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| Job Ref: | 19-202 |
| Job Title: | Medical Administrator |
| Grade: | Band 4 |
| Hours: | 37.5 |
| Department: | Medicine Division |
| Location: | Eastbourne DGH and Conquest Hospital |
| Accountable to: | General manager |
| Reports to: | Lead Medical Administrator |
| Job dimensions & responsibility for resources | |
| Budgetary & Purchasing, Income generation | (please specify) Budget / Delegated Budget managed : £ Authorised signatory for: £ Other financial responsibility: Checking agency timesheets |
| Staff | Staff (wte):0 |
| Information Systems | Careful use of Trust systems both manual and electronic, to ensure accuracy of data. Store and share information in accordance with department protocols, Trust Information Governance Policy and Data Protection Legislation Specialist systems:eRoster, DATIX, ESR |
| Job purpose | To support the Management Team by providing general administration and medical administration in the Medicine Division. Responsible for administration within the Medicine Division including senior and junior medical staff leave and absence management. Provide cross cover for other medical administrators as required. |

Department Structure

Clinical Lead



General Manager/Head of Nursing/Service Manager



Medical Administrator Band 6



Medical Administrator Band 5



THIS POST

Communications and Working Relationships

| With Whom | Frequency | Purpose |
|-----------------------------------|--------------------|--|
| Clinical Lead | As required | To inform of any issues, assist with Division issues as required. |
| General Manager / Head of Nursing | As required | To inform of any relevant Division issues and support when required |
| Consultants | As required | Leave, junior doctors leave, rota issues, training & education, Work plan/work duties Mandatory training. Any other issues |
| Junior Medical Staff | Daily | All leave, sickness, rotas, work duties, training & education, rotas and any other issues. |
| Medical Staffing | Weekly/as required | To place adverts, request locum agency staff, advise of locum hours worked. |
| Matron, Ward Sisters, ward staff | As required | Any support issues ie charitable funds, capex forms. |
| Human Resources | As required | Staff contracts, clarification on any issues as required. |
| Training Department | As required | To arrange training & education for junior med staff including mandatory training. |
| Supplies Department | As required | To discuss or expedite orders, request order numbers and place orders or any other queries. |
| IT Department | As required | Discuss any IT equipment required, chase orders, report faults, ensure junior medical staff have relevant access. |
| Payroll Department | As required | Resolve any queries from staff. To co-ordinate all ad hoc payments for medical nursing & admin staff within Medicine. |
| Other Division Managers & Staff | As required | Any relevant issues that may concern other Divisions. |
| Switchboard | Daily / Weekly | |

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| | | To assist with any queries regarding doctors or other issues. Submit rotas. |
| H&S Advisor | As required | H&S Issues |
| Patient Trackers | As required | To support specific areas of validation for cancer and 18 week standards as required. |
| Clinic Clerks / Theatre Staff | As required | In the absence of a PA, liaise with appointments department to set up additional clinics to support demand. |
| General Division staff | Daily / Weekly | Liaise with Head of Depts and waiting list and appointments staff to ensure that activity is reduced and/or backfilled during leave. |

Key Duties and Responsibilities

1. Management and maintaining of shift pattern rotas and daily work sheets for senior and junior medical staff within medicine.
2. Monitoring and processing of all leave for senior and junior medical staff within the Division ensuring on call cover is provided and appropriate forms are completed, signed and processed.
3. Responsibility for entering sickness absence and special leave onto ESR for all senior and junior medical staff, undertaking return to work interviews and implementing absence management policy when required.
4. To ensure the Medicine Division complies with Clinical Negligence Standards for Trusts by arranging and participating in departmental inductions for junior medical staff with Clinical Lead, ensuring non clinical aspects of induction are covered.
5. Inductions for all senior and junior locum staff working within the Division.
6. Responsibility for following procedures for requesting agency locum staff as appropriate to ensure affective, optimum service is maintained within the Division.
7. Responsibility of advising Medical Staffing in a timely manner of any advertisements required for replacement medical staff.
8. Responsibility for preparing weekly emergency on call duty rota for Medicine and notifying switchboard.
9. To ensure that all medical staff have relevant IT access.
10. Responsibility for signing and checking of agency locum timesheets and overtime sheets.

Finance

1. Ensuring Charitable fund requests are completed when required and financial procedures are adhered to.
2. At the request of the GM, arranging of ad hoc clinics as required and entering on to system. Ensuring claims are processed for payment by the General Manager.
3. Support the completion and/or processing of ex gratia claims within the Division as required.
4. Responsibility for checking and authorising of agency locums timesheets and faxing to agencies.

Human Resources

1. Awareness of HR policies.
2. Ensuring absences are entered onto ESR and appropriate procedures are implemented when necessary.
3. Supporting the SM and GMs implementing HR policies when required, eg performance management, disciplinary procedures, grievance procedures etc.
4. Responsibility for entering/amending all data for Division staff onto electronic forms and processing. Dealing with associated queries.
5. Supporting the SMs and GM for recruitment and selection (advertising, short listing, interviewing, appointing, CRB checks) as required.
6. Responsibility for preparation of draft contracts for new members of staff to be issued by HR department and checking of same. Issuing of any contract amendment letters for departmental staff.
7. Responsibility for departmental inductions for new members of staff ensuring all relevant areas of induction are covered and authorising required IT access.
8. Maintaining electronic annual leave forms in line with AfC and management of annual leave and special leave A&C staff ensuring appropriate cover is provided wherever possible to Consultants and their teams.
9. Management of personnel files.
10. Organise meetings where required.
11. Authorise any necessary training courses required.

