NEW VICTORIA HOSPITAL

**JOB DESCRIPTION**

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| **POSITION INFORMATION** |
| 1. **Job Details** |
| Post/Title: **Admissions Officer**  Responsible To: **Admissions Team Lead**  Accountable To: **Business Analysis Unit Manager** |
| 1. **Job Summary**   (A brief description of the main purpose of the post) |
| * To achieve maximum occupancy through efficient, effective management of the admissions service. * To facilitate bookings for all patients requiring theatre time, an inpatient or day bed from consultant users or their secretaries via the use of fully completed booking forms, accompanied by the clinic letter * To create a rapport with all consultant users and their secretaries to ensure effective and open two way communication. * To establish and maintain good working relationships with all colleagues and the range of people who would enquire about admissions to the hospital. * To consistently be aware of the vital public relations and marketing element within the role of the Admissions Department to ensure that the service provided is consistent with a centre of excellence and that the image of the hospital is effectively projected. * To ensure compliance with all relevant hospital policies and procedures, reviewing and amending all Admissions policies, procedures and forms as necessary to ensure all processes are reflected accurately and in line with the Care Quality Commission outcome standards. |
| 1. **Role of the Department**   (The function of the department in which the post holder works) |
| To run an efficient and effectiveadmissionsservice to consultant surgeons and physicians wishing to utilise the hospital facilities.  To ensure the delivery of the service is of high quality and pays particular attention to the principles of patient confidentiality and customer care on a daily basis.  To support all other departments within the hospital. |
| 1. **Key Working Relationships**   (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose) |
| The post holder will have regular contact with the following range of individuals in order to provide a comprehensive booking service:  **•** Patients   * Consultants and their secretaries   • Operating Theatre staff   * GDSS Team   • Nursing staff  • Reception / Reservations / Imaging staff  • All other staff |
| 1. **Duties and Responsibilities of the Post** |
| * + To be conversant with and adhere to all relevant hospital policies and procedures relating to the Admissions Office, highlighting any amendments required by changes in practice or requirements to the Admissions Team Lead.   + To receive bookings and to instigate the admission procedure for all patients requiring theatre time, an inpatient or day bed, co-ordinating relevant services/documentation and allocate beds appropriately.   + To record patient bookings on the Meditech system whilst also maintaining an accurate manual system.   + To liaise closely with the Theatre Manager and department staff when booking theatre time and give consideration to:-   1. The surgeon’s preference for date and time and theatre held sessions.   2. The length and type of surgery to be booked.   3. The special equipment that might be required for the length and type of operations already booked for that day.   4. Any medical history that may affect safe practice.   + To ensure accurate details, corresponding clinic letters and a completed booking form, from consultant users or their secretaries, regarding operations, treatment or investigations to be performed on patients at the time of admission and arrange appointment times where appropriate (e.g. specialist x-rays, Pre-Operative Assessment, bloods etc.).   + To liaise with the pre assessment nurse to ensure the needs of patients are assessed pre admission and that their individual requirements/needs are met within hospital policy and procedure.   + To ensure that the printed pre-admission information/admission letters to patients are accurate, posted daily and promptly and any relevant information booklets are included.   + To prepare the daily theatre lists for distribution around the hospital from information taken from consultant users or their secretaries and from the booking form, giving details of diagnosis, investigations to be arranged, operations booked or any other special instructions regarding each patient.   + To ensure that any amendments to the admissions/theatre lists are actioned and circulated immediately.   + To attend the daily bed meeting using the electronic database and keep regular ward/department contact regarding bed occupancy and any changes.   + To liaise closely on a daily basis, with other departments, especially wards, Pre Assessment nurse, Reception, OPD and Imaging to keep them informed each day of extra admissions, cancellations or emergencies, or other problems that might arise regarding patient bookings.   + To keep the Director of Clinical Services informed of the departmental activity and any significant or unusual occurrences or complaints as they are received.   + To ensure confidentiality regarding all patient and hospital information.   + To attend Consultant Information Evenings/attend new Consultant Inductions as required   + To realise the hospital’s marketing potential by giving accurate information regarding the hospital, its facilities and prices to all telephone enquiries and to send out relevant literature where appropriate.   + To assist in promoting the hospital by personal involvement in public relations activities as required. |
