

ROLE BRIEF

Department:	Clinical Referral and Assessment Service (CRAS)
Job Title:	Data Administrator (DA)
Responsible To:	Integrated Team Coordinator (ITC)
Location:	Ivy House, Eastbourne
Summary: Key Duties:	<p>The DA will support the CRAS team in the referral management process, working within procedural guidelines. They will work with their team, GP practices, hospital and community staff, clinicians and external organisations to ensure Sussex MSK Partnership East (SMSKPE) processes referrals to the most clinically appropriate service in an accurate and timely manner in accordance with the agreed corporate, local and national targets and initiatives. They will provide administrative support to include patient safety checks, data cleansing, database troubleshooting, postal duties, general administration and filing, as outlined further below:</p> <ul style="list-style-type: none"> • To monitor and cleanse system and patient data, investigating and resolving system and human errors within defined timescales and against key performance indicators (KPIs), following at all times the correct standard operating procedures (SOPs). • To support and manage patient referrals through the service at every stage of the patient's journey. Ensure the accuracy and quality of data recorded at all times. • To support and liaise with GP practices, providers, services and service users in the use of the national eRS Choose and Book systems and access to the SMSKPE services. • Working with practices to resolve routine queries and issues that arise through the SMSKPE process. • Use eRS Choose & Book, e-mail, eSearcher and other IT and manual systems to receive, record and track referrals, diagnostic tests, discharges, rejections and all other aspects of processing and despatching referrals inside agreed times and targets following clearly defined methods and procedures. • Use of computer and paper-based systems to book routine appointments and send letters. To perform other administrative functions in order to support the administration of service provision in accordance with SMSKPE standard processes and procedures, and within agreed timeframes. • Following SOPs, offer choice directly to a defined list of patients and support them in making that choice through information provision, signposting and

	<p>discussion, enabling patients to consider their own (non-clinical) preferences for treatment.</p> <ul style="list-style-type: none"> • Assist in resolving routine patient queries when asked to do so by a line manager , always working in a timely and professional manner. • Maintain data security and patient confidentiality by adhering to auditable SMSKPE processes and protocols. • To carry out general post room duties such as franking and despatching patient letters and referrals ensuring their timely processing to meet postal collection deadlines. • Provide general administration support to the CRAS team to include filing and archiving correspondence, maintaining well organised filing and archiving systems at all times. • To undertake a defined workload monitored by line managers, following SMSKPE SOPs, and to be accountable to the daily workload with regular feedback and discussion about targets and achievements through available feedback systems or with line managers. • To demonstrate a willingness to improve and set personal goals, and to show commitment to both their immediate and wider team. • Attend team meetings / regular briefs / training as required or requested. • Demonstrate own activities to new or less experienced staff. • To undertake, as directed, any other tasks appropriate to the job role, as required by the business or in support to the team, or as reasonably requested by senior staff.
Key Accountabilities:	<ul style="list-style-type: none"> • Where an SOP is not available you will seek to use the best understood method for any particular task or role. • 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 comply with all of Horder Healthcare's Policies and Guidelines. • 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. • You are required to apply security in accordance with established policies and procedures of the organisation.

<ul style="list-style-type: none"> • 	<p>To take an active role in the Horder Healthcare 's staff appraisal system and action agreed goals and objectives.</p>
<p>Key Knowledge, Experience and Skills:</p>	<p><u>Qualifications:</u></p> <p>Desirable Educated to NVQ Level 3, Certificate of Higher Education and/or equivalent experience.</p> <p><u>Experience and Skills:</u></p> <p>Desirable Previous experience in an administrative or data driven role. Experience in customer / patient care or similar service industry practices. Previous experience of patient administration systems and / or appointment booking systems in particular the e-Referral Choose and Book Service, and SystmOne. Understanding of basic medical terminologies.</p> <p>Need to have Intermediate level understanding of IT systems and programs including Microsoft clients e.g. Word, Excel, Access, etc. A meticulous approach to paperwork and to data entry. Able to document and / or follow clear and concise process notes . Able to communicate effectively in person, on the telephone and by email with a range of people, services and colleagues in a range of situations. Good listening skills with an ability to maintain focus, recognise possible distractions and appropriately manage your time. Able to coordinate and prioritise work, able to work under own initiative when appropriate, and ensure deadlines and targets are met to achieve KPIs. Able to write clear, concise, grammatically accurate letters , reports and notes.</p> <p><u>Personal Qualities</u></p> <p>Need to have Good timekeeping and attendance records. Able to show understanding of issues relating to equal opportunities in the workplace. Tact and diplomacy skills. To be respectful and engage with the team and company vision and values. Ability to travel between healthcare sites as appropriate to job role . To be able and willing to work flexible hours i.e. varying start and end times.</p>
<p>Health and Safety:</p>	<p>The Health Act 2008 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 adults from significant and serious harm. Reporting safeguarding concerns to appropriate professionals and recording incidents accurately.</p>
People Managers (if applicable)	<p>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.</p>
Review	<p>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.</p> <p>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.</p>
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>