

### Job Description

<b>Post:</b>	Administrative Officer (AO)
<b>Grade:</b>	AO, Pay Band 7
<b>Department:</b>	Manx Care
<b>Division:</b>	Integrated Primary and Community Care
<b>Location:</b>	Children's Therapy Services, Central Community Health Centre (cover across other Manx Care sites required)
<b>Responsible to:</b>	Business Support Executive Officer

### Overview

This role sits within the Therapy Service, consisting of a number of Allied Health Professionals.

The role of an Administrative Officer is to be a welcoming contact to support the patients involved within the service. Carrying out duties demonstrating a high level of customer care, with the aim to support patient care and experience.

The postholder needs to be committed to providing comprehensive administrative duties to support clinical staff across the service. Demonstrating effective written, verbal, face-to-face communication skills with patients, clinical and non-clinical staff to promote efficient running of the service.

### Job Purpose

- ♥ Provide reception and secretarial support for the Therapy team to ensure the smooth running of the department. This will involve dealing with patients both in person, and on the telephone, in a prompt, efficient and effective manner.
- ♥ To operate computerised administration systems (this may include RiO, EMIS, Medviewer and Medway), including booking patient appointments and maintaining appointment diaries.
- ♥ To contribute and maintain all administrative and reporting systems which underpin the delivery of the Therapy service.
- ♥ To support the Therapy Teams with both computerised and non-computerised administration at the Community Health Centre/Noble's Hospital site.
- ♥ To liaise with other areas of the Therapy Service and other departments within the health service, community health services and external organisations as required.
- ♥ To be key in supporting the efficient delivery of the Therapy administrative service by maintaining department appointments, at maximum capacity ensuring individual workloads are manageable and evenly distributed.

### Main duties and responsibilities

- ♥ To provide a quality reception service for the Therapy Service by answering the telephone enquiries in a prompt and courteous manner and dealing as fully as possible with that enquiry or request.
- ♥ On a daily basis follow procedures for operating the department computerised appointment system aiming to reasonably maximise the clinical time available for patient care when booking appointments.

- ♥ Open and sort incoming mail and appropriately transfer wrongly directed mail.
- ♥ Autonomously manage the reporting systems and daily document management as required.
- ♥ Provide additional support to the Therapy Team Lead and clinicians during periods of high demand.
- ♥ Maintain stationery levels in a cost effective manner.
- ♥ Organise patient transport and interpreter services when required.
- ♥ Ensure complete patient confidentiality at all times.
- ♥ Filing, archiving, photocopying and printing duties.
- ♥ Accurately screen and process referrals for all disciplines across Therapy. Input accurate data onto electronic patient record, in line with standard operating processes.
- ♥ To provide copy typing or word processing services as appropriate.
- ♥ Able to autonomously undertake the cancellation, at short notice of patient appointment when staff are unexpectedly absent.
- ♥ To attend and contribute to administrative or team meetings to support the smooth running of department.
- ♥ To offer supportive administrative services to team lead in regards to booking of seminar rooms, take minutes from team meeting, support in typing of clinical letters or reports.
- ♥ To assist with the monthly data collection and analysis through use of Excel spreadsheets to support Therapy team.
- ♥ Organised supportive services to assist the clinical staff to carry-out care, this may include organising patient transfers or interpretation services.
- ♥ Able to direct any complaints received to the team lead.
- ♥ To demonstrate patient confidentiality at all times.

#### **Key accountabilities**

- ♥ To work as part of a team ensuring that the Therapy departments' service delivery standards are achieved at all times.
- ♥ Provide excellent customer care ensuring that patient and colleagues requirements are dealt with in an efficient and timely manner, and brought to a satisfactory conclusion.
- ♥ To have a sound understanding of the Therapy service and your own sphere of activity within the service.
- ♥ To ensure that all patient related contact is properly recorded and kept up to date.
- ♥ To provide cover in the absence of other team members.

#### **Contacts and Communication**

- ♥ Acting as the first point of contact for all communication between internal and external stakeholders. Ability to advise upon concerns received to support care provided, or report for onward resolution.
- ♥ To be able to undertake communication with patients to support their clinical care. This may involve face to face, telephone or written interaction.
- ♥ To communicate and direct concerns within the team to the appropriate professional.
- ♥ Management of the department internal administrative team inbox, alongside other administrative staff.
- ♥ Management of the team external email inbox to support processing of concerns.
- ♥ To be able to undertake difficult communications with parents relating to enquiries about waiting time. Able to take appropriate actions to inform team lead of concerns

#### **Problem Solving and Decision Making**

- ♥ To autonomously make decisions on review of referrals received, being able to highlight urgent referrals and transferring them to the appropriate clinician.
- ♥ To have be able to resolve and address concern relating to appointments as part of telephone enquiries or reception duties. Liaising with team lead as appropriate to support resolution.

