



Prosthetic, Orthotic, Limb Absence Rehabilitation Programme Administrator

(Temporary, Full Time, Grade IV)

Particulars of Office

1. The appointment is Temporary full-time and pensionable.

2. Salary

Remuneration is in accordance with the salary scale approved by the Department of Health and Children 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.

5. Hours of Work

The normal hours of work associated with the post are 35 hours per week, usually discharged between the hours of 8.00am and 8.00pm on a Monday to Saturday basis, as appropriate to the service. The appointee may be required to attend at such other times as are required for the proper discharge of duties including attendance outside normal working hours.

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 1st 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

Annual leave and public holidays are granted in accordance with the provision of the Organisation of Working Time Act, 1997. Your annual leave entitlement will be advised to you by the Human Resources Department in your contract of employment. Annual Leave may be based on several factors such as grade, years of service and whole-time equivalency.

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 two 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 revert 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 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.



Prosthetic, Orthotic, Limb Absence Rehabilitation Programme Hospital Administrator

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1. Qualifications

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

- A comparable and relevant qualification of at least Level 5 on the National Qualifications Framework maintained by Qualifications and Quality Ireland, (QQI).
- Previous experience in a hospital administration or Out-patient setting would be an advantage
- Ability to demonstrate excellent keyboard and Dictation skills
- Excellent knowledge of Microsoft Office (in particular Word, Excel, Outlook, Access & SharePoint).
Aptitude for computing- ECDL qualification is essential
- Knowledge of medical terminology essential
- Have excellent knowledge of general office procedures
- The ability to work as part of a team
- Have a high capacity for responsibility and individual initiative
- Excellent interpersonal and communication skills
- Must be highly motivated and able to prioritise
- Good working knowledge of PAS
- Experience dealing with staff, patients, visitors and members of the public

2. 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.

Health Promotion – The Hospital is committed to promoting healthy lifestyles for both patients and staff. Staff are expected to participate in initiatives to support better health and well-being in line with the Hospital objectives.

3. Character

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



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JOB DESCRIPTION

Title: Administrator

Purpose: The Administrator will provide clerical and administrative support to patients, families, staff and other service users served by the POLAR Programme at the National Rehabilitation Hospital and NRH satellite clinics. Duties will be designated by the POLAR Programme Manager, which may be changed as necessary to meet the requirements of the service. It is a requirement of this position to work in support of the Strategic Partners of the NRH for the provision of prosthetic services and in liaison with the partners to ensure a seamless service for patient

Accountable to: POLAR Programme Manager or designated deputy

Communication: The proper performance of these duties will require liaison and communication with a range of interdisciplinary teams, with patients, staff throughout the hospital, as well as with outside agencies.

Overview of the Role

The POLAR Programme Administrator will be responsible for conducting and leading the provision of administrative support services to specific clinical teams and professionals within their designated area. 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 organisation, and communication, along with a flexible approach to their work.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

General Accountability

- Be required to be flexible to work in all areas of the POLAR Programme and fulfil the duties associated with same.
- Maintain an awareness of the privacy of the patient in relation to all administrative activities.
- Demonstrate behaviour consistent with the values of the hospital.
- Be responsible for the provision of administrative support services to their designated area.
- Ensure that a safe environment is maintained for other staff, colleagues, patients, and visitors. Both employees and management are required to adhere to Health and Safety regulations by ensuring that they report any Health and Safety issues.
- Be responsible for the day-to-day security of the work area to which assigned with particular awareness of fire regulations and security arrangements e.g., ensuring computer screen or office door is locked when unattended, VDUs are not visible to the public with sensitive patient or business information, patient records are kept securely etc.
- Keep up to date with all relevant mandatory training for the programme and their specific area.

Specific Accountability

- Report to the POLAR Programme Manager or designated Deputy.
- Provide administrative support to specific clinical areas within the Programme as designated by the POLAR Programme Manager, which may be changed as necessary to meet the requirements of the programme.
- Actively manage and co-ordinate their designated area of work.

Outline of Duties and Responsibilities

General

- Correspondence (e.g., post) management for members of the interdisciplinary team (IDT), the unit, programme, and related activity.
- General telephone and email queries.
- Healthcare record management preparation/tracking/filing, maintenance & archival and general filing.
- Administrative support including preparation of agendas, recording of minutes and scheduling of core unit activities and meetings.
- Carry out any duties as assigned by the Programme Manager, including the provision of cover in other areas when required.

- Managing setup and administration of prosthetics clinics under the direction of the POLAR Medical Director, Rehabilitation Co-ordinator and the Programme Manager.

Dictation:

- Consultant and NCHD correspondence to other hospitals or GPs regarding patients.
- Other dictation as needed to support the unit.

New Admissions:

- Administrative support and correspondence in the pre-admission phase of the patients' rehabilitation including referrals and charts.
- Prepare patient admission documentation e.g., over bed signs and drugs kardex stickers, wristbands, and ID labels etc.
- Set up relevant electronic folders for patients on NRH common.
- Provide all patients with admission information and education folder.

Inpatient and Day Patient Process

- **Schedules:** Meet/liase with unit team staff to support the development and distribution of the timetable for all current patients for example., input the information, photocopy, distribute to the patients and email to the treating team when complete.
- **Units:** File, update and maintain the HCR for all current patients. Provide administration support to the team. This includes booking transport and interpretation service for patients.
- **Conferencing:** Compile weekly conference list with treating team, and ensure HCRs are ready for conference, minute meetings.
- **Discharge:** Track the progress of the ITDR when the patient is due for discharge. When the consultant/registrar has signed off on the ITDR then print off, give the patient's copy to the team, file and post to the relevant parties. Complete a final audit on the chart, including collection of POLAR data, and complete any outstanding filing before releasing the chart for collection by medical records.
- **Post Discharge:** Post discharge audit of all charts.

Outpatient / Review Process

- Administrative support and correspondence management to support the smooth operations of all POLAR clinics (e.g., co-ordination of pre-clinic documentation and follow-up documentation, recording and administration duties relating to waiting lists)

Outcomes Reporting

- Collect, compile and collate all necessary data from the HCR and online folders as required by the POLAR Programme Manager.

PAS

- Update PAS as appropriate. Update PAS for weekend leave & discharges when necessary. Update reports with any delayed discharges as appropriate.

In addition, the following general duties of Grade IV role apply:

- Provide cover for absent administrative staff in any area.
- Ensure administrative support services are carried out efficiently and effectively.
- Ensure staff understands the importance and relevance of quality in relation to their everyday work.
- Ensure that all relevant staff treat patients and visitors with courtesy and respect in line with the values of the hospital.
- Liaise with the manager in relation to staff cover requirements.
- Play an active role in staff training and development ensuring that team members gain experience in the various functions of the area and that they develop the necessary skills to carry out the functions required.
- Support the collection of statistical information in their area.
- Help in the assessment of need for further service developments.
- Actively participate at meetings.
- Maintain efficient general office procedures as appropriate to the post.
- Process and facilitate in the collation and presentation of data in relation to work undertaken.
- Liaise with staff in other departments, the public and outside agencies in a confidential, courteous, and professional manner.

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:* _____ -