



**Title:** Departmental Administrator  
**Location/Base:** Highgate Hospital  
**Dept.:** Patient Services  
**Reporting to:** Administration Services Manager  
**Accountable for:** General Operations Manager

### **1. JOB PURPOSE:**

To provide an efficient and courteous reception, clerical and administrative support across all administration departments.

To provide an effective medical records management service and the smooth running of the ward by providing comprehensive clerical support.

To promote excellent customer service at all times and to take into account the diverse needs of each department in a professional manner.

### **2. KEY ACCOUNTABILITIES**

#### General

- General administrative duties
- Deal effectively and sensitively with all issues relating to patients in an appropriate, factual and confidential manner. Treating all information in strict confidence on no account divulging any patient information.
- To assist with any invoice queries, and communicate with the finance department.
- Promptly answer telephone in a professional manner assisting with making sure general patient enquires are dealt with and relaying messages to the appropriate personnel.
- Adhere to strict Health, Safety and Security guidelines and all Aspen Policies. Follow all procedures in the event of a customer complaint or incident
- To train new and bank staff on different department and provide feedback to Administration & Systems Manager
- Undertake any ad hoc responsibilities as and when requested by the management team.
- Support the image of Highgate Hospital and help to promote the growth of the business by adhering to any marketing activities.

- Ensure reception area is well presented and clean at all times, all materials stocked up and desk area clear of personal items and patient information.

#### Front Reception

- Issue contractors with relevant badges and ensure all departments' visitors are signed in, and are escorted whenever possible, by a member of the relevant department.
- To direct all deliveries to the appropriate departments. Handling internal and external post.
- To maintain the key log book, ensuring the book is kept up-to-date and signatures are captured.
- To update the computer system when patients are discharged, with reference to the discharge slip.
- Received payment from patients wishing to settle their bills. Responsible for the float and record beginning and end of day checks.
- Maintain a good first impression to all patients and visitors entering the main building, to ensure a friendly, professional and supportive welcome to Highgate Hospital.

#### Medical Records

- To maintain medical records in a safe and secure environment and ensure they are logged out appropriately on the system.
- Co-ordinate medical records requests from clinics, patients and solicitors or third parties. Following the correct process, dealing with correspondence and ensure invoices are issued as necessary. Controlling medical records inbox.
- To be responsible for the correct filing of all patient medical records and to ensure that all results are filed within the patient's record in chronological order.
- To act as a central point of contact with regards to medical records and to be responsible for the photocopying of notes in relation to medico-legal requests. Scan and email daily to relevant clinics.
- Monthly arrange for files older than six months to be boxed up and updated on the system, for Capita to pick up. To undertake medical record audits, on physical files, microfiche and scanned files on system.

#### GP and Outpatients department

- To make appointments using the computerised system. Ensuring this is kept up to date, liaising with other departments, consultants and secretaries.
- Maintain clinic list, update and print when required.

- Co-ordinator internal and external post for consultants distributing in a timely manner.
- To ensure consultants' instructions on making a booking are conveyed to the relevant department, and bookings are made for special investigations e.g. X-Ray, Pathology, and Physiotherapy and Theatre.
- To effectively deal with enquiries regarding surgery, transfer of patients, general advice from consultants G.P.'s and other enquiries in order to promote a good image of the hospital's willingness to assist in all matters, and referring to the appropriate Manager when necessary.
- GP - Maintain GP appointment spread sheet and complete GP invoices when necessary on the computer system.
- OP - To deal with admission room changes, including updating the computer system and notifying the relevant personnel. Raise necessary invoices computer system for room rentals.
- OP - Update charges onto the computerised system and issue invoice to patient when required.

### **3. SUPPLEMENTARY INFORMATION**

#### **Our Values**

We are proud to be 'Individually different. Altogether better' and it is only through our people that we will achieve our mission to:

“Provide first-class independent healthcare for the local community in a safe, comfortable and welcoming environment; one in which we would be happy to treat our own families”

We do this by asking you to work within our core values:

- Beyond Compliance – Going above and beyond to improve our business
- Personalised Attention – Taking time to care for others
- Partnership and Teamwork – Inclusive and collaborative
- Investing in Excellence – Working to be the best
- Always with Integrity – Respected, admired and reliable

#### **Code of conduct**

- ✓ I will make the CARE and SAFETY of our patients my first concern and will always act to protect them from risk.
- ✓ I will always be respectful to the public, patients, relatives and carers, colleagues and business when representing Aspen Healthcare.
- ✓ I will always be honest and act with integrity.
- ✓ I will accept responsibility for my own work and if appropriate the proper performance of the people I manage.
- ✓ I will show my commitment to working as a team member with all my colleagues and the wider community.
- ✓ I will take responsibility for my own learning and development.

- ✓ If a member of a professional body, I will comply with the relevant professional code of ethics and conduct at all times

### **Equality & Diversity**

Aspen Healthcare Limited is an Equal Opportunity Employer. Its policy is to treat everyone in the same way regardless of their race, religion, marital status, physical/mental disability, gender, sexual orientation, and age, responsibilities for dependents, trade union membership or offending background. The Company values the diversity of its work force as a strength and aims to provide a working environment in which people have the opportunity to contribute and develop according to their individual merits and aspirations.

