**JOB DESCRIPTION**

**JOB TITLE** Women’s Service Admin Clerk

**GRADE/BAND** Band 2

**LOCATION**  Mid Yorkshire – Rotational Cross Site

**RESPONSIBLE TO**  Maternity Services Team Leader

**ACCOUNTABLE TO** Patient Service Manager

**JOB PURPOSE**

The post holder will work as part of a multi-disciplinary team within the Women’s Services Department providing an excellent effective administration service in accordance with agreed policies and procedures.

To be the first contact within the department whilst providing efficient reception services.

To ensure clinic appointments and any corresponding diagnostic tests are arranged at optimum time following Clinical guidance.

To ensure that admin services are delivered in line with trust values and behaviours within all aspects of Women’s Service.

To signpost distressed and anxious patients to the most appropriate clinical colleagues with regards to their care within Women’s Services in a sensitive and empathetic way.

**Professional**

* Maintain a professional appearance in line with the Trust dress code
* Uphold the Trust’s values and behaviours (available on the Trust web site) and behave in a manner fitting with the responsible position of the role, maintaining the public confidence
* Maintain professional and courteous working relationships with staff and respect the equality and diversity of each and every person he/she comes into contact with in the course of his/her business.
* Uphold the privacy and dignity of the client group and respect equality at all times.

**2. Key Responsibilities**

* Ensure that good communication and relationships are maintained between the multiple disciplinary and cross disciplinary teams, working in accordance with Trust Values and behaviours.
* Provide Reception cover for all sites greeting, attending, and processing outcomes in line with clinical instruction and relevant procedure codes. In line with standard operating procedures

Where there is no clinical plan or lack of clinical direction follow the agreed escalation process

* To provide a point of contact via telephone hot line, answering appointment queries and signposting patients for clinical advice and support.
* Action patient referrals and outcome forms by booking appointments as directed by the clinician. Where there is no clinical plan or lack of clinical direction follow the agreed escalation process.
* Appropriate action of emails with in the generic Antenatal mailbox following the agreed processes and Standard Operating Procedures.
* Create serial scan requests through CRIS by copying the clinicians’ direction/ clinical plan in the original ultrasound request in line with the ultrasound booking rules
* Requesting previous maternity paper notes/records before 2020 from Restore, working in line with Standard Operating Procedures.
* Tracking of all patient paper notes/records to locate the current or intended location at all times working in line with Trust Policy.
* Where capacity is unavailable to appoint a patient within the prescribed time scale, escalate to the management team using the agreed capacity template.
* Arrange interpreters for patient appointments, amending and cancelling where appropriate, working in line with Trust Policy.
* Arranging transport where required to be amending and cancelling where appropriate, working in line with Trust Policy.
* Should a patient become unwell in the reception area following the agreed escalation process to the appropriate Clinician within the relevant area.
* Processing and liaising with Medical Records with regards to paper light records again working in accordance with Trust Policy.

**3. Resources and Finance**

* The post holder will ensure the proper use of the Trust’s resources such as stationery, telephone usage, photocopying and other consumables in the course of business, ensuring minimal waste and minimal cost.

**4. Organisational Responsibilities**

* To maintain the confidentiality of the Trust in respect of patient and staff information obtained at all times, and use such information only as authorised for specific purposes. Report any concerns about the use of such information to the senior manager.

All staff at Mid Yorkshire Teaching NHS Trust have the responsibility for safeguarding adults, young people, children and unborns. This includes all employees:

* Having an understanding of relevant safeguarding policies, including the Mental Capacity Act policy
* Attending all mandatory safeguarding training in accordance with their role
* Having a responsibility to recognise and act upon any safeguarding/child protection concerns

**5. Personal Responsibilities**

* The post-holder is responsible for taking reasonable care with regard to himself/herself as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post-holder in accordance with the Trust’s policies on Health and Safety at Work.
* To report any accident, untoward incident or loss relating to staff, patients or visitors according to Trust policies.
* To undertake in-service training relevant to the post.
* Comply with Trust Policies and Procedures.

**6. Area of work**

* The post holder will be required to undertake training events at any site across the Trust.
* The post holder may be required to work on other wards/ department within the Trust at short notice to cover unplanned sickness or to cover planned sickness or annual leave on other departments

**7. Staff Development, Training and Education**

* The post holder will be required to undertake mandatory training and is responsible for keeping this training up to date
* The post holder will have an appraisal of performance each year and will be responsible for agreeing a development plan in line with the Trust’s (KSF) Knowledge & Skill Framework, in agreement with their manager or immediate supervisor. The development plan will be reviewed each year
* The Trust will provide assistance and agreed development to enable the post holder to achieve their objectives and standards in line with the development plan
* If the post holder feels he/she is not achieving their objective as agreed in the development plan they will bring it to the attention of their supervisor or manager at the earliest opportunity
* Bespoke training packages will be provided with in this area to support knowledge of Women’s Health.

**8. Health and Safety**

* Work in accordance with Health and Safety regulations at all time
* Report any incidents of breaches of Health and Safety and report any dangerous acts or omissions that are seen in the course of duty that compromise the Health and Safety of staff or patients using the Trust Health and Safety policy
* Comply with audit recommendations and risk assessment recommendations to make the workplace and work practice safer
* Assist when required to do so, in any risk assessment activity undertaken.

