

## Health Administration Assistant 1

<b>Department</b>	Medical Division	
<b>Section</b>	Sexual Health & Contraceptive Services	
<b>Reports to</b>	Nurse Manager Sexual Health & Contraception	
<b>JE Ref</b>	HCS1043	
<b>Grade</b>	5	<b>JE Date:</b> 15/9/2021

### Job purpose

The Health Administration Assistant is responsible and accountable, within specialist clinic teams, for the administration of Sexual Health & Contraceptive appointments from initial referral to discharge. The role will provide assistance in general office duties and ensure accurate and timely data quality through the effective use of the IT systems used within Sexual Health & Contraception, such as; Trak-Care, Lillie, Omni etc.

### Job specific outcomes

1. Book in an efficient manner all new, follow-up and emergency appointments, ensuring patients are informed in a courteous and timely manner, via their chosen communication method.
2. Follow set triage processes for screening calls at Sexual Health, taking messages and ensuring that they reach the appropriate person within agreed timeframes.
3. Ensure that the IT systems are used correctly to check in and register patients, ensuring that their personal details are accurate and up to date, including screening for overseas status where appropriate.
4. To work as part of a team and provide a friendly courteous and efficient service to patients attending the clinic or when dealing with telephone queries.
5. To undertake other relevant clerical duties as require including photocopying, operating the fax, receiving, sorting and distribution mail, basic typing and stock stationery levels.
6. Ensure all clinic attendances have their outcomes recorded into the IT systems following the patient's consultation.

7. Print and produce pulling lists and ensure relative correspondences are available prior to clinic, in a timely manner.
8. Ensure patient confidentiality is strictly adhered to at all times. To deal sensitively and discreetly with patients' queries by telephone, email and when they attend the departments.
9. Any other duties assigned by senior team members or clinicians.

### Statutory responsibilities

Active engagement, participation and compliance with any other statutory responsibilities applicable to the role, as amended from time to time.

### Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)

- Administration support
- No budgetary responsibility

### Organisational structure

## One Government Departments



## Person Specification

Specific to the role		
ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	GCSE English and Maths at level 4 or equivalent	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Standard Office software such as Microsoft Office, email and internet.</p> <p>An ability to use own initiative and prioritise tasks under pressure.</p>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	Accurate keyboard skills	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	Good people, communication and decision making skills, knowledge of computer based systems essential	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Experience in dealing with public</p> <p>Previous experience of working in a team and ability to follow clear instructions</p>	

### Personal Attributes

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 6 core accountabilities attributes and behaviour indicators.

**Post-holder's agreement of job content (if appropriate/BAU)**

Sign and date:

Print name:

**Line Manager's agreement of job content**

Sign and date:

Print name:

**Date of  
evaluation**

**Post number**

**Post band**