*Admin & Clerical Review 2018 - Job Description Feedback Received Through the Consultation Period*

*Thank you to all staff who have provided feedback in relation to the ongoing admin and clerical review. The feedback was gratefully received and below is a summary of the feedback and the associated actions that have been taken. The actions are highlighted in purple font*

*Following the feedback received, please see below the suggested points to add to the below Job descriptions.*

* ***Apprentice***
* ***Band 2*** – Reception & Booking Clerk,

Clinical Administration Typist

* ***Band 3*** – Medical Secretary
* ***Band 4*** – Team Leader (Clinical Administration),

Team Leader (Clinical Therapies)

**Apprentice**

* Post Holder to attend college/study sessions as required, agreeing appropriate study times with their manager according to the demands of the post. ***(re-wording of existing statement)***
* Post holder to work with their college assessor and any mentors in their work team to develop a work based portfolio. ***(re-wording of existing statement)***

*The above detail is included in the Apprenticeship agreement document and not in the JD. Above points would be discussed and agreed with the line manager*

**Band 2 – Reception & Booking Clerk**

* Liaise as appropriate with Medical Secretaries/Performance Team Members to ensure patients are scheduled in line with pathway requirements, proactively escalating to the Team Leader as and when required. ***(re-wording of existing statement)***

*This has been re-worded in an alternative way as requested to replace the fifth bullet point under ‘Main Duties & Responsibilities’*

* To Schedule appointments in line with clinical instruction and SOPs, liaising with other members of clinical administration teams such as clinical areas and the booking team where appropriate. ***(re-wording of existing statement)***

*(Applied as re-wording to bullet point 8, under ‘Main Duties & Responsibilities)*

* Liaising with Clinical Administration Teams, GP Surgeries, Other Hospital departments, trusts, organisations and partners, providing accurate and precise information and ensuring the accuracy of data is maintained on all relevant computer systems. ***(re-wording of existing statement)***

*(Not applied as felt this point was adequately covered in the current duties)*

* Post holder to undertake assorted admin tasks such as Scanning, Filing, and Stationary Ordering. ***(Suggested content)***

(*Applied without the stationary ordering detail, as it is a standardised JD, and all post holders won’t be doing this)*

* To open and sort post depending on the type of post e.g. referral or documentation. Determining which therapist the post is meant for, ensuring only one document is placed onto S1, informing the therapist of the post. ***(Suggested Content)***

*(Not been added in, but will come under general admin duties)*

* Post holders will be responsible for maintaining a good level of customer service when dealing with patients and the public for example when answering the telephone, dealing with queries etc. ***(Suggested Content)***

*(Is already included under general admin duties)*

* Post holders will need basic Computer and IT skills to use the necessary softwares and type as part of their role. (***I have added this as has been worry around typing being in the JD, however they will be using computers in this role? Is typing a skill that’s needed?)***

*(This is in the Person Specification)*

* Post holders may need to act up and undertake different responsibilities when Band 3 members of the team are not in work; however this is at the Team Leaders and Managers Discretion. ( ***I have added this as there was a query as to whether they may have to act up at any time, response was it is at TL and Managers discretion if they want cross cover, so should this be covered in the JD?)***

*(This is already included in the JD)*

**Band 2 – Clinical Administration Typist**

* Review and finalise any outsourced transcription in line with the agreed standard. ***(re-wording of existing ‘top & tail’ statement)***

*(This has been added)*

* Develop a close working relationship with clinical teams. ***(re-wording of existing statement)***

*(The whole statement hasn’t been re-worded, alternatively a positive spin has been put on it)*

* Adhere to the available policies/SOPs, relevant to the job role and services to ensure consistent services are delivered. ***(Re-Wording of existing statement, and additional content)***

*(Applied to the Job Description)*

* ***Was concern around what ‘values based behaviours for leaders’ actually means.***

*(This is explained in the job descriptions where relevant, under the header)*

***Band 2 general queries & Concerns***

* Request for Band 2 Waiting list support role, do we make and issue this or generalise the receptionist/booking clerk JD to outline this role too?

*(This is already included in the standardised Job Descriptions)*

* Fear of post holders adapting a ‘that’s not my job’ mentality due to the Job Descriptions being split by band, resulting in another request for more service specific job descriptions.

*(Job Descriptions have been standardised for the purpose of the review as a result we have tried to keep the content generic)*

* “How will you cope with all the different and specific terminology when it comes to cross cover?”

– Does there need to be more clarity on cover aspects for relevant job roles?

