

## Job description

**Job title:** UECC Administrator

**Reports to:** Operations Manager

**Place of work:** UECC Department – Ipswich Hospital

### Job Purpose

To provide administrative support to GP's, Nurses and other Healthcare professionals working within the Urgent and Emergency Care Centre (UECC)

### Main Duties & Responsibilities

- To be responsible for all aspects of administration, working to deliver an effective and efficient service for our patients
- To ensure you are aware of staff expected on shift and recording late arrivals, sickness or non-attendance on shift debriefs, escalating to managers as appropriate to maintain the required service cover.
- To ensure the effective management of primary care appropriate appointments; alerting the clinicians to any issues, ensuring the patient wait times are kept to a minimum where possible and that patients are booked with the most appropriate clinician, robustly managing breaks and clinician admin time dependant on service needs.
- To support with registering patients onto SystemOne, creating patient referrals on the system and ending referrals correctly.
- To ensure patient consultation records are checked for onward referrals and that the referrals have been sent via the correct pathway. Communicating the consultation to the patients registered GP and sending tasks to the clinician and medical secretaries as appropriate.
- To maintain regular communication with the front door streamer and UECC departments understanding service pressures.
- To assist patients and clinicians with onward referrals to hospital speciality departments as arranged by the streaming clinician.

- To ensure secondary streamed patients are registered into the service in liaison with the UECC clinical team and patient notes are scanned to the patients record as per secondary streaming admin process.
- To be responsible for ensuring all tasks, notifications, emails, and phone messages are dealt with and responded to in a timely manner
- To respond to and deal with any issues that arise, escalating/assisting the clinician, UECC team, Operational Manager on shift and/or On Call Manager as necessary.
- To raise incidents as appropriate and providing guidance to other staff members when an incident needs to be reported.
- To oversee the UECC reception and ensure that patients waiting are communicated to effectively and their needs are responded to as and when required, alerting the clinicians to any cases that have become urgent.
- Ensure clinical consulting rooms are set up for use before the clinic starts and that each clinician working has access to the appropriate equipment and IT in order to fulfil their duties. After use rooms must be cleared/cleaned and left ready for use by the hospital.
- To be responsible for ensuring that equipment boxes for the consulting rooms are stocked with sufficient supply of consumables and providing clinical staff with medical equipment as and when needed. Ensuring overall stock levels are monitored and low on the site sample stock is reported as appropriate.
- To provide IT support to clinical staff, including guidance on SystmOne if required and liaising with IT Helpdesk as and when needed.
- To be aware of and ensure adherence to organisational policies, in particular, Prescription Security, Medication Management, Safeguarding and Information Governance.
- To ensure patient samples are logged on the site sample log and sent in a timely manner as requested by the clinician.
- To be responsible for ensuring the protocol for signing out equipment and dispensing medication is followed at all times
- To assist in the completion of site audits as requested.
- To be responsible for local site induction with new clinical staff, making them aware of processes, procedures and how to access equipment and support.
- To maintain compliancy of personal mandatory training and attending training and meetings as and when required.

- To provide cover for colleagues when sick or absence from shift.
  - To assist with chaperoning patients during physical examination at the request of the clinician or patient having undertaken appropriate Mandatory Training.
- 

**Amending the job description:** It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality:** The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with “Caldicott principles”.

**Data Protection:** The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures:** The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General:** The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

**Health & Safety:** Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Anti-Harassment:** The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do

## Organisation Structure Chart

