

ROLE BRIEF

Department:	Ward, Admissions, Reception
Job Title:	Bank Administrator – Ward, Patient Services, Reception
Responsible To:	Senior Receptionist
Location:	The McIndoe Centre, East Grinstead
Key Duties:	<p>Ward specific:</p> <ul style="list-style-type: none"> • To communicate effectively and undertake any ad-hoc administration requirements with ward manager/ clinical leads on a daily basis and assist in the process of written, telephone and face-to-face contact, with patients, staff, and various external agencies. • Data collection and analysis for audit purpose. • To liaise with the Theatres, Pre-Assessment Clinic, Admissions, Outpatients, and ward to optimize patient flow. • To respond to patient and family enquires - both in-patients and discharge telephone enquiries. • To assist as required by occasionally delivering and collecting items to and from other areas across The McIndoe Centre. • To meet and greet patients in the reception area show them to allocated room and orientate. Encourage PSQ returns. • To keep patient white board up to date being mindful of patient flow and coloured magnets to indicate the pathway of patient. • Assist all consultants with requested notes and documentation. • To become familiar with patient centre Compucare – to review incoming patients and update planned activity whiteboard. <p>Admissions specific:</p> <ul style="list-style-type: none"> • To meet the demands of the Admissions Office and the patient bookings . • Be fully active member of the Patient Services Team and be multi skilled within various different roles. • Receive patient booking forms from consultant medical secretaries and process the booking onto the hospital patient computer system, in a timely and accurate manner.. • To produce and print all theatre and admissions lists for the hospital . • To type clinic letters from dictation when necessary . • To cover outpatient appointments when required . • To be able to support any member of the Patient Services team. <p>Reception specific:</p> <ul style="list-style-type: none"> • Ensure that everyone entering the hospital is welcomed in a cordial and professional manner. • Answer the telephone as promptly as possible, transferring the calls immediately to the correct extension to avoid delay. • Admit and discharge all patients onto Compucare. Inform nurse's station of inpatients and day cases arrival. Enter patient details onto Compucare. • Deal with cash, credit card and cheque payments. • Check in and out any outpatient appointments.

	<ul style="list-style-type: none"> • Ensure knowledge of the following Hospital Policies, Fire Procedure, Health and Safety, COSHH, Infection control, Manual Handling and Risk Assessment. • Sort daily post into P/Holes. Check daily faxes into the hospital. <p>General:</p> <ul style="list-style-type: none"> • To be responsible for entering and updating accurate information on the Patient Information systems Compucare and Pims. • Be competent in the basic use of Microsoft Office software. • To ensure that all types of absence, including sickness, bereavement and annual leave (this list is not exhaustive) are reported appropriately to the Departmental Manager. • To carry out any other reasonable duties as requested by senior staff. • To ensure that confidential information is not disclosed about Horder Healthcare or its associated companies (including information regarding patients and staff) to any unauthorised member of staff, or to anyone outside the employment of Horder Healthcare. • To act in such a manner as to satisfy public trust and confidence, to uphold and enhance the good standing and reputation of Horder Healthcare. • To take every opportunity to maintain and improve knowledge and professional competence, in line with the appropriate professional body or as agreed at the annual Individual Performance Review. • To take an active role in Horder Healthcare's staff appraisal system and action agreed goals and objectives. • To adhere to all policies and procedures including Equal Opportunities where all employees are expected to accept individual responsibility for the practical implications of these policies. • To take reasonable care for the health and safety of yourself and others that may be affected by what you do while at work and complete all mandatory training as required. • To be aware of their responsibilities and role in relation to the Business Continuity Plan. • Infection Control and Hand Hygiene - All employees are required to be familiar with, and comply with, policies for infection control and hand hygiene in order to reduce the spread of healthcare-associated infections. <p>This job description is a broad reflection of the current duties. It is not necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.</p>
Key Accountabilities:	<ul style="list-style-type: none"> • To provide a comprehensive multi-faceted, administrative function to the c teams, supporting the department and other senior staff in the smooth day-to-day running of the organisation. • The post holder will provide support to the administrative areas – Ward, Admissions and Reception Departments. • To develop good working relationships with consultants, medical secretaries, and all internal departments.
Key Knowledge, Skills and Experience:	Must Haves

	<ul style="list-style-type: none"> • Previous experience working in a customer-facing role. • Good levels of written and verbal English • Excellent Communication Skills • Good computing skills and Administration Skills • Must be able to multitask • Be able to work in a pressurised environment. • Excellent time management skills. • Flexible approach • Presentable • Confident <p>Nice to Haves</p> <ul style="list-style-type: none"> • Previous experience in an administrative role. • Previous experience in a healthcare environment
Health and Safety:	<p>The Health Act 2008</p> <p>Code of Practice for Prevention and Control of Healthcare Associated Infections:</p> <p>You will carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You will comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <p>For clinical colleagues with direct patient contact, this will include (but is not limited to):</p> <ul style="list-style-type: none"> • compliance with clinical procedures and protocols, including uniform and dress code • the use of personal protective equipment • safe procedures for using aseptic techniques • safe disposal of sharps. <p>Please take due care at work, reporting any accidents, incidents or near misses to your line manager and record them on the Datix system.</p>
Equal Opportunities	<p>Horder Healthcare's Equal Opportunities Policy tells you all about our commitment to ensuring that no patient, colleague or prospective colleague is discriminated against, whether directly or indirectly on the grounds of : gender, sexual orientation, age, marital status, responsibility for dependants , disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.</p>
Confidentiality	<p>You will make sure that no confidential information is disclosed about Horder Healthcare or its associated companies (including information about patients and colleagues) to any unauthorised person .</p>
Safeguarding	<p>You will be aware of the key issues in safeguarding children and vulnerable</p>

	adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.
People Managers (if applicable)	You have a responsibility to manage your team, ensuring safe staffing levels at all times. You should ensure all new team members are effectively inducted onto your department; making sure that mandatory training is complete and kept up to date. You should effectively manage your team members monitoring performance and absence, using the HR policies and procedures.
Review	Whilst this role brief outlines the main duties of your role identified at the date of issue, you may be required to carry out additional tasks as requested by senior colleagues. Your role may be subject to amendments in the light of the changing needs of the business, and will be reviewed periodically, which we'll discuss with you first.
Role Brief Agreement	<p>I have read this role brief and understand the contents of my day-to-day duties. I also understand that this role brief may change over time with the business needs of Horder Healthcare. I understand that the role brief will therefore be subject to periodic review.</p> <p>Colleague name:</p> <p>Colleague signature:</p> <p>Date:</p>