Mater Misericordiae University Hospital
Dublin

Job Description & Person Specification

GRADE IV ADMINISTRATION ASSISTANT

ONCOLOGY DIRECTORATE

Job Title / Grade:	**GRADE IV ADMINISTRATION ASSISTANT**
Directorate:	**OHU Dayward**
Location:	**MMUH CAMPUS**
Reporting Relationship:	**ADMINISTRATION TEAM MANAGER**
Responsible to:	**ADMINISTRATION TEAM MANAGER**

JOB DESCRIPTION

Job Purpose:

The purpose of the Administration Assistant Grade IV is to provide an exceptional and comprehensive support service delivery within the OHU Dayward Cancer Directorate in consideration of Patient Care and the departmental Administration Team. The Grade IV Administration Assistant will ensure that all duties, roles and responsibilities are completed to the required operational standards in line with the competency framework.
In order to meet the service needs of the hospital the post holder may be required from time to time to work at different locations to the normal place of work i.e. across the hospital departments within in OHU Dayward Cancer directorate. The post holder will also be expected to provide cover for colleagues during times of absences.

KEY RESPONSIBILITIES

Key Roles and Responsibilities include and are not limited to the following:

Managing the Service:

- Effective delivery of all departmental administration duties
- Provide administration/secretarial cover based on service requirements
- Complete duties in line with operational standards
- Provide comprehensive administrative support across the directorate.
- To conduct all telephones communications in a professional and discreet manner.
- To ensure records are accurately maintained and are kept in a safe and confidential manner.
- To ensure that filing systems are maintained in an efficient manner.
- Participate in the on-going planning and development of the administrative services.
- Contribute effectively to service development / service improvement
- Deliver a professional and efficient service to both patients and hospital staff
- Work as part of the wider OHU team.
- Ensure confidentiality of patient details (records) at all times
- Escalate to the Supervisor all queries / issues which cannot be resolved locally
- Follow the Supervisor's lead and direction
- Attend all Team meetings as directed by the Supervisor / Administration Team Manager
- To be flexible in supporting changes in work practice, procedures, techniques and technologies introduced by management.
- Ensure that work completed is done so in an accurate manner
- Complete tasks allocated to the highest standard set by the hospital
- Ensure that any handovers are completed on time providing all relevant details to the supervisor
- Scheduling OHU patient appointments/treatments
- Report any potential risks to the Supervisor
- Assist in departmental audits as assigned by the Supervisor
- Represent MMUH in a professional manner at all times
- Show drive and initiative in completing tasks.

Planning, organising and problem solving

- Plan, organise and control service delivery within the administration duties on a daily basis
- Control and monitor outpatient clinics as required; book appointments, retrieve medical record files for clinics, register clinics and maintain outpatient waiting lists as directed by the Supervisor
- Organise nurse led clinics; scan referral documentation, book appointments, register clinics, organise follow up appointments, manage inpatient day cases as directed by the Supervisor
- Escalate any conflict related matters to the supervisor
- Collect and file laboratory reports, retrieve charts where indicated
- Be responsible for setting up and updating the clerical / administrative system which support the needs of the directorate.
- Manage and control the stock level of all stationary material held for the department assigned.
- Address any complaints which may be present and report to management.
- Adhere to all departmental policies and procedures
- Complete work in a timely manner
- Check all work thoroughly and eliminate any errors
- Demonstrate efficiency and flexibility in ensuring that work is delivered.
- Demonstrate excellent time-keeping ,punctuality/reliability to ensure fluidity of service

Communicating Effectively

- Ensure good communication within the team at all times
- Communicate effectively with other hospital wide departments and / or directorates
- Represent the department / directorate in a professional manner
- Attend to patient / visitor queries in an efficient and timely manner
- Communicate Effectively
- Follow the Supervisor direction

Maintaining Composure and Resilience

- Maintain a professional manner at all times.
- Maintain composure during pressurised times
- Address all patient queries in a polite and professional manner
- Have a positive approach to your secretarial duties and responsibilities
- Show patience and tolerance when dealing with conflict.
- Observe strict patient confidentiality

Other Duties:

- Display competence in all duties completed in line with the competency framework
- Observe strict patient confidentiality
- Work as part of the wider Directorate Team
- Undertake any other relevant duties as requested by the management team
- Support and adapt to changes that are implemented to improve the services
- The duties and responsibilities contained within this Job Description are not exhaustive and may be reviewed by the Administration Team Manager as required.