| **INDIVIDUAL RESPONSIBILITIES** |
| 1. **General** |
| The post holder is expected to:   * Adhere to Hospital policies and procedures and relevant legislation including the requirements of any professional bodies * Understand and incorporate the organisational values into daily working practice:   + Compassionate   + Exceptional   + Ethical   + Evolving * Attend mandatory training as identified by the Hospital * Develop own knowledge, skills and experience through supervision practice and educational opportunities within the spirit of lifelong learning * Work as part of a team and collaborate with colleagues * Ensure good communication links are established with all other departments within the hospital * Maintain a high level of security awareness |
| 1. **Health and Safety** |
| Employees must be aware of the responsibilities placed upon them under the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for employees and visitors. |
| 1. **Risk Management** |
| All staff have a responsibility to report all clinical and non-clinical accidents, incidents or near-misses promptly via Datix and to co-operate with any necessary investigations undertaken. |
| 1. **Confidentiality and Information Governance** |
| The post holder must keep up to date with the requirements of information governance; undertake mandatory training and follow the Hospital policies and procedures to ensure that hospital information is dealt with legally, securely, efficiently and effectively.  It is important that the post holder processes personal identifiable information only in accordance with the Hospital’s Data Protection policy.  The post holder must manage the records they create or hold during the course of their employment with the Hospital in an appropriate way, making the records available for sharing in a controlled manner subject to statutory requirements and agreed security and confidentiality policies, procedures and guidelines e.g. ISO27001, the General Data Protection Regulation (GDPR) (Regulation (EU) 2016/679), Freedom of Information Act 2000, Caldicott Guidelines and professional codes of conduct on confidentiality.  It is likely that the post holder will be in contact at some time with a form of information system, and therefore is responsible for implementing and maintaining data quality. The post holder, when making entries into the records, must ensure that these are legible and attributable and that the record keeping is contemporaneous. It is essential that all information recorded is accurate, complete and relevant. |
| 1. **Equality and Diversity** |
| Employees are responsible for ensuring that they assist in the implementation of the Hospital’s Equality and Diversity policy by:   * Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact. * Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management. |
| 1. **Infection Control** |
| It is a requirement of the Department of Health that all Healthcare workers accept personal responsibility for compliance with infection control policies and procedures at any time when working in clinical areas. |
| 1. **Safeguarding Children and Vulnerable Adults** |
| It is the responsibility of the post holder to be familiar with their role and responsibility concerning safeguarding children and adults at risk. |

**PERSON SPECIFICATION**

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| Factor | | Essential | | Desirable | | |
| Qualifications | | * O level/GCSE in English Language and Maths (preferred | | * 5 O level/GCSE’s | | |
| Knowledge | | * Knowledge of Microsoft Office * IT Literacy skills | | * Meditech or equivalent knowledge | | |
| Experience | | * Administrative skills and competences * 2 + years receptionist experience or equivalent | | * Administration in a hospital or GP surgery | | |
| Skills and aptitude | | * Excellent communication skills, verbal and written * Literate and numerate * Excellent organisational skills * Ability to use own initiative * Good interpersonal skills * Accuracy | |  | | |
| Personal circumstances | | * Ability to prioritise work * Ability to liaise with people at all levels * Have a flexible and adaptable approach to working patterns * Approachable * Ability to work as part of a team | |  | | |
| Factor | | Essential | | Desirable |
| Qualifications | |  | |  |
| Knowledge | |  | |  |
| Experience | |  | |  |
| Skills and aptitude | |  | |  |