*(Already noted in previous feedback)*

**Band 3 – Medical Secretary**

* **‘***Top and tail any outsourced transcription in line with agreed standards****’ (Should this statement be removed? As there is a note that there is no outsourcing!)***

*(Changed wording from ‘outsourced’ to required)*

* Provide line managers with performance information in line with PTLs, as required ***(Has been requested to simplify this)***

(*It is was considered that it was not possible to simplify this statement any more)*

* Under the supervision of the Team Leader/Service Manager, take an active role in the contribution to the appraisal process, conducting return to work meetings following sickness absence and day to day work allocation when required to do so (***Issues have been raised around this, as it is considered above their current duties and unrealistic)***

*(We have chosen to include this point in the job description to provide future development / career opportunities by enabling staff to be involved in HR process and procedure)*

* ***Current post holders are adamant there are no SOP’s/Policies for them. It is mentioned within the JD, is there a way to make this clearer***

*(There is currently work ongoing with regards to the development of SOPs and these will be in place)*

* Provide cover as necessary at the request of the Line Manager across the core clinical administration functions, commensurate with level of the role. – ***(Issues have been raised around this and the statement has been challenged, assuming this is due to banding difference in the job roles and ‘that’s not my responsibility if I’m not getting paid for it’)***

*This is a part of the job, and offers a chance for progression and experience)*

* The post holder is appointed to a division and may be assigned a department, the post holder may have to cover additional departments within the division to ensure consistent management of workload and consistent cover. – (***Re-Wording of existing scope and range statement)***

(*This statement has been changed on all job descriptions)*

* RSA III or equivalent level typing qualification ***(Currently in essential, should this be moved to desirable? Concerns over it being in essential as there doesn’t appear to be that much responsibility or emphasis on typing being a main part of the role within the JD)***

(*This has already been covered in the person specification)*

***Band 3 general queries & concerns***

* In Band 3 Job Description it states that they should have expert knowledge of 18 weeks referral to treatment rule and ensure application of this knowledge. Some people feel they have not been trained in this and are therefore not experts on the subject.

*(This experience is not job dependant, and the relevant training will be offered after the post holder has been offered the position)*

* It was admitted in the engagement sessions that there will need to be a training needs analysis in order to make sure that everybody succeeds with the new Job Descriptions. ***(Assuming the concern/question is when and how will this analysis be performed. Would this link to the above in that the relevant training will be given after the member of staff has been offered the role?)***

*(This is not relevant to the Job Description, the training needs analysis is still being developed and will be in place when needed.)*

* Some have pointed out the Medical Secretary Job Description is entirely different to the role that they carry out, and wanted to know how it would work when they were required to cross cover. ***(Again, should there be more clarity on the cross cover aspect?)***

*(The new jobs will be different to the jobs being filled at the moment)*

* Some have complained that the Job Descriptions don’t seem to show any defined path of progression.

*(There are opportunities for progression throughout the job description, for example taking part in the appraisal process and conducting return to work meetings. Cross Cover and acting up when other members are on leave or sick also contributes to progression)*

* A lot of the work I do as a Band 3 is of a Band 2 nature, this is not included in the new Job Description.

*(The work post holders will be doing will be in line with the band for the role, this was a key driver for the instigation of the admin and clerical review at the outset)*

* Will the job description involve making sure all patients are outcome properly? Would we be expect to book follow-up appointments?

*(This is covered in the second and third bullet points under Main Duties/Responsibilities)*

* Band 3 Haematology secretary undertakes typing minutes for the Haematology transfusion team once a fortnight and the haematology transfusion committee 4 times a year. No other haematology secretary does this and she is unsure how it may be incorporated into her job description.

*(Any typing would come under the general admin aspect of the role, as this is not a main or regular duty)*

* Band 3 in Respiratory also undertakes MDT work – how will this be facilitated – should not be undertaking additional duties that other Band 3 Med Secs are not undertaking

*(This is being looked at as a separate issue, and cannot be reflected on the Job Description’s)*

* Why is PTL in the Band 3 job Description? Apparently it was explained that training and development would be offered to be able to perform this task. Doesn’t say how many consultants we will be supporting?

*(These are standardised job descriptions, and this will be a duty of the role, the relevant training and support will be offered prior to any post holders undertaking these tasks)*

* Team worried that the new Band 2 job description it doesn’t seem to say that they answer the telephone. There are concerns that they won’t pick up calls in their new role. Band2 doesn’t currently pick up the phones. Worry is that when other Band 3 goes on holiday there is no one to help.

*This is something that the post holder should be undertaking, this comes under general admin tasks as included in the job Descriptions. The eighth bullet point under the sub heading ‘Reception’ also covers answering any telephone queries and covering other general telephone tasks.)*

* Some concerns that the Job Description doesn’t look like a Medical Secretary role, it looks like a Pathway-Co-ordinator role.

(*The Medical Secretary job and the Pathway Co-ordinator role are in effect the same role. However there were concerns over the ‘pathway co-ordinator’ title, this is why it was changed to Medical Secretary)*

* Concerned that having more responsibility will be tough, they struggle to keep up with everything as it is now, and it needs to be reviewed as part of the transitions. It was noted in the engagement sessions that Band 2 would be doing Band 3 typing.