Other Duties

1. To provide a comprehensive, efficient, effective and timely administration service to the Management team as required.
2. Maintain an efficient electronic filing system for all administrative issues.
3. To undertake any work of projects on behalf of the Management Team as required including assisting in collation of data and preparation of reports.
4. To attend and take notes at meetings as required.
5. To assist in the completion of orders as required (non stock, league of friends, capex) ensuring relevant documentation is completed.
6. Liaise with other departments and advise and assist as necessary.
7. Support with validation and additional activity in setting up additional sessions
8. Any other duties relevant to post and commensurate with grade. General Duties

Responsibilities applicable to all job descriptions

1. To be familiar with and adhere to the policies and procedures of the Trust.
2. Behave and act at all times in accordance with the Trust Values, of Working Together, Respect and Compassion, Engagement and Involvement and Improvement and Development
3. To achieve and demonstrate agreed standards of personal and professional development within agreed timescales.
4. To participate fully in the performance and development review (appraisal) process and undertake Continuing Professional Development as required.
5. To participate in surveys and audits as necessary in order to enable the Trust to meet its statutory requirements.
6. To be aware of the Trust's emergency planning processes and follow such processes as necessary, in the event of an unexpected incident.
7. This job description is not exhaustive. Staff may be required to undertake any other duties at the request of the line manager, which are commensurate with the band, including project work, internal job rotation and absence cover.

Statement

1. This job description will be agreed between the jobholder and the manager to whom he/she is accountable. It may be reviewed in light of experience, changes and developments.
2. The information being handled by employees of East Sussex Healthcare NHS Trust is strictly confidential. Failure to respect the confidential nature

of this information will be regarded as a serious breach of regulations, which will result in action under the Disciplinary Procedure, including possible dismissal. This includes holding discussions with colleagues concerning patients in situations where the conversation may be overheard. It is the employee's personal responsibility to comply with the Data Protection Act.

3. It is the employee's responsibility to ensure all records (computerised or manual) are accurate and up to date, and that errors are corrected or notified as appropriate.
4. It is the manager's role to monitor and assure the quality of any data collected or recorded by or in his/her area of responsibility.
5. Employees must take reasonable care, and be aware of the responsibilities placed on them under the Health & Safety at Work etc. Act (1974) and to ensure that agreed safety procedures are carried out to maintain a safe environment for employees, patients and visitors.
6. All staff have a responsibility to ensure that infection control policies, procedures and guidelines are adhered to, in addition to supporting the trusts commitment to preventing and controlling healthcare associated infections (HAI).
7. All members of staff must be aware of their responsibilities under the Freedom of Information Act 2000.
8. In addition to any specific responsibility for risk management outlined in the main body of this job description, all employees must ensure they are aware of the key responsibilities applicable in relation to risk management as identified in the Trust's Risk Management Strategy.
9. All staff will note the Trust's responsibilities under the Civil Contingencies Act 2004, and NHS Major Incident Plans Guidance (DoH 1998 and 2004)
10. All employees are responsible for ensuring they attend the relevant mandatory training as identified in the Trust's Education Strategy and as agreed with their manager/supervisor.
11. It is the employee's responsibility to ensure they follow the latest version of all policies and procedures which apply to them.
12. For posts which involve contact with patients, it is required that the postholder receives satisfactory clearance from the Disclosure and Barring Service.

Managers Signature

Date

Postholders Signature

Date



Person Specification

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|-------------------------------------|---------------|
| Job Title: Medical Administrator | Grade: Band 4 |
| Department: | Date: Aug 19 |

*Assessed by: A= Application I= Interview R= References T= Testing

| Minimum Criteria | * | Desirable Criteria | * |
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| Qualifications / Training Good general education to GCSE Grade C or above, with English and Maths. NVQ3 in administration Diploma level Business / Administration / IT qualification or proven equivalent experience Ability to undertake further training required in post | | Personnel administration qualification eg CPP Advanced IT qualification | |
| Experience Substantial administration experience in NHS or similar complex organisation Experience of computerised record systems and data storage / retrieval / analysis Experience of complex diary management / rotas Experience of working on own initiative and solving problems Experience of personnel admin processes | | NHS administration experience in a similar post. Experience of managing an office. IT System administration experience | |
| Skills / Knowledge / Abilities Proficient IT skills in excel and access databases, word processing, data entry and analysis Ability to assess and develop systems both paper and electronic. Excellent written and verbal communication skills. Customer service skills Able to use initiative. Good team worker. Ability to meet deadlines in a timely manner and have excellent organisational and administrative skills Ability to communicate effectively and efficiently with good negotiating skills | | ECDL qualification or equivalent (Word, Excel, PowerPoint) Ability to adapt to change | |

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| Ability to prioritise workload and manage often differing topics in parallel Ability to maintain confidentiality at all times Ability to deal sensitively and with discretion | | | |
| Other Reliable work record. Flexibility on core hours. DBS clearance if applicable Evidence that personal behaviour reflects Trust values | | | |

Managers Signature

Date

Postholders Signature

Date