



# **NATIONAL REHABILITATION HOSPITAL**

## **Outpatients Department (OPD) Administrator Clerical Officer Grade IV Permanent Full Time**

### **Particulars of Office**

1. The appointment is full-time, permanent and pensionable.
2. **Salary**  
Remuneration is in accordance with the salary scale approved by the Department of Health current scale.
3. **Superannuation**  
The terms of the Voluntary Hospitals Superannuation Scheme and the Voluntary Hospitals Spouses and Children's Scheme or the Single Public Service Pension Scheme will apply to the position. Superannuation contributions at the appropriate rate will be payable in accordance with the provisions of these schemes.
4. **Duties**  
The incumbent will perform such duties as are outlined in the attached Job Description. In addition the successful applicant will be provided with a list of roles and responsibilities relevant to their specific work area.
5. **Hours of Work**  
The normal hours of work associated with the post are 37 hours per week usually discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis. Flexibility may be required outside of these hours on occasion and such a request will be made in a timely manner where possible.
6. **Probation**  
The successful candidate will be appointed initially for a probationary period of 6 months. During the probationary period, progress or otherwise will be monitored and at the end of the period, the service will be
  - a) Certified as satisfactory and confirmed in writing;
  - b) In certain circumstances this period may be extended and in such case you will be advised in writing of this and the duration of the extension.

## **7. Retirement**

No age restrictions shall apply to a candidate except where he/she is not classified as a new entrant (within the meaning of the Public Service Superannuation (Miscellaneous Provisions) Act, 2004). In this case the candidate must be under 70 years of age on the 1<sup>st</sup> day of the month in which the latest date for receiving completed application forms for the office occur. Continued employment is conditional upon capacity and conduct of the employee.

## **8. Annual leave**

The annual leave entitlement for the post is 28.5 working days per completed year of service.

## **9. Sick Leave**

Payment of salary during illness will be in accordance with arrangements as approved from time to time by the Department of Health and Children.

## **10. Termination of office**

The employment may be terminated at any time by one months notice on either side except where circumstances are dictated by the Minimum Notice and Terms of Employment Act 1973/77. The Management's right under this paragraph shall not be exercised save in circumstances where the Management is of the opinion that the holder of the office has failed to perform satisfactorily the duties of the post or has misconducted himself/herself in relation to the post or is otherwise unfit to hold the appointment.

## **11. Garda Vetting Checks**

Arrangements have been introduced, on a national level, for the provision of Garda Vetting Checks in respect of candidates for employment in areas of the Health Service, where it is envisaged that potential employees would have substantial access to children or vulnerable adults in the course of their duties. Garda vetting is done for the protection of these groups and the National Rehabilitation Hospital reserves the right to revett employees at any future point, as deemed appropriate by Hospital Management.

## **12. Confidentiality**

In the course of your employment you may have access to or hear information concerning the medical or personal affairs of patients and/or staff, or other health services business. Such records and information are strictly confidential and unless acting on the instructions of an authorised officer, on no account must information concerning staff, patients or other health service business be divulged or discussed except in the performance of normal duty. In addition records must never be left in such a manner that unauthorised person can obtain access to them and must be kept in safe custody when no longer required.

### **13. Hygiene**

During the course of employment staff are required to ensure that the hospital's hygiene and infection control policies are adhered to at all times. All employees have responsibility to prevent transmission of infection by adhering to and implementing optimal hand hygiene and adhering to the Hospital's Hygiene processes. Hygiene is a fundamental component of the National Rehabilitation Hospital's quality system to ensure the safety and well-being of its patients and staff and plays a role in the prevention and control of healthcare associated infection.

### **14. Policies / Legislation**

All Hospital policies and procedures form an integral part an employment contract and may be subject to update and revision, from time to time, in consultation with union representatives as appropriate. Employees are required to comply with all hospital policies, procedures (e.g. Dignity at Work, Trust in Care, Computer Usage Policy) and the Hospital's ethical codes of practice.

Employees are required to abide by the hospital's code of behaviour and the code of practice as defined by their relevant professional body.

### **15. Disability Census**

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection Legislation.

### **16. HR Department Privacy / GDPR Policy**

In order to carry out its administrative functions the Human Resource Department in the National Rehabilitation Hospital collects and processes personal data relating to individuals, which includes the job applicants and staff of the Hospital. The Human Resources Department takes the confidentiality of all personal data seriously and consequently takes all necessary steps to comply with data protection legislation including the GDPR. The Human Resource Department collects personal data only in order to meet specific lawful purposes, and will retain that data only for so long as necessary. We also ensure that all reasonable technical and organisational security measures are in place to safeguard personal data.

Ordinarily, the Human Resource Department will not pass personal data to any third party except where required by law, or under statutory obligations, or to fulfil a contract of employment or for other legitimate

purposes as balanced against the rights and interests of the Data Subject. If you have any concerns about how your personal data is processed, you may contact our Data Protection Officer (dpo@nrh.ie). Please refer to the National Rehabilitation Hospital Human Resources Privacy Policy Document for more information. The Policy Document is available on request from the Human Resources Department.



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## OPD Administrator Clerical Officer Grade IV Permanent Full Time

### REQUIREMENTS:

The candidate must possess the following on the latest date for receiving completed application forms for the office:

- Excellent knowledge of Microsoft Office. Aptitude for computing is essential.
- Working knowledge of PAS for management of clinics and patient details
- Minute taking skills
- Excellent interpersonal skills
- Excellent keyboard and dictation skills
- Knowledge of medical terminology
- Knowledge of general office procedures
- Knowledge of the Healthcare Records Code of Practice
- The ability to work as part of a team and liaise successfully between groups through excellent communication skills.
- A high capacity for responsibility and individual initiative
- Must be highly motivated and work in an organised manner
- Experience in busy office environment

### 1. Health

Candidates or any person holding the office must be free from any medical condition which would render them unsuitable to hold the office and be in a state of health such as would indicate a reasonable prospect of ability to render regular and efficient service.

