
Job Description

Job Title: Emergency Department Administration Team Assistant

Grade: Band 3

Reports To: Emergency Department General Manager

Accountable To: Emergency Department General Manager

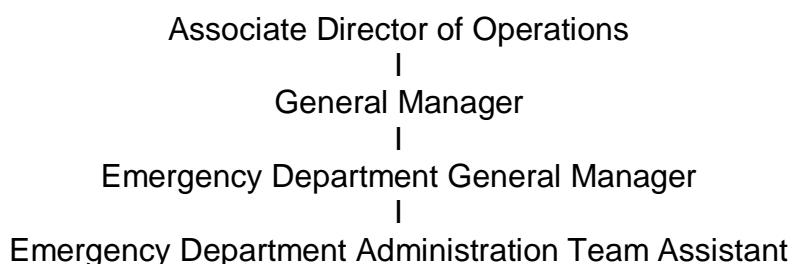
Job Purpose:

To provide a comprehensive, efficient and responsive administrative and clerical support to the Emergency Department of South Warwickshire NHS Foundation Trust (SWFT).

To provide support to patients, medical staff, nursing staff and the management process, maintaining an effective customer focused service and to work closely with colleagues within the team. To provide a seamless service between patient arrival and discharge. The role is multi-faceted and as a priority provides real-time computer entries on various systems, including admission, discharge, transfer, clinical coding and ambulance services.

The post holder will cover reception, ward clerk and clinical coding flexibly to meet the needs of the service. There may also be cross-site working to cover the needs of the service if required.

Organisation Chart:



Key Result Areas:

Reception and Ward Clerk Duties

- First contact with members of the public entering the department via reception;
- Using VDU for the computerised booking of all patients requiring treatment in ED, ensuring all personal information is obtained and accurate;
- To make appointments and referrals on behalf of ED when needed;
- To input all relevant data to outcome all patient attendances;
- Maintain the filing and scanning systems relating to the ED Casualty Cards and other clerical duties
- Ensure admissions and discharges are entered onto Lorenzo in real-time.
- Maintaining and updating information required on Digit where necessary.
- Facilitate good communication between all members of the team and other staff within the Trust and outside the Trust, including police, ambulance staff, GPs and CCG;
- Implement manual process for computer down time;
- Follow the correct procedure for overseas patients, completing all relevant forms;
- Maintain in-patient Lorenzo system for the ED Observation Unit;
- Assist with filing in the Observations Unit if required.
- Answering telephone queries in a polite and efficient manner;
- Booking ambulance crews clear in a timely manner using CAD online system;
- Chase up diagnostics and results with relevant departments;
- Maintain filing and scanning systems relating to casualty cards and other clerical duties;
- Bleep porters, domestics, medical staff as required;
- Book ambulances and transport as required;

- To actively participate in the collection of data for I Want Great Care – obtaining patient/relative feedback on a shift basis to ensure that their views are included within the development of the service.
- Supporting the Emergency Department staff as needed.
- To liaise directly with other units/departments to give or obtain information, including the reporting of maintenance or supply problems.
- To participate in the planning towards changes in work methods including team working and to work within new systems once agreed.

Administration and Coding

- To ensure that clinical information is coded accurately and entered onto Lorenzo in line with Trust policy.
- To input ED data accurately and to provide robust and safe data storage systems.
- To review and analyse data and identify errors where appropriate to resolve queries.
- Response to requests for data reports from both within the department and other managers and to communicate effectively with all disciplines of staff.

Communication

- Communicate at all times in a polite professional and courteous manner, maintaining confidentiality at all times;
- Facilitate good communication between all members of the team and other staff within and outside the Trust including police, ambulance staff, GPs and CCG;
- To have direct contact with patients, relatives and other members of the public at reception, being sensitive to their needs;
- Write and/or deliver messages to appropriate staff within the department;
- To be able with situations that involves violent and aggressive patients/visitors;
- To locate inpatients for visitors and direct patients and visitors to other areas of the hospital;

- Receive and report sensitive information.

Departmental Systems

- Monitor computer equipment, reporting any problems in a timely manner to the relevant departments.

General Items:

To provide short-term cover for colleagues during periods of leave.

To ensure that all Trust standards are maintained and monitored to improve the quality of care to all whom come into contact with services provided by South Warwickshire NHS Foundation Trust.

Every employee has a duty to take reasonable care of the health and safety of him/herself and of other persons who may be affected by his/her acts or omissions at work, and to co-operate with the South Warwickshire NHS Foundation Trust to ensure that statutory and Trust regulations are complied with.

To participate in appraisals and personal reviews and work to achieve agreed set objectives.

To participate in appropriate training and development activities

To participate in team, professional and personal development activities and promote commitment to continuous development and improvement.

Ensure that all staff consciously review mistakes, complaints and incidents/near misses as well as successes to improve performance and the level of customer care.

All employees will have an organisational and individual responsibility towards safeguarding vulnerable adults, young people and children. Where employees are working with children, young people and families they have a responsibility to cooperate in national safeguarding policy around early intervention activities appropriate to improving health outcomes.

As a major provider of health care, South Warwickshire NHS Foundation Trust operate a Smoke Free Policy by providing a totally smoke free environment to help aid patients' recovery, promote health and wellbeing and minimize the risks of complications attributed to smoking tobacco and second hand smoke.

For Band 5 and below

Recognise the importance of adopting healthy lifestyles and be aware of health and wellbeing initiatives.

To abide by Infection Prevention and Control policies relevant to their area of work, and undertake the necessary level of training. This will be appraised through the KSF review process or other relevant professional review process.

To contribute to promoting and implementing the Trust's Carbon Management policy, in line with team and organisational objectives.

This job description is subject to review at any time in consultation with the post holder.