- ♥ To undertake responsibility to co-ordinate legal requests.
- ♥ To support the team lead in any fact finding administrative concerns, relating to complaints received.
- ♥ To complete purchase card orders, in consideration of financial impact.
- ♥ Contributing to the department administrative procedures to support efficient delivery of standards.

### **Autonomy**

- ♥ To be able to prioritise the administrative workload on a daily basis that is received (via email or telephone) alongside other administrative staff.
- ♥ Manage the Subject Access Records (SARS) legal request for the team, and direct according to procedure.
- ♥ To undertake opening and sorting of incoming mail, completing process to scan, upload to records and inform relevant clinical staff.

### **Management of Resources**

- ♥ To audit, maintain stock level and ordering stationery in a cost effective manner to support clinical staff.
- ♥ Able to carry out purchase card transactions and associated paperwork, to support with stock levels.

### **Competencies**

All staff of the Therapy Services are expected to recognise that the everyday business of the Department requires the highest level of personal integrity. Each role holder has a personal responsibility to maintain the confidentiality of all business and to uphold such confidences both in administering the business within and outside of work.

As a member of the Therapy Services, the role holder represents the Department in a wide range of settings. It is expected that they will be a committed ambassador of the Division and the work that it seeks to achieve.

The job holder reports to the Business Support Executive Officer for the Therapy Services.

### **Performance management and improvement**

The role holder has a personal responsibility for participating in any departmental performance and development scheme management.

The role holder is responsible for his/her own health and safety and the impact of his/her actions on others. The role holder will be responsible for identifying any possible risks or near misses to a responsible manager and or the Health & Safety Review Group.



## Person Specification

**Post:** Administrative Officer  
**Department:** Manx Care  
**Job Summary:** Ensure the smooth and efficient running of the Therapy Services by providing clerical and reception support to the Therapy team based across Manx Care sites.

Attributes	Essential/ Desirable	Method of Assessment
<p style="text-align: center;"><b>Qualifications</b></p> 5 GCSE's at Grade C (4) or above (including English Language) or equivalent	Desirable	CV
<p style="text-align: center;"><b>Experience</b></p> Previous experience working in an office environment Knowledge and experience in completing minutes of meetings. Previous experience in a customer service related role Knowledge and experience of computer system such as utilising database or medical records.	Desirable  Desirable  Essential  Essential	CV /Interview  CV/Interview  CV/Interview  CV/Interview
<p style="text-align: center;"><b>Knowledge and Skills</b></p> Accurate keyboard skills Experience in Microsoft Word / Excel/ Email Good communication skills Able to work within set boundaries Experience in Computer Appointment Systems	Essential Essential Essential Essential Desirable	Interview Interview Interview Interview Interview
<p style="text-align: center;"><b>Disposition</b></p> Excellent organisational skills Demonstrates determination and accuracy in their work Have the ability to respond effectively to enquires from the public and other professionals Be able to work in a team and be committed to carrying out a wide range of duties Be calm and assertive when under pressure Be able to make decisions and be prepared to act on own initiative	Essential Essential  Essential  Essential Essential	Interview Interview  Interview  Interview CV/Interview
<p style="text-align: center;"><b>Circumstances / Interests</b></p> Isle of Man Worker Satisfactory Police Check	Desirable Essential	Application Pre-employment checks

**Competency levels for this post are:**

**Leading and Working Together**

**Level A**



Is clear about own role and priorities taking responsibility for providing an excellent service; works supportively as a team player in pursuit of agreed objectives; builds effective working relationships with colleagues; deals constructively with inter-personal issues.

**Communicating and Influencing**

**Level A**

Communicates clearly, orally and in writing to get their message across; expresses their view in a clear and succinct way in group or team meetings; is courteous and effective in their communications with colleagues and customers; records and communicates information accurately.

**Achieving Results**

**Level A**

Organises own time efficiently, working in an orderly and disciplined way; makes day-to-day decisions within limits of authority and refers more important decisions in a timely manner; delivers agreed tasks on time; liaising with colleagues as necessary.

**Delivery a Quality Service**

**Level A**

Enjoys delivering excellent service to internal and external customers; treats customers and customer problems as top priority; takes a pride in delivering work of a consistently high standard; shows an awareness of the cost of resources and uses these efficiently.

**Changing and Learning**

**Level A**

Shows an interest in own self-development; is open to new ideas and willing to consider alternative working practices; accepts and adapts to change or new situations. Applies specialist knowledge, skills and experience in accordance with clearly-defined guidelines and standards.

**Showing Commitment and Resilience**

**Level A**

Takes pride in doing what is required of them and to the required standard; willingly takes on additional responsibilities when required; is positive and enthusiastic under normal, routine work pressures; maintains focus and shows determination when faced with setbacks.