

THE ROYAL MARSDEN NHS FOUNDATION TRUST

JOB DESCRIPTION

JOB TITLE:	Front of House Administrator / Healthcare Assistant
BAND:	3
DEPARTMENT:	Admissions and Pre-Assessment Unit, Chelsea (APU)
DIRECTORATE:	Clinical Services
HOURS OF WORK:	37.5
BASE LOCATION:	Chelsea
RESPONSIBLE TO:	Lead Sister/Charge Nurse APU
ACCOUNTABLE TO:	Matron, APU

Overview of the Post

The Admissions and Pre-assessment Unit (APU) aims to enhance patients' experiences and reduce their length of stay by improving efficiencies in the admission process to the Royal Marsden. These include ensuring that all patients are pre- assessed prior to their admission for surgery and facilitate admissions in a timely manner.

The post holder will be responsible for providing Front of House, Administrative and Health Care Assistant duties after completion of Care Certificate as directed by the nursing staff. This will specifically include responsibility for reception and customer service for all patients and relatives attending the Admissions and Pre-assessment unit.

The post holder will also act in capacity of Healthcare Assistant after completion of Care Certificate, undertaking venepuncture, clinical observations and ECGs upon request. The post holder will be working closely with the multi-disciplinary team, including nursing staff, medical staff, allied health professionals and other clerical staff both within the APU and throughout the rest of the Trust.

The post holder will be expected to adopt a professional and caring attitude, with a polite and courteous manner in all aspects of communication. A uniform will be worn at all times to ensure a neat and professional appearance.

Key Tasks and Responsibilities

GENERAL:

- To undertake general office duties as required, including photocopying, faxing, filing and date stamping of correspondence.
- To ensure that stationery and office equipment is used efficiently, and that any needs are brought to the attention of the APU co-ordinator.
- To attend appropriate meetings as required by the APU co-ordinator.
- To work closely with all levels of medical/nursing, clinical support and administration staff on wards, admission and outpatient areas to ensure a high level of communication is maintained.
- To ensure adequate and appropriate assistance is available to all patients, ensuring their needs are understood and met.
- Arrange, as required, hospital transport for patient's attending the department, ensuring the correct transport type has been ordered
- To ensure timely communication exists between the post holder and the management team.
- To maintain an accurate electronic account of all patients.
- To maintain an update paper-based records and information as required.
- In collaboration with the admission and pre-assessment coordinators to ensure all booking schedules within all units are utilized to their optimum level – this includes ECHOs and CPX.
- To cover the absences of the other APU Administrators /Healthcare Assistant

HOUSKEEPING / CUSTOMER SERVICE:

- The post holder will be responsible for ensuring hospitality and housekeeping issues are attended to and are of highest standards, and will report any discrepancies to the APU coordinator in the first instance.
- To ensure all patient areas are tidy and presentable to the highest standards.

- To ensure patients concerns and complaints are dealt with immediately and locally, and APU coordinator informed in a timely manner.
- To meet and greet customers attending APUC
- To inform the APUC nurses and HCA of the patients arrival
- To inform APUC nurses of any delays, cancellations or DNA
- Maintain, update and coordinate the anesthetist list in APUC- ensure communication between anesthetist and the nursing team.
- Report to Nurse in charge all the enquire for same day pre-assessment
- Communicate with Out-patients department to maintain and update the same day pre-assessment clinic. Report to the Nurse in Charge any OPD clinics delays or enquires.
- To resolve any queries or concerns promptly and effectively.
- To ensure patient information leaflets/brochures, newspapers and magazines are available and displayed correctly.
- To ensure patient products and facilities are available and fully functional, and discrepancies reported.
- To ensure the clinic rooms in APU and other facilities are arranged as per RM standards and trolleys replenished as appropriate.
- To ensure all patients are offered refreshments as appropriate/ as directed by APU coordinator.
- To be aware of other cultures and religions and to ensure vulnerable groups are not discriminated against.

CLERICAL:

- To provide support and cover to the Senior Pre-assessment Coordinator: help with the bookings for pre-assessment, echocardiogram and CPET services appointments according to patients' clinical needs and the staffing level within APUC in order to ensure effective use of resources. Appropriate training will be provided Following appropriate training on EPR, clindocs and RIS, to provide full clerical support to APU.
- To regularly update patients' details, both clinical and non-clinical, on HIS.
- To ensure patients confirm their appointment in advance
- To ensure patients future appointments within the unit are not conflicting with the patient's treatment plan.

