



JOB DESCRIPTION

Job Title: Apprentice Clinical Administrator

Department: Day Services

Responsible to & Reports to: Senior Sister, Day Services

Job Title: Apprentice Clinical Administrator - Appointments & Logistics (patient transport)

Hours: 37.5 hours

1. Job Purpose

You will work as part of our Clinical Administration and Logistics Team providing administration to the wide range of services that are delivered under the umbrella of Day Services - **Outpatient clinics** (examples include Lymphoedema, Cognitive behavioural therapy (CBT), young adults) , **Focus on Living Centre** (examples include Therapeutic groups, Ambulatory Care, Complementary Therapy and the Combined Supportive care Clinic

During this 15 month fixed term appointment, you will undertake a Level 2 Customer Services Practitioner Apprenticeship and receive support and full training on all areas of the position from the teams you will be working with and the college who delivers the apprenticeship.

There is the possibility of a full time position upon successful completion of the apprenticeship for the right candidate.

Your role will involve:

- Planning and coordination of patient appointments and organising ambulance patient transport when needed;
- Planning and coordinating resources for the St Oswald's Hospice Transport service and Patient Garment Ordering
- Provision of day to day administration responsibilities including including electronic email, filing, photocopying, scanning, shredding and typing duties as required
- Answering telephone
- Dealing with internal and external visitors
- Data entry and upload of service user details

Main Outcomes/Responsibilities

Appointments

- Receiving and responding to enquiries from patients, colleagues, external healthcare professionals and carers
- Creating, managing and amending patient clinic appointments ensuring that all data is recorded accurately and timely onto the patient record within SystemOne
- Generating appointment letters and correspondence to patients, external health and social care professionals as appropriate
- Liaising with North East Ambulance Service booking patient transport when needed

Logistics

- Preparing and planning journeys to maximise the service delivery and minimise patient journey times.
- Liaising with drivers (paid bank and volunteers) resolving any queries they have
- Examining routes and allocation of workloads, managing any changes proactively.
- Ensuring appropriate transport risk assessments are undertaken and reviewed.

Reception

- Welcoming patients, carers, visitors and healthcare professionals politely and efficiently to the outpatient department, dealing with queries tactfully and discreetly.
- Carrying out the agreed booking in process when patients arrive in the outpatient department; using the electronic patient administration system to book patients in, check details and respond to queries regarding appointments.

Risk Management including Health & Safety

We take the safety of our staff, volunteers, patients and their families seriously. We have a full suite of Health and Safety procedures and training that we'll ask you to sign up to and we expect you to complete all our essential health and safety training.

Team Working and Conduct

Team work is core to the role and you will work as a positive team member

Our Respect at Work Policy, values and People charter help to guide everyone in how we live this day to day

Confidentiality

You will have access to confidential information, so it's important that you maintain the highest confidentiality of members of the public, staff and volunteers in accordance with St Oswald's policies and GDPR legislation.

New Tasks

This profile provides an overview of the most important parts of the job however all jobs shift over time and so we may ask you from time to time to carry out new tasks. These will fit with the remit of your role and your manager will guide and direct you

RISK ASSESSMENT

The non-clinical hospice based Role Risk Assessment has been assessed as complete for this role.

DISCLOSURE / LEVEL

An enhanced DBS Check is required for this post.

PREPARED BY: Kath Clark, Matron – Day Services, January 2023

Person Specification - Clinical Administrator(s) - Appointments & Logistics

QUALIFICATIONS, TRAINING AND EDUCATION	E *	D*	Where assessed
Mathematics and English GCSE or equivalent	x		
EXPERIENCE			
Experience in an administrative role, involving working directly with customers / patients		X	
Experience of using SystmOne or similar patient management system		X	
Similar experience within a healthcare setting		X	
Understanding of a range of work procedures associated with outpatient clinic arrangements, secretarial office procedures and case notes		X	
Experience of working in a busy environment with many conflicting priorities		X	
SKILLS, APTITUDES AND ABILITIES			
Excellent communication skills to deal effectively and supportively to patients/carers via the telephone or face to face	X		
Ability to develop effective working relationships with a wide range of staff and volunteers within St Oswald's and with external partners of the organisation	X		
Ability to deal tactfully and effectively with both routine patient queries and the more sensitive situations where patients may be nervous, or distressed about their appointments, transport or garments	X		
Able to use initiative to work out and resolve problems associated with booking patient transport and appointments	X		
To have a systematic and methodical approach to work with attention to detail	X		
PERSONAL ATTRIBUTES			
Demonstrates St Oswald's values of Compassion, Accountable and Authentic, Positive and Can Do, Excellence and Innovation	X		
Respond Positively to challenge and change	X		
Able to work under pressure with a calm and professional manner	X		
Smart and tidy appearance	X		
KNOWLEDGE			
Knowledge of Microsoft Windows packages: Word, Excel and Outlook	X		
WORKING ARRANGEMENTS			
Monday to Friday 9-5pm covering a range of administration functions		X	
SIGNED	Kathryn Clark, Matron Day services		
DATE	13 th January 2023		



St Oswald's
Hospice

Quality time
for everyone