



Isle of Man Civil Service Job Description

Title:	Urgent Care Support Team Member
Grade:	Administrative Officer / Pay Band 7
Division:	Urgent and Emergency Care, Noble's Hospital
Reports To:	Business Manager Urgent and Emergency Care
Responsible For:	Work experience students and volunteers

Job Purpose

This is a challenging and demanding post working, working in a high-pressured medical environment. The post holder will require flexibility, adaptability and good team working as well as the ability to work independently at times. The post holder will be the first point of contact for services across Urgent Care and will work a rota covering 24 hours a day, 365 days of the year. Delivering face-to-face, telephony and electronic customer service within services across Urgent Care, providing full administrative duties in regard to patient flow and support to all medical staff in the treatment and referral of patients. Monitoring and supporting patient care in the waiting room for patients and visitors who are unwell and often under a lot of stress or discomfort.

Main Duties and Responsibilities

The post holder will be responsible for the delivery of the following:

Administration & Secretarial:

1. Accurately record and create health records and update patient demographics on the Hospital Patient Administration System (MEDWAY) in a timely and efficient manner so as not to delay care
2. As the first point of contact, liaise with the clinical team regarding the input and creation of additional high-risk referrals such as safeguarding checks; and liaising with the Mental Health Team. Ensure that clinical teams are aware of alerts on patients have on the system.
3. Process and enter patient discharge details on to the Hospital Patient Administration System, create and print GP letters and post them or email them for onward patient care.
4. Create a request on the system for outpatient follow up appointments in a timely manner to allow the Patient Information Centre to book appointments for patients.
5. Produce reports as required for the needs of the department and action any reconciliation or communication.
6. Frequently and in a timely manner collate, check, and sort paper records; then file and archive documents for scan and upload to MediViewer as per Manx Care Policy and in line with GDPR.
7. Undertake a variety of general admin tasks for the department including photocopying, scanning, preparation of documentation, restocking clinical paperwork, updating electronic folders and dashboard.
8. Regularly monitor the admin stock, ordering of stationery and consumable items as required
9. Ensure the department reception area and waiting room are clean, tidy and fully stocked in line with current Infection, prevention control policies.
10. Contribute, input and act in accordance with all agreed policies and procedures within Manx Care including health and safety, clinical governance, confidentiality.
11. Ensure the medical team staff allocation board is updated and maintained throughout the day to ensure full transparency of information and clear guidance to teams' area of responsibility during the shift
12. Updating, reporting and administration of estates, IT and equipment breakdown and fault management ensuring all repairs are carried out in a timely manner

13. Ensure all filing systems and databases are monitored and updated on regular basis ensuring documents, policies and files are archived or retained in line with the documentation retention policy
14. Data Input responsibilities for the Trauma Audit and Research Network (TARN) as required, on request.

Contacts and Communications:

15. Deal with telephone and face to face enquiries from patients, general public and external agencies in a professional, discreet and confidential manner forwarding to or taking messages on behalf of the appropriate personnel throughout the day and ensuring that appropriate action is taken in a timely manner
16. High quality and efficient reception service including greeting and care of patients and relatives attending the services across Urgent Care in a prompt, polite and courteous manner both face to face and over the telephone
17. Liaise with all members of the Multi-Disciplinary Team to answer queries and provide input regarding health records and procedures from patients, in line with current GDPR legislation and policies.
18. Ensure all fault reporting of estates, IT and equipment is monitored and status reports on timelines are reported to the department
19. Contribution to the maintenance of communication portals including noticeboards, forums, and team read files and newsletters ensuring team members that cannot access emails regularly are updated on the latest communications.

Problem Solving:

20. Play an active role as required in the administration of the departments Major Incident Plan and keep all major incident resources up to date and readily available.
21. Use effective resolution and communication to deescalate areas of conflict using clear communication and a level of understanding of the perceived areas of disagreement.
22. Ensure all areas of patient signposting are utilised ensuring all patients have the most up to date information on delays and alternative sources of care in times of high activity.
23. As the first point of contact alert nursing staff to any red flag patients e.g. centralised chest pain, stroke symptoms, breathing difficulties, major blood loss, complex fractures or trauma.
24. To act as a chaperone on request from medical teams whilst they examine a patient – thus ensuring both patient and medical professional have a witness and will also help to make the patient feel more at ease.

Decision Making:

25. Following training post holder may be required to provide first aid to patients arriving at Emergency Department e.g. managing bleeding wounds, identifying acute symptoms difficulty in breathing, chest pain or collapse in the waiting room until clinical staff arrive.

