisational Expectations

- 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.
- 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.

Proactively, meaningfully, and consistently demonstrate the Trust Values in your everyday practice, decision making and interactions with patients and colleagues.



Shared Core Functions

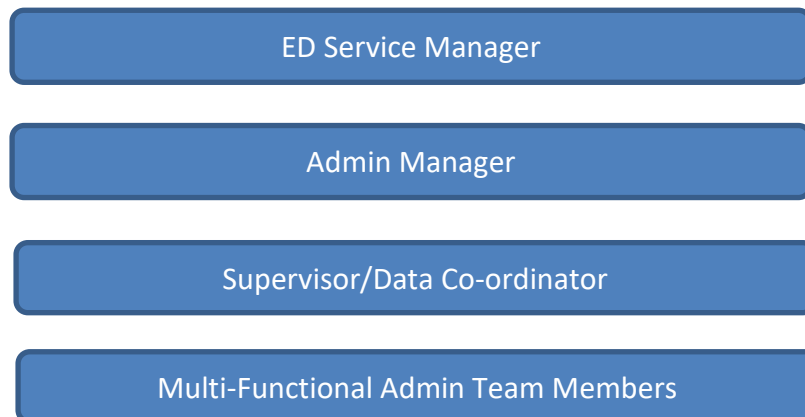
- Provide a high-quality service and oversee comprehensive administrative and/or secretarial support for a function, programme or project with the focus being on delivering excellent customer service as a front line of the team.
- Deliver discrete administrative work to the specification of the Department/Section, on time and within budget.
- Liaison with other senior personnel and their support personnel for close co-ordination of diverse aspect 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 executive / 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 representatives' bodies) to gain their necessary level of contribution & 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 engagement in writing and/or typing reports, data capture and other administrative documentation and reviewing, taking full responsibility for technical accuracy and reliability and being sensitive to the wider implications of that dissemination.

Specific Core Functions

- Greet and respond to all patients and visitor enquiries (both face to face and via the telephone) in a courteous and helpful manner, always ensuring messages are delivered to other staff as required.
- Ensure delivery of all administrative functions of the role.
- Utilise all appropriate information systems (PAS, ICE, Bedview, Oceano, Mobimed, AdastrA, SCR)
- Always wear appropriate PPE and be aware of infection control cleaning processes
- Prepare for all admissions and discharges from the department, ensuring good communication and preparation of necessary documentation.
- Arrange patient transportation as required.
- Support Clinical staff with administrative duties as and when required, including management of confidential waste. Collect and distribute mail, emails, and photocopies of patient information.
- Liaise with Nurse in Charge (NIC) to ascertain current priorities and issues when working in clinical areas.
- Liaise with other departments, both internal and external to the Trust, including the patient's GP as necessary.
- Access patient records from the electronic database as required.
- Stock ward areas with adequate administrative supplies as and when required. Report faults and defects through the appropriate channels for repair.
- Ensure patient referrals and other relevant documentation is scanned and uploaded onto patient records in a timely manner.
- Ensure the non-clinical environment within the Emergency corridor is well organized, clean, and tidy.
- Act as a cohesive member of the department team, attending multidisciplinary meetings as appropriate and maintaining own personal development and mandatory training. Provide cross cover for other ward areas as directed by the Administration Manager.
- Provide induction training support to all new members of staff as and when required by your line manager.
- Assist in identifying and facilitating possible areas of process improvement.
- Ensure paediatric safeguarding by checking the national register/database.
- Answer relative enquiries when working in ambulance arrival area.
- Follow AdastrA DNA process to ensure patients have been safeguarded.
- Ensure timely registration of urgent resus patients.
- Monitor trust AI programmes and update records accordingly.
- Maintain security checks to ensure staff safety in the department and escalate security as required.
- When providing services at Gosport answer the door and ask COVID risk assessment questions prior to entry.
- Ensure referrals to specialities are sent to the relevant department in a timely manner.

Organisational Chart





Management Essentials

We are proud to offer a comprehensive development programme, Management Essentials, designed to equip staff with the skills and knowledge to become effective managers.

This post has been identified as a role that will benefit from this training, and you will be able to enrol in both mandatory and, relevant, optional modules upon commencement with the Trust.

Please click [here](#) for further information on the Management Essentials programme.



Leadership Insights

Additionally, our new leadership development programme, Leadership Insights, aims to help all newly promoted, existing and aspiring leaders, at every level at the Trust, to recognise, reflect and role model the core principles of people-centred leadership.

If, this is of interest to you, you will be able to enrol upon commencement with the Trust.

Please click [here](#) for further information on the Leadership Insights programme.

Person Specification

Qualifications

Essential

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

Desirable

- Experience of working in an NHS Trust/health care environment.
- Previous clerical/reception experience in a similar role.
- Knowledge of NHS patient IT systems i.e., PAS (training will be provided)

Skills and Knowledge

- Ability to use a personal computer with knowledge of word processing, and Windows applications.
- Working knowledge of clerical procedures.
- Ability to achieve high levels of accuracy ensuring deadlines are met.
- Ability to liaise with staff at all levels.
- Ability to prioritise and plan workload.
- Ability to understand and work with administrative and medical processes and practises.
- Knowledge of dealing with highly sensitive / patient confidential information.

Personal Qualities

- 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 or terminally ill.
- Excellent communication, interpersonal and organisational skills.
- Ability to work as part of a team and independently.
- 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.
- Ability to juggle many priorities at one time, whilst remaining calm.
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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: Brad Archer / Rosie Telford

Date: 23/01/2025

Signature: 