

ROLE BRIEF

Department:	Pre-assessment and Day Services Unit
Job Title:	Ward Administrator
Responsible To:	DSU/pre-assessment Manager
Location:	The Horder Centre
Key Duties:	<p>Administration</p> <ul style="list-style-type: none"> • To communicate effectively and undertake any ad-hoc administration requirements for clinical staff. • Assist in the process of written, telephone and face-to-face contact, with patients, staff, and various external agencies. • Take responsibility for appropriate filing of pre-assessment pathology results • Assist in location and filing of patients notes • Contact GP practices as well as patients to ensure up to date medical information is available • Assist with implementation of new services • To assist with the electronic recording of DSU staff working hours • Take responsibility for administrative tasks such as photocopying ,laminating ,sending emails and distribution of post • Assist in data collection and analysis for audit purpose. • Liaise with staff in Theatre, the In-patient ward, and Outpatients to optimize patient flow. • To respond appropriately to patient enquires • To assist as required in delivering and collecting items to and from other areas across The Horder Centre. • To attend relevant meetings and take minutes if required. • To be involved with updating of patient information documents. • Assist with overseeing pre-assessment reception area when required <p>Information Technology</p> <ul style="list-style-type: none"> • Accurate entering and updating of information on the Patient Information system. • To update/ create documents as required by the unit manager eg-guidelines, process maps, educational material. • To input relevant data on spreadsheets to support clinical department KPIs and monthly reporting. • Be competent in the basic use of Microsoft Office software. <p>Performance Management</p> <ul style="list-style-type: none"> • Recognising and praising good performance whilst immediately and effectively addressing poor performance. <p>Absence</p> <ul style="list-style-type: none"> • To ensure that all types of absence, including sickness, bereavement and annual leave are reported appropriately to the unit manager / Nurse in Charge <p>Mandatory Training</p> <ul style="list-style-type: none"> • To ensure that all mandatory training relevant to role is completed. <p>General: This job description is a broad reflection of the current duties. It is not</p>

	<p>necessarily exhaustive and changes will be made at the discretion of the manager in conjunction with the post holder.</p> <ul style="list-style-type: none"> • To carry out any other reasonable duties as requested by clinical 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.
Key Accountabilities:	<ul style="list-style-type: none"> • To provide a comprehensive multi-faceted, administrative function to the clinical teams, supporting the unit manager and clinical staff in the smooth day-to-day running of the organisation. • The post holder will provide administrative support to the pre-assessment and Day Services unit and manager. • To work closely with the multi-disciplinary team enabling them to deliver direct clinical care whilst providing excellent standards that uphold the reputation of Horder Healthcare.
Key Knowledge, Skills and Experience:	<p>Must Haves</p> <ul style="list-style-type: none"> • Previous experience working in a customer facing role. • Good communication and interpersonal skills • Good levels of written and verbal English • Must be able to multitask • Proficient in Microsoft word and outlook <p>Nice to Haves</p> <ul style="list-style-type: none"> • Previous experience in a ward clerk / receptionist / PA role • Previous experience in a healthcare environment
Health and Safety:	<p>The Health Act 2008 Code of Practice for Prevention and Control of Healthcare Associated Infections:</p>

	<p>You'll carry out your duties in a way that maintains and promotes the principles and practice of infection prevention and control. You'll comply with national standards, policies, guidelines and procedures. If you need a few tips, speak with our Infection Control Specialist.</p> <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	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.
Confidentiality	You'll 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.
Safeguarding	You'll 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.
People Managers	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	<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>