*(These posts are different to the active posts now, it is not expected for post holders to maintain their current workload and undertake a new post and all the work that comes with that too. The new post will replace the old ones, so in effect it would be like starting a completely new job, with old work being passed on to the relevant posts)*

**Band 4 – Team Leader (Clinical Administration) (THERE WILL ONLY BE ONE TEAM LEADER JOB DESCRIPTION)**

* Line Manage apprentices within team and division ensuring all training and educational needs are met according to the learning agreements.

*(Re-wording of the thirteenth bullet point under Main Duties & Responsibilities)*

* Work to implement and achieve the re-designed 18 week pathways, by influencing and providing support to clinical/admin teams.

*(This refers to the sixteenth bullet point under the subheading ‘Service Delivery’ A few words have been altered but this cannot be simplified any more)*

* Business Administration qualifications levels 2, 3, 4? or equivalent are essential. Along with previous experience of line managing a team or similar role ***(Questions around what Qualifications are needed, as the ones currently set out are less than what is required to be a Band 2 or 3.)***

*(This has been covered in the person specification with the relevant qualifications)*

**Band 4 – Team Leader (Clinical Therapy)**

**(THERE WILL ONLY BE ONE TEAM LEADER JOB DESCRIPTION)**

* The post holder will work closely with the Service and Business Managers to ensure all patient pathways are managed smoothly and proactively from referral to discharge. The post holder will ensure all practise is carried out according to the relevant policies, providing a consistent service delivery across the division. ***(re-wording of existing statement)***

(This has not been altered)

* Liaise with Clinical Therapy Team Leads ensuring consistency of the administration functions across all sites. ***(Suggested content)***

*(Not included, as these are standardised job descriptions)*

* Complete any necessary training for SystemOne, according to the requirements set out by the System Administrator. ***(suggested Content)***
* Ensure Smartcards are issued to new starters in a timely manner, whilst making sure sufficient RA support is available across all sites at all times. ***(suggested Content)***

*(Again, this has not been included as it isn’t relevant to all team leader roles)*

* The post holder is appointed to a division and may be assigned to any department to ensure consistent management of workload and consistent cover. This will include working and supporting teams across sites and supporting any ongoing projects or improvements within the team. Assist on collating information on staff or patient complaints. ***(Suggested content for ‘Scope & Range’)***

*(This hasn’t been changed, as all scope and range quotes have been changed to be the same)*

***Overall general queries & concerns***

* Are staff expected to perform different roles/duties, are the proposed roles/duties in correspondence with the roles they are undertaking now?

*(The new roles are different roles, there may be similar duties but will not be the same as the role they are undertaking now)*

* Will staff have to cover other departments/consultants secretaries whilst performing their own role? As this is not mentioned in the job descriptions, and is very daunting or even impossible for members of staff.

*(This is not something that will be required regularly, this will only come up on rare occasions, and all the relevant training and support will be offered)*

* Will job descriptions be wildly different, even though they have been standardised?

*(These job descriptions have been standardised but inevitably there may need to be some minor tweaks once post holders start to work to the new roles / ways of working)*

* Some people don’t have the necessary qualifications if any and the Job description needs to be fit for purpose, particularly with the advent of new technologies.

*(The selection process does not rely solely on qualifications; an applicant’s experience will be looked at instead, to see if it is the equivalent if they don’t have the relevant qualifications. This is to make the process more fair)*

* Need to generally realise that some roles are different and some staff will need refreshing.

(Training and support will be offered the same as it is to any other new starter so they can meet the duties and responsibilities of their role)

* Most staff are happy with the intro of a ‘service manager’ in medical imaging.
* Staff are asking why they are being asked to do so much more work?

*(Staff are being asked to do different work to what they are now, not more work than they are doing now)*

* Asked that there are clearer lines of accountability and responsibility.

*(This is responsibility of the management teams for each role around clear managerial accountability lines)*

* Some staff have seen the Job Descriptions and feedback that they don’t look any different for them.

*(That is useful feedback and is good to know that some staff are able to easily identify with the content of the new roles)*

* Concern that staff often don’t have time to keep up with and manage their own work load, without the added work and stress of covering for someone else.

*(This is included as a temp short term solution and will not be a constant duty. Such instances should be shared within teams and can provide development opportunity, and valuable experience to lead towards progression. If such situations are needed on a more permanent basis other options would be explored)*

* Complaints that there shouldn’t be such wild variation, the purpose of the consultation was to bring job roles and duties together as being standardised.

*(There was previously over 65 Job Descriptions, for over 65 different posts. This has been narrowed down to just 7 Job Descriptions and Person Specs, in reflection of this the consultation has effectively managed to standardise job roles and duties.)*

* Want it to be clear what is in and what is out of the job descriptions by the end of the consultations, along with banding and overall structure.

*(All job descriptions and aspects of the roles are finalised and will be communicated prior to the launch of the new structure)*