

## NEW VICTORIA HOSPITAL

### JOB DESCRIPTION

<b>POSITION INFORMATION</b>
<b>1. Job Details</b>
Post/Title: Practice Administrator  Responsible to: Business Analysis Unit Manager  Accountable to: Finance Director
<b>2. Job Summary</b> (A brief description of the main purpose of the post)
<p>To be responsible for providing an effective and professional service to NHS &amp; private patients, consultants and GPs, via telephone and electronic communication methods, with a focus on waiting list management and maximum theatre utilisation.</p> <ul style="list-style-type: none"><li>• To achieve maximum theatre occupancy through efficient, effective scheduling and rescheduling procedures when required</li><li>• Manage availability of consultant outpatient clinics; opening and closing clinics as necessary</li><li>• Manage patient refreshed referrals pathway and liaising with Gender Identity Clinics when required</li><li>• Ensure funding is in place for Unscheduled After Care (UAC) procedures from the GDNRSS</li><li>• Manage patient database insuring relevant documentation is filed accordingly and information is up to date</li><li>• To manage the patient waiting list and to support management with KPIs and NHS reporting mechanisms</li><li>• Organise, attend and act on the outcomes of bi-weekly Multi Disciplinary Meeting (MDT)</li><li>• Organise and chair monthly project meetings with the team</li><li>• To book surgical admissions for all patients requiring theatre time, an inpatient bed or day bed via the use of fully completed booking forms.</li><li>• To be responsible for regular patient communication</li><li>• To create a rapport with all consultant users to ensure effective and open two way communication.</li><li>• To establish and maintain good working relationships with all colleagues and the range of people who would enquire about admissions to the Hospital.</li><li>• To be consistently aware of the vital public relations and marketing element within the role, to ensure that the service provided is consistent with a centre of excellence and that the image of the Hospital is effectively projected.</li><li>• To ensure compliance with all relevant Hospital policies and procedures, reviewing and amending all policies, procedures and forms as necessary to ensure all processes are reflected accurately and in line with the Care Quality Commission outcome standards.</li></ul>

<b>3. Role of the Department</b> (The function of the department in which the post holder works)
<p>To run an efficient and effective service to consultant surgeons and patients wishing to utilise the Hospital facilities.</p> <p>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.</p> <p>To support all other departments within the Hospital.</p>
<b>4. Key Working Relationships</b> (The range of individuals and organisations the post holder has contact with, how regularly and for what purpose)
<p>Patients Consultants Clinical Nurse Specialists (GDSS) Heads of Department? Internal and External Stakeholders Operating Theatre Staff Nursing Staff Reception Staff GDNRSS NHSE GICs</p>
<b>5. Duties and Responsibilities of the Post</b>
<ul style="list-style-type: none"><li>• Liaise with and book patients for surgery including their related appointments, ensuring documentation and communication with patients is completed</li><li>• Manage the booking of anaesthetists for theatre lists, ensuring lists are fairly distributed amongst the cohort of anaesthetists, and provide them with fee information when required</li><li>• Coordinate the booking of assistants for theatre lists</li><li>• Arrange necessary requests from consultants, for example hair removal referrals and imaging requests</li><li>• Request funding from the GDNRSS when required prior to surgery and ensure that applications are made for retrospective emergency surgery</li><li>• Manage and respond to all emails received from multiple accounts</li><li>• Manage and organise outpatient clinics; booking consultations and acting on the outcomes</li><li>• Ensure Outpatient appointment charging is uploaded on a weekly basis</li><li>• To receive and assist all patients and consultants in a courteous and efficient manner. Providing a high quality, confidential service adhering to the highest levels of customer service and Data Protection</li><li>• Apply the principles of the highest levels of customer care to all internal and external stakeholders.</li><li>• Maintain excellent communication at all times.</li><li>• To communicate efficiently with patients and consultants to schedule outpatient appointments and surgical admissions</li></ul>

- To liaise closely with the Theatre Manager and department staff when booking theatre time and give consideration to:-
- The surgeon's preference for date and time and theatre held sessions.
- The length and type of surgery to be booked.
- The special requirements and/or equipment that might be necessary for the length and type of procedures
- Admissions.
- Ensure patients are treated within the specified timescales and to monitor RTT 18 week breach dates
- To provide an efficient and knowledgeable appointment service to Consultants, GPs and patients offering suitable alternatives if required via all communication methods. These include enquiries in person, via telephone and electronically.
- To be competent and accurate entering all required information into the Meditech & Semble systems
- To deal promptly, sensitively and effectively with any complaints or suggestions from all parties in accordance with the Hospital policies and procedures.

## INDIVIDUAL RESPONSIBILITIES

### 1 General

The Practice Administrator will be responsible for providing a comprehensive administrative service for all NHS functions

- 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
  - Charitable
- 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

#### **Communications & Relationship Skills**

Act as a point of contact for the department, dealing and responding effectively with complex queries from a range of stakeholders, include NHS England and ensuring information is passed to the relevant areas and escalating issues to other team members and head of department.

Responsible for managing the centralised mail box

Ensuring all urgent and/or confidential communications are received and distributed from/to relevant parties in a timely manner.

#### **Analytical**

Supporting senior colleagues by providing administrative support such as researching, inputting and monitoring data to support the contract delivery and

provide administrative support as required on a range of department initiatives across the portfolio of work.

### **Planning and Organisation Skills**

To work on own initiative with minimal supervision, to work flexibly according to the workload, and to manage own workload on a day to day basis and to determine priorities.

Dealing with a range of situations and have the ability to prioritise as required.

Carry out other duties as required

Working together with other stakeholders and departments to create a network of communication.

## **2 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.

## **3 Risk Management**

All staff has 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.

## **4 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 Information Security 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, Data Protection Act 1998, 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 are 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.

<b>5 Equality and Diversity</b>
<p>Employees are responsible for ensuring that they assist in the implementation of this the Hospital's Equality and Diversity policy by:</p> <ul style="list-style-type: none"> <li>• Not discriminating in the course of their employment against fellow employees, customers, suppliers, or members of the public with whom they come into contact.</li> <li>• Not inducing or attempting to induce others to practice unlawful discrimination and reporting any discriminating action to the Hospital management.</li> </ul>
<b>6 Infection Control</b>
<p>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.</p>
<b>7 Safeguarding Children and Vulnerable Adults</b>
<p>It is the responsibility of the post holder to be familiar with their role and responsibility around safeguarding children and adults at risk.</p>

### PERSON SPECIFICATION

Factor	Essential	Desirable
Qualifications	Educated to at least GCSE Exam Level	
Knowledge	Good knowledge of IT systems and software programmes such as Outlook, Word, Excel and Power point	Use of Meditech system
Experience	Demonstrable experience in dealing with patients and dealing with sensitive and confidential information	
Skills and aptitude	Ability to work under pressure in a busy working environment and able to multi – task Excellent organisation skills Ability to work as part of a team Possession of standard keyboard skills Able to work on own initiative , organising and prioritising own and others workloads to changing and often tight time lines Excellent communication skills	