

Dietetic Administrative Assistant

Department: Health & Social Care

Division: Therapies

Reports to: Head of Nutrition & Dietetics

JE Reference: HCS1299

Grade: 5

JE Date: 28/03/2024

Job purpose

To provide an efficient, effective administrative service for the nutrition & dietetic service. The role will provide front line contact for the nutrition & dietetic service and deliver professional administrative services of a high standard.

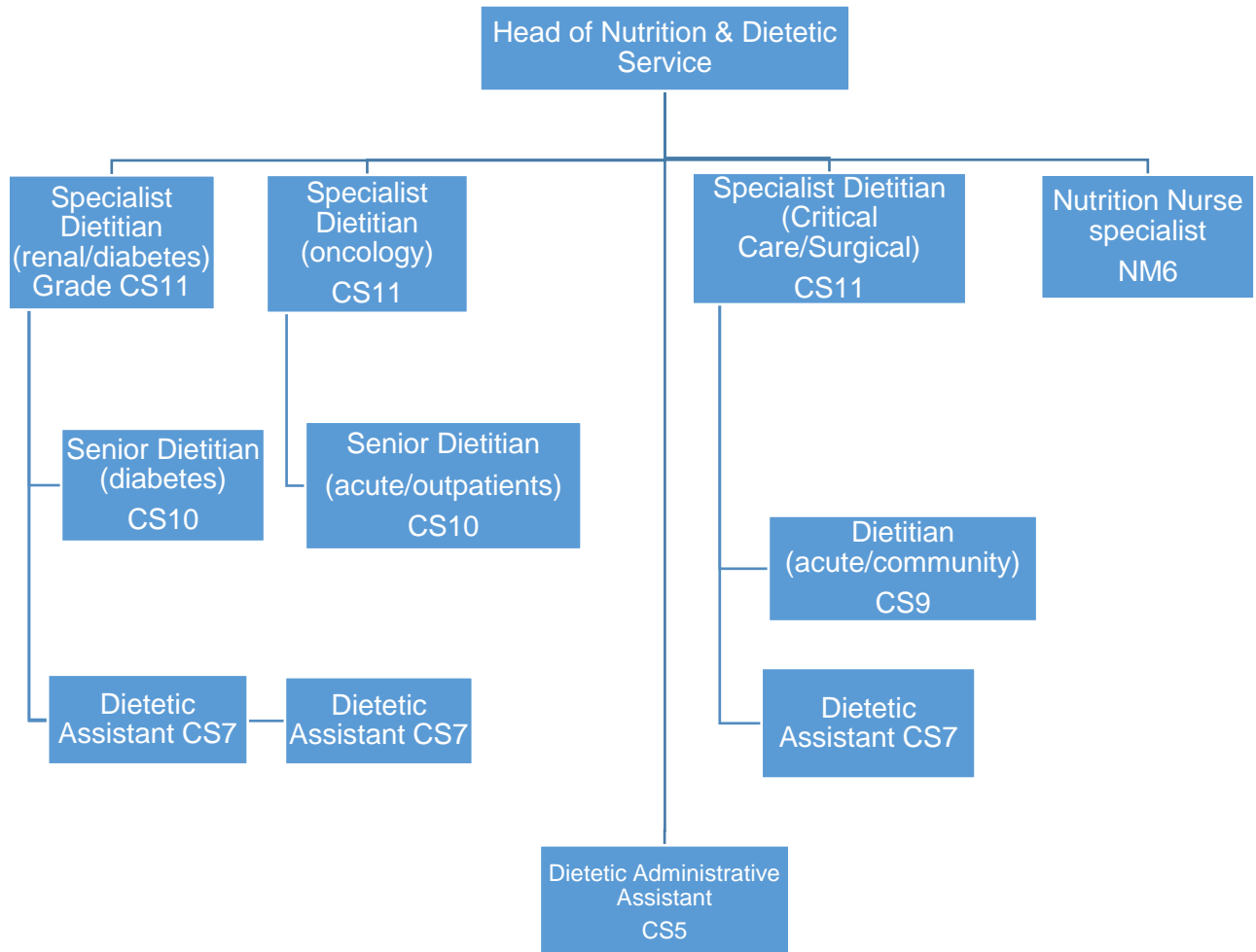
Job specific outcomes

- Ensure the office is run in an efficient manner, advising your line manager of any problems or ways in which efficiency can be improved.
- Provide a secretarial service for the department by typing letters, organising reports, photocopying, scanning, stocking stationary levels and attending meetings as required.
- Answer and transfer calls to the appropriate department, ensuring all patient queries are dealt with in a courteous and efficient manner.
- Ensure patient confidentiality is strictly always adhered to. To deal sensitively and discreetly with patients' queries by telephone, email and when they attend the departments.
- Register referrals and book appointments for children as requested.
- Maintain data as directed by senior practitioners and update spreadsheets regularly, producing graphs to show activity/ outcomes.
- Reports, letters and discharge therapy notes to be filed accurately.
- Prepare training materials and organise catering, room set up and appropriate venues for events and meetings.
- Perform other appropriate administrative duties requested by clinicians.

Statutory responsibilities

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

Organisation chart



Person Specification

Specific to the role

ATTRIBUTES	ESSENTIAL	DESIRABLE
Qualifications	Educated to a minimum of GCSE-level or equivalent that demonstrates basic numeracy, literacy and IT skills.	
Knowledge	Standard Office software such as Microsoft Office, email and internet. An ability to use own initiative and prioritise tasks under pressure.	
General Skills/Attributes	<p>Good people, communication and decision making skills, knowledge of computer based systems essential</p> <p>Pleasant and a helpful manner.</p> <p>Self-motivated and able to work on own initiative and calmly under pressure.</p> <p>Able to work in an organized and systematic way, with attention to detail and accuracy.</p>	
Technical / Work-based Skills	<p>Excellent secretarial and computer skills including audio typing and Microsoft Office experience.</p> <p>Accurate keyboard skills and excellent levels of literacy</p>	Some knowledge of medical terminology would be an advantage.
Experience	<p>Previous experience of office administration is essential.</p> <p>The ability to work well and relate well to a multidisciplinary team.</p>	Experience of working in a team is preferable.

Core Accountabilities, Attributes and Behaviour Indicators

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 5/6 core accountabilities attributes and behaviour indicators.

Organisational structure