Autonomy:

26. As the first point of contact make a decision on any isolation that may be required for patient safety or dignity e.g. neutropenic, infectious patients or prisoners and inform the Nursing Team of the decision
27. Monitor the current situation within services across Urgent Care, using the screen and supporting the update of the system to track patients into treatment rooms or bays as required. Escalate to the Nurse in Charge if the waiting room is excessively busy or if patients are waiting externally.
28. Frequently, collate, check, and maintain the clinical referrals database including two-week wait referrals, to all specialties are logged on Medway, have significant detail, and have been completed correctly by the clinicians. Escalate any errors or missing referrals with the medical staff to rectify. Once referrals are complete and submitted monitor progress to ensure patient receives appropriate follow up care.
29. Be prepared as required to provide administration cover from the Major Trauma room. To seek information quickly and accurately from the Ambulance crew to book the patient on the system and allow clinical treatment to begin. Look for ID where required. If patient is not identifiable, create and book them in as unidentified patient and update all of the records in a timely manner once ID is established.
30. Management of all compliments for staff in the department ensuring that excellence and patient feedback is recognised, celebrated and recorded with MCALS
31. Ensuring the daily, weekly and monthly rota, annual leave and absence for the support team is maintained and monitored to ensure resilience and functional staffing levels at all times, utilising the health roster system.

Management of resources:

32. Ensure all new medical staff have a clear introduction and training on Urgent Care systems, paperwork usage and referral networks and orientation within the department.
33. Ensure all work experience and volunteer staff are trained and utilised effectively within the department

Key Accountabilities:

- Work as part of a team to ensure all aspects of procedures are adhered to in a timely, efficient and professional manner
- Ensure that the services within Urgent Care's customer care and service delivery standards are achieved
- Ensure that patient requirements are dealt with in an efficient and timely manner
- Have a sound understanding of own limitations and boundaries
- Ensure all patient related contact is recorded and updated as required
- Deal with and identify patient's concerns effectively and promptly
- Deal with patients in a sympathetic but assertive manner with a clear understanding of when to escalate concerns to a senior staff member

Competency Levels for This Post

Leading and Working Together	Level B
Communicating and Influencing	Level B
Achieving Results	Level B
Delivering a Quality Service	Level B
Changing and Learning	Level B
Showing Commitment and Resilience	Level B

Review

The post holder is expected to be flexible and be prepared to carry out any similar or related tasks that do not fall within the duties outlined. The job description is subject to change in accordance with organisational and service developments and will be reviewed at regular intervals with the post holder.

Confidentiality

All staff are requested to respect confidentiality of all matters they may learn relating to their employment, other member of staff and to the general public. All staff are expected to also respect the requirements of GDPR.

Health and Safety

It is the duty of every employee to take reasonable care for the Health and Safety of themselves and others, including the use of necessary devices and protective clothing, and co-operate with management in meeting its responsibilities under the Health and Safety at Work Act. Any failure to take such care or any contravention of safety policy or managerial instructions in this area may result in disciplinary action being taken.

Management of Risk

All employees are required to participate in the Hospital's Accident/Incident Reporting System and to comply with the Hospital's procedures and techniques for managing risks.

Working Relationships

The post holder is expected to maintain a good working relationship with other members of hospital staff.

Disciplinary and Appeals Procedure

The post holder will be subject to the Civil Service disciplinary and appeals procedure.

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Person Specification

Attributes	Essential or Desirable	Method of Assessment
Qualifications		
5 GCSEs at grade C or above including English Language or equivalent qualifications.	D	CV/Interview
Experience		
Sufficient relevant experience of working within an office environment.	D	CV/Interview
Experience in customer service or healthcare related role.	E	CV/Interview
Experience of working as part of a team.	E	CV/Interview
Experience of working under pressure.	E	CV/Interview
Experience of working with confidential information.	E	CV/Interview
Experience of working with minimal supervision.	E	CV/Interview
Knowledge & Skills		
Good organisational skills.	E	CV/Interview
Computer literate with good keyboard skills.	E	CV/Interview
Good communication and interpersonal skills.	E	CV/Interview
Ability to work within set boundaries as directed by manager but also to use initiative within these as working without direct supervision at times.	E	CV/Interview
Ability to respond effectively to enquiries from the public and other professionals.	E	CV/Interview
Customer Service Skills.	E	CV/Interview
Willingness to learn new skills.	E	CV/Interview
Numerically Proficient.	E	CV/Interview
Experience in document scanning.	D	CV/Interview
Disposition		
Methodical and accurate.	E	CV/Interview
Reliable, friendly and enthusiastic.	E	CV/Interview
Self-motivated.	E	CV/Interview
Flexible and adaptable approach	E	CV/Interview
Circumstances/Interests		
Physically able to carry out the requirements of the role.	E	Pre-employment checks
Isle of Man Worker.	D	Application
Satisfactory Police Check.	E	Pre-employment checks