

LINDEN LODGE SCHOOL

Job Description



**Linden Lodge
School**

A Specialist Sensory & Physical College

STATUS

Job Title: Medical Administrator/Secretary

Accountable to: Clinical Lead – Linden Lodge School

Grade: Band 4

CONTEXT

The postholder will work to provide effective, comprehensive clerical and administrative support to the health team at Linden Lodge School.

The Administrator will work closely with the Clinical Lead and other health teams to ensure the delivery of high quality children's healthcare and therapy at Linden Lodge School.

As well as administrative support, the postholder will act as a first point of contact for the department and work closely with the families and carers of the children within the school.

Dealing with Enquiries

- To be responsible for ensuring that enquiries related to clinic bookings, referrals and training courses whether by telephone or e-mail are dealt with effectively and efficiently, using own judgement, when deciding whether to screen calls, redirect them, interrupt the Team leader/ clinicians or take a message.
- To deal with callers in a polite, professional and courteous manner at all times and to respond appropriately to challenging callers or those making a complaint.
- To maintain confidentiality with client information when dealing with enquiries and clinical paperwork relating to children referred to the service.

Patient Related Administration

- To work with the Clinicians/Team Leader in processing new referrals, booking appointments and managing clinic times.
- To scan and upload documents on the child's electronic record
- Ensure student records are accurate and up-to-date on all systems/databases.
- To ensure leavers packs are collated and circulated as required

- To book appointments for clinics and maintain diary and record systems for clinics in accordance with departmental policy.
- To manage the discharge notes, by deleting names from the master caseload, filing and making arrangements for the logging and transfer of old notes to off-site storage, discharging on electronic records
- To be responsible for the appropriate retention, disposal and archiving of team records in accordance with trust policy.
- The efficient processing of referral letters and medical reports.

Administrative Support to Team

- To book venues for team meetings, take meeting notes as requested and ensure all action points relating to admin tasks are carried out appropriately.
- To support the team in any training events arranged
- To assist the team in the organisation and co-ordination of student placements, liaising with the educational establishments and the students themselves to facilitate placements and support the clinical educators.
- To log and prioritise incoming correspondence.
- Answer and manage incoming calls, answerphone messages and e-mails ensuring where appropriate, they are documented and passed on as required.
- To sort and distribute internal and external mail according to agreed procedures.
- To produce correspondence for clinicians/ team leader, including letters, memorandums, minutes, and reports using word processor, adhering to corporate specifications.
- To draft suitable responses to appropriate letters, requests and enquires for the team leader's/clinicians approval, and collect the relevant enclosures etc.
- To use word-processing software packages creatively to produce documents including leaflets and tables for internal presentations, adhering to standards of corporate style.
- To maintain an up-to-date database of children on the therapy caseload.
- To work assist with equipment requests

Office and Therapy Administration

- To maintain efficient filing and office systems to support the organisation and smooth running of the department.
- To provide administrative support to the team including filing, photocopying and any other administrative tasks required
- To place orders for equipment approved by authorised budgetary signatory.
- To propose and implement new systems to assist the team in being more efficient.
- To induct new staff members into office systems and paperwork.
- Liaising with Healthcare Professionals, to assist with the resolution of administration queries.
- Collate and share completed compliance with HR for locums then agree start date
- Support clinical lead with recording and monitoring of therapy team annual leave
- Pass all training attendance lists to HR within 24 hours on training being completed.
- Update HR and Finance on any changes to staffing as required.

Communications and working relationships

- To be a pro-active member of the Linden Lodge Team. This involves sharing the values, vision and commitment of the Team and respecting and valuing each other's skills and contributions.
- To liaise with the Linden Lodge Team on a daily basis
- To communicate with colleagues, parents, children and visitors in a polite professional and courteous manner at all times, respecting at all times their values, culture and choices.
- Handle in a sensitive manner with parents of children with disabilities who may ring in a distressed or agitated state.
- To sensitively handle confidential clinical information, passing on appropriately to the clinician
- To work collaboratively with the team to ensure effective and efficient systems to support the running of the department.

- To liaise with supplies department regarding orders for specialist equipment and stationary.

General

- Ensure all policies and procedures are followed at all times including (but not limited to) visitor policy, GDPR and data protection guidelines
- Undertake any other duties/responsibilities in line with the grade and job role that may be required of you by the clinical lead/Headteacher

<i>Safeguarding</i>	<p>Be fully aware of and understand the duties and responsibilities arising from the Children's Act and Working Together in relation to child protection and safeguarding children and young people as this applies to the worker's role within the organisation</p> <p>Be fully aware of the principles of safeguarding as they apply to vulnerable adults to the workers role</p> <p>Ensure that the worker's line manager is made aware and kept fully informed of any concerns which the worker may have in relation to safeguarding and/or child protection</p>
<i>Leadership</i>	To work under overall supervision of the Headteacher
<i>CPD</i>	Commitment to own continued professional development and to undertake mandatory training as required
<i>Service and Self Review</i>	<p>Participate in the School's Self Review of performance</p> <p>Review methods of effective teaching and learning</p>
<i>Behaviour / Risk Management</i>	Work with other colleagues to ensure safety of both workers and users at all times
<i>Supporting other colleagues</i>	Work with and support other colleagues to ensure the smooth and effective running of the School

GENERAL DETAILS

REVIEW

This job description does NOT define all the duties and responsibilities commensurate with the post. As such, it will be reviewed at the end of the academic year or earlier if necessary and may be amended at any time after consultation with you.