

Job Description – Generic for information

Post Title: Administration Clerk

Band: 2

Job Purpose:

The post holder is responsible for providing day-to-day administrative support and undertaking the booking and scheduling of patient appointments and associated administrative duties. All activities within the Booking and Scheduling Service must ensure patients are offered an appropriate choice of appointments.

Service Purpose

The Booking and Scheduling Service operates a Trust-wide patient appointment centre that undertakes the booking and scheduling of patient appointments, a reception service and administrative support. The Administration and Reception team support patients on attendance at Trust services and undertake administrative duties including reception cover and appointment booking. The service will operate to meet the needs of the clinical services which may operate extended hours in the evenings and at the weekend to ensure wider patient access. The post holder will be required to work flexibly to cover these hours of operation and may be expected to work across all Trust sites.

Main Duties and Responsibilities:

- Support the day-to-day running of service as agreed within the Booking & Scheduling Service Specification.
- Deal with incoming telephone calls from mothers and other relatives, using judgement and discretion and prioritising all queries.
- Responding to calls for patient information e.g. accessing computer records or case notes.
- Maintain an up to date electronic and paper office filing system and undertakes filing in patient records.
- Undertake booking & scheduling of appointments to a range of services.
- Use Booking & Scheduling systems to undertake bookings including the entry, processing and transmitting of patient data. This includes asking patients questions on overseas Visitors status and escalating concerns.
- Check patients into and out of clinics ensuring accurate data capture and entry of patient personal information and clinical information in relation to clinic appointments.

Handle enquiries from patients and staff in relation to appointment booking and scheduling within the reception areas.

- Enter data and maintain databases ensuring information is updated in a timely manner.
- Ensures data entry onto systems is consistent with workflows and follow standard operating procedures.
- Provide non-clinical advice to patients in relation to appointments and hospital processes.
- Follow policy in relation to processes for assessment and management of potential overseas visitors including the accurate recording of information and escalation of concerns to the line manager.
- Support Trust and departmental processes for the review and management of data quality issues related to booking and scheduling activity.

Values Based Behaviours:

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| <p>Care: we show we care about people</p> | <p>Listens and acts to the concerns of others to bring about improvements for people (patients and staff).</p> <p>Shows empathy to others and a caring attitude to people (staff, patients and the public)</p> |
| <p>Ambition: we want the best for people</p> | <p>Motivates and coaches others to support them to develop their own capabilities and skills.</p> <p>Links individual development needs with service goals.</p> <p>Has the resilience to keep going in adversity and shows a can do attitude to deliver improvements for others.</p> <p>Strives to ensure the role or service they deliver is the best</p> |
| <p>Respect: we value the differences and talents of people</p> | <p>Notice the suggestions of others even if you may not agree.</p> <p>Provide constructive feedback.</p> <p>Show appropriate professional standards at all time.</p> <p>Concentrates on what is right rather than who is right.</p> |
| <p>Engage: we involve people in how we do things</p> | <p>Seeks feedback and input into decision making and service improvement for all people involved (patients, staff and the public).</p> <p>Actively takes others views into account.</p> <p>Shows a positive outlook to delivering the best service possible, and leads others by example.</p> |

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| Learn : we learn from people, past, present and future | <p>Checks outcomes against plan.</p> <p>Uses evidence and experience of others to inform improvements to services for patients and staff</p> <p>Values, generates and uses evidence to lead future improvements</p> |
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Person Specification

| | Essential | Desirable | Method Of Assessment |
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| Skills, Knowledge & Aptitudes | <p>Good level of numeracy and literacy skills.</p> <p>Able to communicate clearly both in verbal and written communications.</p> <p>Basic keyboard & PC skills.</p> <p>Working knowledge of Microsoft Office packages i.e. Outlook, Word, Excel</p> <p>Organised and methodical with an attention to detail.</p> <p>Professional and friendly telephone manner.</p> <p>Able to maintain accuracy to high standards.</p> <p>Understanding of confidentiality, Data Protection and Caldicott principles</p> <p>Able to recognise and resolve routine issues referring where appropriate</p> | <p>Knowledge of NHS waiting time requirements and procedures.</p> | <p>Application and Interview</p> |
| Qualifications & Learning Equivalent experience considered | <p>Educated to GCSE level or equivalent including English and Mathematics.</p> | <p>Additional Customer Service or Administration qualification such as an NVQ Qualification.</p> | <p>Application and Interview</p> |

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| | European Computer Driving Licence (ECDL) Qualification or equivalent. | | |
| Experience | <p>Experience of working in an office or administrative environment preferably within a healthcare environment.</p> <p>Previous experience of data entry/ input.</p> | <p>Knowledge of a hospital-based Patient Administration System.</p> <p>Experience of working in a NHS contact centre, reception or equivalent appointment booking environment.</p> | Application and Interview |
| Personal Qualities | <p>Flexible and adaptable to change.</p> <p>Ability to work to a deadline and to priorities own workload.</p> <p>Ability to work on own unsupervised.</p> <p>Courteous and friendly.</p> <p>Be able to work under pressure in a busy environment.</p> <p>Ability to work independently or as part of a team.</p> <p>Able to multitask.</p> <p>Capable of dealing with sensitive and confidential documents and situations</p> | <p>Able to implement new ideas to benefit patients, staff and working environment</p> | Application and Interview |
| Other | <p>Keen to develop personal skills</p> <p>Good work attendance</p> <p>Flexibility & motivation</p> <p>Able to change duties at short notice</p> <p>Occupational Health cleared to perform the duties of the role.</p> | | Application and Interview |