### **Health & Safety at Work**

You are reminded that, in accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, you have a duty to take responsible care to avoid injury to yourself and to others by your work activities, and to co-operate with the organisation and others in meeting statutory and mandatory requirements.

### **Statutory & Mandatory Training**

You are required to complete mandatory training as required, and if unable to attend ensure this is rectified with your line manager's support at the earliest opportunity.

### **Infection Prevention & Control**

It is the responsibility of all staff to ensure high quality patient care is based upon principles of best practice in infection prevention and control, either directly through personal contact or indirectly through supervision of practice.

It is the responsibility of all staff to fully co-operate with managers in achieving compliance with Infection Control policies and in adopting safe systems of work when undertaking activities that present a risk of the spread of infection.

### **Confidentiality**

Information about any individual, which includes either some or all details of their identity is personal and is subject to the Data Protection Act (1998), the Human Rights Act (2000) and other Aspen Healthcare requirements such as the Caldicott principles.

- Patient information, in any form is confidential. This means that information should only be shared or accessed by someone with a legitimate reason, related to the care of the patient.
- Information about members of staff or others in relation to sensitive issues, such as appraisals, investigations, complaints or payroll details is also confidential.

All staff must always maintain confidentiality when dealing with sensitive material and information of this nature and immediately report any potential confidentiality issues that may arise.

### **Information Security**

All staff are required to read and comply with all Aspen communications and policies that are issued relating to the electronic security of Aspen and patient information particularly in relation to:

- Saving data and information
- Password management and responsibilities
- Transfer of data and data sharing

### **Whistleblowing - Raising Concerns**

It is the responsibility of all staff to raise any concerns to their line manager or the HR department if they reasonably believe that one or more of the following concerns is either happening, has taken place, or is likely to happen in the future relating to the company's business:

- A criminal offence
- The breach of a legal obligation
- A miscarriage of justice
- A danger to the health and safety of any individual
- Damage to the environment
- Deliberate attempt to conceal any of the above.
- any other legitimate concerns

### **Data Protection**

All staff must be aware of the Caldicott principles, the Data Protection Act 1998 and the Human Rights Act 1998. The protection of data about individuals is a requirement of the law and if any employee is found to have permitted unauthorised disclosure, Aspen Healthcare and the individual may be prosecuted. Disciplinary action will be taken for any breach.

### **Mobility/Flexibility**

Your normal place of work will be as stated above, but as a term of your employment you may be required to work from any of the companies' facilities.

### **Safeguarding the Welfare of Children and Vulnerable Adults**

Post holders have a general responsibility for safeguarding children and vulnerable adults in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines relevant to their job role

### **For all posts requiring professional registration**

You are required by law to maintain professional registration for the duration of your employment and cannot be lawfully employed should registration lapse. Lapsing may render you subject to disciplinary action. You are also required to abide by the codes of professional practice as detailed by the professional body (Nursing and Midwifery Council, General Medical Council, Health and Care Professions Council etc.)

**Other responsibilities**

You will be required to be aware of and adhere to all relevant Company Policies and Guidelines.

This job description is neither exclusive nor exhaustive and the duties and responsibilities may vary from time to time and where possible be in consultation with the post holder.

**Review**

The post-holder must act in such a way to promote a positive image of Aspen Healthcare UK Ltd at all times. This job description is not conclusive and will be regularly reviewed with the post-holder.



**PERSON SPECIFICATION**

**POST: DEPARTMENTAL ADMINISTRATOR**

**DEPARTMENT: Administration / Patient Services**

<b><u>SELECTION CRITERIA</u></b>	<b><u>ESSENTIAL</u></b>	<b><u>DESIRABLE</u></b>
<b>Education and Training:</b>	Good all round general education skills. Strong inter-personal skills.	
<b>Previous Experience:</b>	Reception/reservations, switchboard and clerical experience.  Workings of hospital and some medical knowledge.	Medical Records knowledge or experience.
<b>Skills and Knowledge:</b>	Good IT skills, ability to communicate effectively with wide range of people.  Ability to work with different teams and departments.  Excellent organisational skills and flexibility.	
<b>Other:</b>	Ability to prioritise workload and float between departments.  Ability to deal with difficult situations.	



## **TERMS AND CONDITIONS OF EMPLOYMENT**

**POST:** DEPARTMENTAL ADMINISTRATOR

**DEPARTMENT:** Administration / Patient Services

<b>HOURS :</b>	37.5 per week on a flexible rotational shift pattern (Monday to Sunday)
<b>ANNUAL LEAVE :</b>	4 weeks 2 days (1 <sup>st</sup> Jan to 31 <sup>st</sup> Dec)
<b>PROBATIONARY PERIOD:</b>	Three months
<b>PENSION SCHEME:</b>	Auto enrolment into the Aspen Healthcare Group Stakeholder Pension Plan (GSHP) with Scottish Widows, if the eligibility criteria set out by the Government is met.
<b>FREE HEALTH SCREENING:</b>	Following one year's service
<b>PRIVATE HEALTH INSURANCE:</b>	Following one year's service