- To ensure patient admissions, discharges and bed allocation details are updated regularly and accordingly (including electronic bedboard).
- To liaise with appropriate staff with regards to patients admissions and discharges.
- Liaise with the CSP and escort patients for admission to the allocated ward after admission is confirmed
- To scan investigation requests onto EPR/RIS and appropriately file them as per APU policy.
- To scan relevant patient documentation to EPR system as required.
- To take the bloods to the blood lab.
- To check all documentation and paper work is fully stocked.
- To check the administrative diary for updates and actions recommended by nursing staff.
- To deliver and collect: post / parcels / equipment / specimens / drugs / x rays and results to and from the relevant department.
- To book and appropriately reschedule elective admissions (including booking theatre and CCU) when required
- To collect all TTO's from the pharmacy when requested.

Additional Healthcare Assistant duties:

- To ensure patients lists for the unit and for other hospital departments are ready and updated.
- Monitoring and recording patients' vital signs (including blood pressure, pulse, temperature, oxygen saturation) and reporting any abnormal results to registered nursing staff
- Measuring and recording patients' height and weight
- Undertakes clinical tasks relating to the specific clinical area, Outpatients department following competency sign off, for example, ECG, urinalysis, MRSA screening swabs.
- To undertake cannulation – training provided

- To ensure clinics are adequately prepared, equipment functioning and report any equipment fault to sister/charge nurse.
- To assist nursing and medical colleagues with procedures as required.
- To help orientate new members of staff to the hospital, clinic areas and specialties.
- To help promote and maintain a safe clinical environment reporting any untoward incident to APU co-ordinator
- Assists the nursing staff with the smooth running of APU, escorting and chaperoning patients where applicable
- Liaises with the Trusts MDT as appropriate to ensure complete holistic care is provided
- Undertakes patient transfer and escort duties
- Collecting patient's/patients' medications from pharmacy

Confidentiality and Data Protection Act

All employees of The Royal Marsden NHS Foundation Trust must not, without prior permission, disclose any information regarding patients or staff (please also see the Trust's policy on Whistleblowing). In instances where it is known that a member of staff has communicated information to unauthorised persons, those staff will be liable to dismissal. Moreover, the Data Protection Act 1998 also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Safeguarding Children and Vulnerable Adults

All staff must be familiar with and adhere to the Trust's child protection and safeguarding adult policies and procedures. All staff are required to attend child protection and safeguarding adults awareness training, additional training and supervision regarding child protection relevant to their position and role.

Health and Safety

All staff are required to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law whilst following recognised codes of practice and Trust policies on health and safety.

Customer Service Excellence

All staff are required to support the Trust's commitment to developing and delivering excellent customer-focused service by treating patients, their families, friends, carers and staff with professionalism, respect and dignity.

Emergency Planning

In accordance with the Trust's responsibilities under the Civil Contingencies Act 2004 all staff are required to undertake work and alternative duties as reasonably directed at variable locations in the event of and for the duration of a significant internal incident, major incident or pandemic.

Equal Opportunities

The aim of the Trust's policy is to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of race, creed, sex, marital status, disability, age, nationality, ethnic or national origins. The Trust commits itself to promote equal opportunities and will keep under review its policies, procedures and practices to ensure that all users and providers of its services are treated according to their needs. The policy also applies to staff working within the Trust.

No Smoking Policy

It is the policy of the Trust to promote health. Smoking is actively discouraged and is prohibited in most areas of the Hospital, including offices, with the exception of designated smoking areas on both sites.

Review of this Job Description

This job description is intended as an outline of the general areas of activity. It will be amended in the light of the changing needs of the organization, in which case it will be reviewed in conjunction with the post holder.

Terms and Conditions of Employment

This post is exempt from the Rehabilitation of Offenders Act 1974, meaning that any criminal conviction must be made known at the time of application.

PERSON SPECIFICATION: Front of House/Health Care Assistant-Band 2

Candidates must be able to demonstrate	Essential or Desirable	Assessed by
Physical Smart appearance Good health / attendance record	Essential Essential	I A/O
Attainments NVQ in Health and Social Care level 1 NVQ level 2 or Willingness to undertake training to attain level 2/3 Minimum of 1 years working in a healthcare setting. Understanding of working with patients who are critically and chronically ill.	Desirable Desirable Desirable Desirable	A/I A/I/ref. A/I I/R
Special aptitudes and disposition Good interpersonal skills. Good organisational skills. Self motivated. Ability to work as part of a team. Good communication skills. Patience and understanding of patient's needs. Ability to work under pressure Evidence of commitment to customer care initiatives Awareness of patient confidentiality. IT skills, e.g ability to enter patient data onto computer records Literacy and numeracy skills Awareness of health and safety at work, e.g. Manual Handling skills, infection control measures	Essential Essential Essential Essential Essential Essential Essential Essential Essential Essential	I/A/R I/A/R I/A/R I/A/R I I/A/R I I I I
Circumstances Flexibility to meet service needs, e.g. shift working, covering other department Good attendance record	Essential Essential	I A