For the purposes of satisfying the requirements as to health, it will be necessary for each successful candidate before he/she is appointed to undergo a medical examination by a qualified medical practitioner to be nominated by the Chief Executive or designated officer. Any irregularities reported as a result of this examination which render the incumbent unsuitable for the post must be remedied / addressed before appointment.

### 2. Character

Candidates for and any person holding the office must be of good character.



# NATIONAL REHABILITATION HOSPITAL

## OPD Administrator Clerical Officer Grade IV Permanent Full Time

**Title:** Administrator

**Purpose of the Position:** The Administrator will be responsible for the provision of administrative support services for the hospital area to which they are assigned i.e. Outpatient Department Unit 6, as part of the Outpatient Administration Team. The post holder will be responsible for clerical/administrative duties in the running of OPD clinics and offer administrative support to the Outpatients Manager as required, dealing appropriately, professionally and efficiently with all communications and queries. The OPD Administrator will act as a point of contact for the assigned work area and develop good working relationships with the service manager, team members and service users.

**Accountable to:** Outpatient Programme Manager

**Liaison/Communication:** The proper performance of these duties will require a high degree of liaison and communication with Hospital Management professionals, clinicians, the public, external agencies and NRH staff.

### Overview of the Role

The successful applicant will be responsible for clerical/administrative duties and offer administrative support services to specific clinical specialities in the hospital. Dealing appropriately, professionally and efficiently with all communications and queries. Act as a point of contact for the Department and develop good working relationships with Management, team members and service users.

In doing so they will be responsible for compliance with the hospitals policies and procedures in carrying out the role in a professional and efficient manner. It is expected that the appointee will possess the requisite skills of administration, teamwork, good planning and organisation and communication along with a flexible approach to their work.

## **ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES**

### **General Accountability**

The post holder will:

- Maintain efficient general office procedures as appropriate to the post.
- Be responsible for ensuring that documentation meets required standards.
- Be responsible for ensuring that documentation is consistent with the mission and values of the NRH.
- Maintain a comprehensive filing system (manual and electronic) for all relevant documentation and ensure that file maintenance is carried out as required.
- Full administrative support to the running of all OPD clinics and services including waiting list management, scheduling and clinic resolution etc
- Provide a full range of administrative support duties as required by their relevant area/department including operational meetings and other administrative support as required by the programme manager etc
- Ad hoc typing and/or data entry for Manager & team as required.
- Communicate directly with patients as required and deal with patient queries in respect of their OPD appointments
- Maintain patient confidentiality at all times
- Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the department/work area.
- Liaise with staff in other departments, the public and outside agencies in a confidential, courteous and professional manner.
- Forward any email queries/telephone queries to relevant staff members in a timely manner.
- Act as a point of contact for the department and develop very good working relationships with Management, other team members, the public and external agencies as required.
- Ensure that a safe environment is maintained for staff and visitors in compliance with Health and Safety requirements and best practice.

- Be responsible for the day to day security of the work area to which assigned, with particular awareness of fire regulations and security arrangements.
- Keep up to date with all relevant mandatory training for the department.
- Attend and participate in relevant meetings as required.
- Work to be carried out under the guidance of and according to the policies and procedures of the National Rehabilitation Hospital.
- To work under the supervision and guidance of the Line Manager.
- In addition to normal duties, the post holder may be required to undertake other duties as appropriate to the position, to carry out such duties as may be reasonably required within the scope of the employment, and work in any area within the Clinical Area as the need arises.
- The successful applicant will be provided with a list of roles and responsibilities relevant to their specific work area.

As part of the NRH's commitment to supporting the employment of people with disabilities and to comply with the requirements of the Disability Act 2005, all staff are required to inform the Director of Human Resources Ms. Olive Keenan, of any personal disabilities. This information is only requested in the event that appropriate arrangements must be put in place during the course of one's employment and will be stored in compliance with Data Protection legalisation.



## **Patient Safety & Quality**

The NRH prioritises the delivery of quality and safe patient care under HIQA and other quality standards. It is the responsibility of all staff at all levels to ensure that the highest level of quality services required for each patient is maintained. If you have a concern regarding any issue of patient safety and well-being please bring this to the immediate attention of your manager.

Quality and Patient Safety supports the Health Service to deliver high quality and safe services to patients and service users. The post-holder is responsible and accountable to deliver a quality service that ensures patient safety. The post holder will work within a risk management framework that complies with the Health Information and Quality Authority (HIQA) National Standards and other quality standards as appropriate.

***The extent of speed and change in the delivery of health care is such that adaptability is essential for all staff. The post-holder will be required to maintain, develop and enhance the necessary professional knowledge, skills and aptitudes required to respond to a changing situation.***

***This Job description does not contain an exhaustive list of duties, and the post holder may be required to undertake additional responsibilities. It will be reviewed from time to time in order to adapt and develop the role, according to service needs and Hospital policies.***

***I agree that this position description clearly outlines the specific responsibilities and duties that are to be carried out as part of this role. I also understand that these represent the minimum requirements to perform the duties at the current level.***

***To be signed by the post holder.***

Employee Name \_\_\_\_\_ Line Manager Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Manager's Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_