

Agenda for Change	Version 10
Author: Claire Ackerman	Date: July 2016

Job Description

Job Group (Delete as applicable):	Admin & Clerical
Job Title:	Ward Administrator
Existing Grade:	Band 2
Care Group:	Womens & Childrens Care Group
Service Line:	Paediatrics Summary
Department:	Transitional Care Ward
Location:	LEVEL 5
Appraiser:	ADMINISTRATION MANAGER
Accountable to:	ADMINISTRATION MANAGER / WARD MANAGER
Position Number:	
Date:	23.05.2018

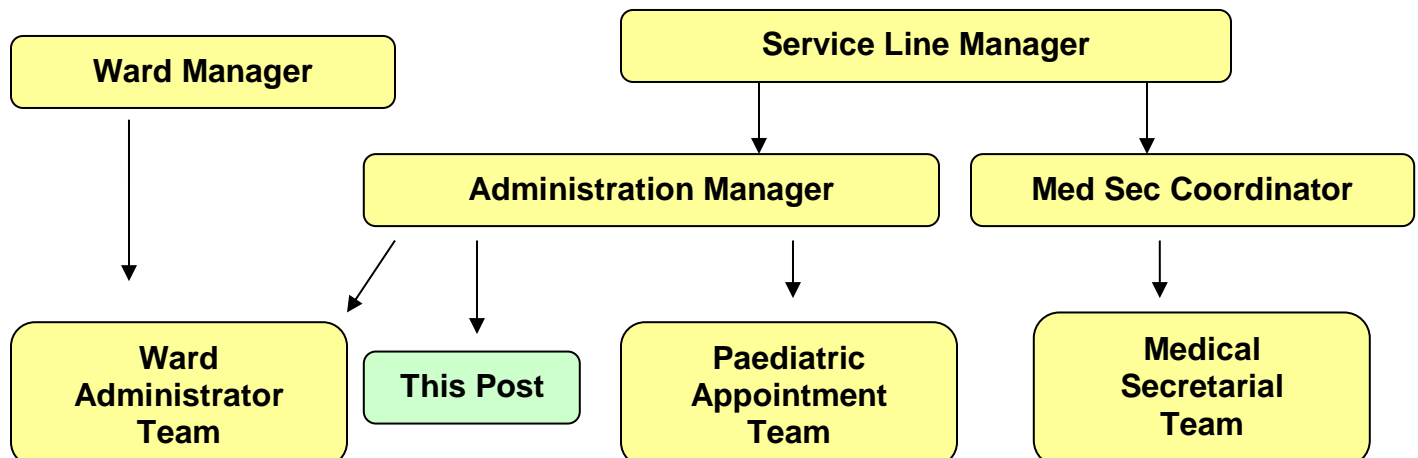
Job Purpose:

- To provide a clerical service to the ward and assist nursing staff in reception of families and visitors to the ward.
- Provide administration support to the team of nursing and clinical staff
- Ensure all systems are kept up to date to allow smooth running of the ward and meeting RTT standards
- To liaise with other departments providing necessary notes and various patient information/ results for medical & nursing staff, supporting the care of our patients

Key Dimensions:

Provide and deliver a high standard of a full clerical service to the ward. Using a varied range of work procedures, many of which are non-routine, requiring a level of theoretical knowledge.

Organisational Chart



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PRIMARY DUTIES & AREAS OF RESPONSIBILITY

1. To receive and welcome parents, children and visitors to the ward.
2. Answering telephone enquiries in conjunction with, and under the direction of, nursing staff.
3. Commence paperwork as appropriate on patient's admission ensuring information is added to IPMS, Salus and Edis Systems.
4. Make up admission packs, theatre paperwork, etc. as appropriate
5. Register new patients on iPMS (Information Patient Management System), ensuring double registration does not occur.
6. Receiving results by telephone from laboratories.
7. Obtaining notes, create and receive Thin Files from other departments using iPMS
8. Ensuring all hospital notes and Thin Files coming into and leaving the ward are accurately traced using iPMS
9. Recording off duty information and amendments on computer.
10. Liaising with other departments and secretaries regarding appointments, investigations to be arranged and booking transport as required.
11. Entering and processing admissions into the ward diary for waiting list admissions and general booked admissions.
12. As required, telephone patients with urgent/last minute appointments.
13. Filing reports when signed by doctor and ensuring notes are kept in accordance to the Plymouth Hospitals NHS Trust Policies.
14. Entering admissions and discharges on iPMS. Including in-patients and day cases.
15. General use of the VDU for clerical and identification purposes.
16. General liaison with other departments under direction of the nurse in charge.
17. Photocopying and faxing when required.
18. Sorting and opening incoming post accordingly.
19. Liaising with Post Room staff for collection of urgent specimens.
20. Maintaining stocks of stationery and general medical equipment as requested by Ward Manager.
21. To assist the line manager in training other members of staff as requested.
22. To cover opposing ward areas when requested The Administration manager, during staff absence or increased workload.
23. Work in conjunction with Paediatric Appointment Staff/ NICU Medical Secretaries to ensure out-patient follow-up appointments are arranged as requested by clinician in line with follow-up waiting list procedures.
24. To carry out any other clerical duties as determined by the line manager/ward manager.
25. Work within the framework of the Trusts Waiting List Policy and APN notifying the line manager of relevant issues in a timely manner.

