



NATIONAL REHABILITATION HOSPITAL

RTU 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.
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. Flexibility may be required outside of these hours on occasion and such a request will be made in a timely manner where possible.

6. 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.

7. Annual leave

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

8. 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.

9. 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.



NATIONAL REHABILITATION HOSPITAL

GRADE IV OFFICER – RTU (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 Suite, and in particular knowledge and experience of Microsoft Excel
- Experience in a front of house/receptionist role
- Experience liaising with service users, families and various stakeholders
- Experience of timetabling and associated correspondence as part of running service
- 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
- Have the ability to liaise successfully between groups, as well as excellent interpersonal and communication skills
- Must be highly motivated and able to prioritise

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

RTU Administrator

JOB DESCRIPTION

Title: RTU Administrator

Purpose of the Position: The successful applicant will be responsible for clerical/administrative duties and offer administrative support services to specific clinical specialities in the hospital and RTU as designated by the RTU Manager and the Brain Injury Programme Manager. Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the RTU training Unit. Act as first point of contact for the RTU and develop good working relationships with RTU Manager, team members and service users.

Accountable to: RTU Manager and Brain Injury Programme Manager

Liaison/Communication: The proper performance of these duties will require a high degree of liaison and communication with external referrers, professionals, clinicians and NRH staff in relation to relevant trainee referral, information, assessment, progress and discharge. Liaison with trainees and their families & carers is also required. Regular Liaison and representation of the RTU with relevant external agencies including the Health Service Executive, HSE Rehabilitative Training Guidance officers and services, Local Employment Services, community teams, Acquired Brain Injury Ireland, Headway Ireland, National Learning Network etc. is essential

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 and RTU as designated by the RTU Manager and the Brain Injury Programme Manager. Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the RTU training Unit. Act as first point of contact for the RTU and develop good working relationships with RTU Manager, team members and service users.

ACCOUNTABILITY, DUTIES AND RESPONSIBILITIES

General Accountability

The post holder will:

- Be responsible for ensuring that documentation meets standards as set by accreditation body.
- Be responsible for ensuring that documentation is consistent with the mission and values of the RTU and NRH.
- 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.

Specific Accountability

- Work to be carried out under the guidance of and according to the policies and procedures of the Rehabilitative Training Unit and the National Rehabilitation Hospital and in accordance with the mission and values outlined for the Rehabilitative Training Unit.
- Accountable to RTU manager and Brain Injury Programme Manager as appropriate.

Outline of Duties and Responsibilities

Duties within the RTU area include:

- Dealing appropriately, professionally and efficiently with all communications, queries and visitors to the RTU training Unit. Act as first point of contact for the RTU and develop very good working relationships with RTU Manager and other team members, as required.
- Liaising with clients on a daily basis, providing guidance around timetable and their daily activities within the RTU and the wider hospital where possible.
- Liaising with clients families and providing admin support when necessary i.e. Community Welfare Letters etc, invoices for lodge accommodation and any other letters required
- Providing valuable & key information relating to client group at formal team meetings and individual staff members, including cognitive & behavioural issues and other observations made.
- Provide administrative support for various hospital committees, i.e. BIPSC, PICC & BCF as allocated by BI Programme Manager/RTU Manager while maintaining and managing all relevant email groups of committee members etc. and working closely with relevant Chairs of said committees.
- Maintain a comprehensive filing system (manual and electronic) for all relevant documentation and ensure that file maintenance is carried out as required.
- Be responsible for programme outcome and activity data collection, including attendance, input and maintenance of Excel spreadsheets, and forwarding of data to relevant service managers, including Patient Services, Brain Injury Programme and RTU.
- Generate all correspondence relating to client referrals, initial interviews and commencement of programme letters, ensuring a copy is placed on file and sent to referring agent.
- Sorting & distribution of departmental post and redirection of same.
- Maintaining RTU petty cash records through Excel. Making a list of expenditures from the petty cash account as you make them. Attached to that list should be receipts for each expenditure. Replenish the petty cash fund back to the approved amount as needed via NRH accounts department.
- Management and receipt of payments for Trainee Corofin lodge accommodation. Liaising with Lodge Managers in relation to accommodation. Maintaining a record system of dates for each service

user and ensuring accounts are maintained and up to date. Keeping records of all payments received while maintaining Excel record and submission of same to NRH accounts department.

- Setting up individual Training files for service users and assist trainees with maintenance of same.
- Setting up and maintaining individual RTU trainee files for staff use and reference. Updating with any relevant information received i.e. letters from GPs, Consultant correspondence, reports, emails etc.
- Prior to service user commencing in the RTU, photocopying all recent discharge reports and other relevant document from Hospital chart ensuring copy is placed in RTU chart for start of programme.
- Co-ordination of Trainees appointments in wider hospital. Liaising with OPD SLT Physio, Vocational Services and OT driving Assessment around same, ensuring appointments are placed on service user's weekly schedule and caseworker is advised.
- Work with RTU Manager and team in coordination of RTU events, correspondence and communications with attendees, arranging room, refreshments and relevant documentation etc. as required.
- Adhoc administrative support for RTU Manager & team as required.
- Forward any email queries/telephone queries to relevant staff members in a timely manner.
- Maintaining weekly attendance and absence Records for Trainees and ensuring weekly sign-in sheet is generated and provided to record same.
- Ordering of stationery and kitchen supplies as required for department on a monthly basis. Be responsible for submitting e-tickets to TSD/ IMT in relation to repairs or maintenance of the offices and computers.
- Attending weekly departmental meetings/client review meetings, taking minutes and updating client charts with same in line with CARF/HIQA standards. Actively participate in all team and staff meetings
- Typing of Kitchen Duty roster, Shopping Rota, or other schedules for service users while maintaining a fair and equitable system.
- Managing Information stands and notice boards to ensure data is kept up to date. Annual replenish of brochures and information leaflets on community services, courses, brain injury information and other information which is beneficial to RTU service user.
- Ensure administrative support services are carried out efficiently and effectively.

- Maintain efficient general office procedures as appropriate to the post.
- Liaise with staff in other departments, the public and outside agencies in a confidential, courteous and professional manner.
- To work under the supervision and guidance of the RTU Manager and Brain Injury Programme Manager as appropriate and in accordance with the ethos and policies & procedures of the RTU and NRH.
- 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 Patient Services Department as the need arises.

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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: _____