CORE COMPETENCY

- Effective Service Management and delivering quality service
- Planning, Organisational and Problem Solving Skills
- Communicate Effectively
- Maintaining Composure and Resilience

General Responsibilities and Accountabilities

1. Confidentiality
   You will be aware of the confidential nature of Hospital work and in particular, the right of patients to confidentiality.

2. Policies & Procedures
   You are required to familiarise yourself with and adhere to all policy and procedural documents relevant to your position.

3. Hygiene Standards
   The highest standard of hygiene must be maintained in the Hospital at all times and all staff members are responsible for ensuring compliance with the Hospitals requirements and standards with regard to hygiene. It is the responsibility of all staff to have a fundamental understanding of their individual responsibility in maintaining departmental & site hygiene standards.

4. Health and Safety
   Ensure that effective safety procedures are in place to comply not only with the Safety, Health and Welfare at Work Act 2005 but also within the spirit of the Hospital's mission, vision and values, and they are known and followed by staff. You are required to familiarise yourself with the requirements of employees under the Safety, Health and Welfare at Work Act 2005 and to promote a work environment that is compliant with the Safety, Health and Welfare at Work Act 2005. Each staff member is individually responsible for ensuring that the Hospital remains a safe place to work.

5. Information Technology
   Ensure the most effective and efficient use of developments in information technology for administrative support in a manner, which integrates well with systems throughout the organization

6. Business Continuity Management
   Business Continuity Management (BCM) is a holistic management process that identifies potential impacts that threaten an organisation and provides a framework for building resilience and the capability for an effective response that safeguards the interests of its key stakeholders and reputation" (BS 25999) All Staff employed in the Mater Misericordiae University Hospital are obliged to:
   - make themselves familiar with the Organisational Business Continuity Plan
   - attend BCM education sessions provided for them
   - make themselves familiar with their individual roles as set out in their departmental business continuity plan if applicable and or the Organisational business continuity plan

Note:
These duties and responsibilities are reflection of the present service requirements and may be subject to review and amendment to meet the changing needs of the Hospital. The incumbent will be required to maintain, enhance and develop their professional knowledge, skills and aptitudes necessary to respond to a changing climate.

PERSON SPECIFICATION

Job Title/Grade	Grade IV Administration Assistant
Department	OHU Dayward Cancer Directorate
Location	MMUH
Date	January 20

Requirements	**Essential**	**Desirable**
Qualifications	Leaving Certificate Microsoft Office; Word , Excel, Outlook, t Medical Administration Qualification	Third Level Education in a related field
Experience	1-2 years relevant Clerical Experience Experience within a Healthcare Setting	Experience within a health care setting in Ireland Experience of working with the Cancer Department
Organisational Knowledge	Knowledge and understanding of the Healthcare Standards	
Professional Knowledge	Excellent computer skills including knowledge of administration software to include Microsoft, Office , Word, Excel outlook Ability to work in a pressurised environment and use own initiative. Ability to communicate effectively in a team Ability to provide innovative solutions to problems Flexible approach Maintain discretion and confidentiality at all times	Knowledge of Patient Centre / HIS
Planning & Organisational Skills	Excellent organisations skills Ability to multitask	
Interpersonal & Communication skills	Excellent communication skills Excellent interpersonal skills Very good team working capability and skills	
Competencies	Effective team work Delivery of results	

	Effective communication skills Planning and organising Duties and task Maintaining composure and resilience	

Signatures: _____ _____

Title: _____ _____

Date: _____ _____

HR Rep: _____

Date: _____