COMMUNICATIONS & WORKING RELATIONSHIPS

1. Receive and deal with confidential telephone enquiries from patients. Be able to handle patient complaints, including face-to-face.
2. Liaise with various departments and professionals within the hospital and outside agencies via verbal and written communication.
3. To be a team member within the ward and able to multi skill within the various clerical areas.
4. To work closely with other admin and clerical staff within the division.

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All Job Holders are required to;

- Work to the Trust values - Put patients first, Take ownership, Respect others, Be positive, Listen, learn and improve.
- Adhere to Trust policies and procedures, e.g. Health and Safety at Work, Equal Opportunities etc.
- 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.
- Attend statutory, essential and mandatory training.
- Respect the confidentiality of all matters relating to their employment and other members of staff. All members of staff are required to comply with the requirements of the "UK Data Protection Act 2018/UK General Data Protection Regulation (UK GDPR)" or "Data Protection legislation" which encompasses both laws.
- Comply with the Corporate Governance structure in keeping with the principles and standards set out by the Trust.
- Comply with the codes of professional conduct set out by the professional body of which registration is required for the post.
- Ensure they are familiar with the Risk Management Framework, follow policies, procedures and safe systems of work, make known any hazards or risks that they identify and take all necessary actions to reduce risk.
- Ensure the welfare and safety of children within their care. This includes staff who come into contact with children and families in the course of their work as well as those staff who have a specific role with children and families.
- Ensure they attend Child Protection training at the appropriate level within the specified time frame.
- Staff must comply with Safeguarding Policies and Procedures in order to promote safeguarding and prevent abuse to vulnerable people using Trust services.
- Maintain the prevention and control of infection and fully comply with all current Trust Infection Control policies and procedures.
- Take responsibility for any records that they create or use in the course of their duties, in line with the Public Records Act and be aware that any records created by an employee of the NHS are public records and may be subject to both legal and professional obligations.

All Managers are responsible for...

- Assessing risks and implementing the necessary actions to minimise these risks within their sphere of responsibility. They must also enable staff to attend the relevant statutory and essential training.
- Managing attendance in accordance with the Trusts Attendance Management Policy.

All Heads of Departments are responsible for...

- Ensuring all necessary risk assessments are carried out within their division, Service Line or department in liaison with relevant sources of specialist support and expertise within the Trust. They must also ensure that the risk management process is completed appropriately.

Note

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This job description is neither definitive nor exhaustive and is not intended to be totally comprehensive. It may be reviewed in the light of changing circumstances following consultation with the post holder. This job description is to be read in conjunction with all current Plymouth Hospitals NHS Trust policies, procedures & guidelines

PERSON SPECIFICATION TEMPLATE

ATTRIBUTES	ESSENTIAL	DESIRABLE
KNOWLEDGE & EXPERIENCE	<ul style="list-style-type: none"> Proven previous clerical experience Proven previous experience in a large clinical setting 	<ul style="list-style-type: none"> Demonstrable experience in working with the general public Proven demonstrable knowledge of iPMS Proven demonstrable knowledge of SALUS Proven demonstrable knowledge of Edis Proven demonstrable knowledge of Unity
QUALIFICATIONS	<ul style="list-style-type: none"> Proven education to GCSE A-C (9-4) or equivalent in Maths and English, or equivalent demonstrable experience 	<ul style="list-style-type: none"> Proven NVQ Level 2 in Business Admin
APTITUDE & ABILITIES	<ul style="list-style-type: none"> Good communication skills, written and verbal, with ability to demonstrate fluency, clarity and effectiveness at all levels Keyboard skills Accuracy Time management skills Organisational skills Ability of work on own initiative but also as a member of a team demonstrating the ability to work unsupervised within stated guidelines 	<ul style="list-style-type: none"> Understanding the Trust's waiting list policy within the work place
DISPOSITION / ATTITUDE / MOTIVATION	<ul style="list-style-type: none"> Team member Able to work calmly and methodically when working with a busy workload Proactive, takes own initiative 	<ul style="list-style-type: none"> Willingness to learn and develop in a challenging environment
OTHER FACTORS	<ul style="list-style-type: none"> Demonstrate an understanding of confidentiality Flexibility to cover colleagues during absences 	

Agenda for Change	Version 8
Author: Claire Ackerman	Date: June 2015