**TERMS AND CONDITIONS OF SERVICE**

The post holder will be required to work at any location where the Trust provides services.

All professional and managerial staff are required to work in accordance with their particular Code of Conduct. Failure to do so may result in disciplinary action (please refer to disciplinary policy for further information).

In carrying out their duties the post holder must promote equality of opportunity and take every opportunity to eliminate discrimination.

The post holder is required to keep confidential all information and documentation relating to either a patient, a member of staff or Directorate’s business, which he/she comes into contact with.  All staff are expected to respect the requirements of the Data Protection Act 1998, as this incorporates the need for a high standard of data quality, confidentiality and information security.

The Trust adopts a “bare below the elbow policy”. The trust expects that all staff adhere to the policy in the clinical areas and settings where health care is provided e.g. the patients own home. The policy statement is accessible on the intranet and defines the clinical area. Individuals can expect to be challenged if they are observed not to be adhering to the policy statement.

The post holder is responsible for taking reasonable care with regard to him/her as well as for any colleagues, patients or visitors who might be affected by any act or failure to act by the post holder in accordance with the Trust’s policies or Health and Safety at Work.

These duties and responsibilities are neither exclusive nor exhaustive and management reserve the right to require staff to undertake other duties and responsibilities consistent with the grade of the post in consultation with the

post holder.

This job description is an outline of the duties and conditions of the post and may be subject to change in detail or emphasis in the light of future developments.

**Continuing Professional Development**

The post holder will be expected to undertake ongoing personal, professional and management development in line with the responsibilities of the post.

**Smoke Free Policy**

Mid Yorkshire Teaching NHS Trust has a Smoke Free Policy

Smoking is not permitted:

* Inside any building owned or used by or in areas used by Mid Yorkshire Teaching NHS Trust staff in buildings shared with other organisations
* In the grounds and car parks of premises of Mid Yorkshire Teaching NHS Trust
* In the entrances of any Mid Yorkshire Teaching NHS Trust buildings
* In the immediate areas outside Mid Yorkshire Teaching NHS Trust
* In vehicles owned or leased by Mid Yorkshire Teaching NHS Trust

Staff are not permitted to smoke whilst in uniform and / or wearing a staff badge in areas where they can be seen by the public.

A copy of the full policy is available.

In the unlikely event of a member of staff not respecting the policy, their line manager will attempt to resolve the situation informally, in the first instance. Repeated breaches of the policy may result in disciplinary procedures being instigated.

Any member of staff wishing to stop smoking can contact the Stop Smoking Service

**WYAAT**

Mid Yorkshire Teaching NHS Trust is part of the West Yorkshire Association of Acute Trusts (WYAAT), a collaborative of the NHS hospital trusts from across West Yorkshire and Harrogate working together to provide the best possible care for our patients.

By bringing together the wide range of skills and expertise across West Yorkshire and Harrogate we are working differently, innovating and driving forward change to deliver the highest quality care.  By working for Mid Yorkshire Teaching NHS Trust this is your opportunity to be a part of that change.

WYAAT is the acute sector arm of the West Yorkshire and Harrogate Health and Care Partnership, one of the largest integrated care systems in the country. The Partnership’s ambition is for everyone to have the best possible health and wellbeing, and the work of WYAAT, and each individual trust, supports that ambition.

**PERSON SPECIFICATION**

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| **POST TITLE: Womens Service Admin Clerk POST REF NO. LOCATION: Trustwide** | | | |
| **Attributes** | **Essential** | **Desirable** | **How Identified** |
| **Qualifications** | * Sound educational background (4 GCSE’s, Grade C or above) or equivalent or can demonstrate experience in these. * NVQ / Diploma Level 2 Qualification in related subject or equivalent experience. * IT skills qualifications; CLAIT or ECDL computer course |  | Application form  Interview |
| **Experience** | * Experience of working with filing systems * Experience of good customer or patient care * Previous experience in an administrative role * Working knowledge of Microsoft Office package including Word and Excel * Acceptable level of technical experience/literacy | * Experience of working within a related area e.g. Health and Social care setting * Knowledge of Trust IT systems – Specifically CRIS, eCamis, File Tracker, Badgernet and CITO * Experience of working with confidential material | Application form  Interview  References |
| **Knowledge and Awareness** | * Awareness of own limitations * Confidentiality Issues | * Awareness of Health and Safety issues | Application form  Interview  references |
| **Skills and Abilities** | * Good time management * Ability to deal with conflict * Keyboard skills * Develop and maintain positive working relationships * Demonstrate effective and clear written, verbal and telephone communication skills * Working with demanding workloads and prioritize tasks within the areas specified hierarchy of importance. * Maintain a safe working environment of self and others * Willingness to take on tasks | * Proven record of excellent filing and organisational skills * Ability to adapt to change | Application form  Interview |
| **Personal Attributes** | * To be able to work within a multiple disciplinary team * Comfortable working in a fast-paced environment * Experience of self-motivation * Good attention to detail * Respectful of colleagues | * Evidence of ongoing personal development and willingness to further progress (knowledge and skills framework and continuing personal development | References  Interview |
| **Other** | * Ability to satisfy Occupational Health screening * Adaptable and flexible according to the demands of the service * Understanding of need to maintain confidentiality |  | Application Form  Interview |