

Administration Manager - Job Description Grade V1

Administration manager with responsibility for -

1. Medical Administration
2. General Administration in the following departments:
 - a) Healthcare Records Department
 - b) Outpatients Department
 - c) Ward Clerks in Age Related Rehabilitation and Respiratory Units
 - d) Administration in Radiology Department
 - e) Administration in Rehab Reception
 - f) Switch and main reception
 - g) HIPE (Coding)

Total number in team = 10

Reporting to the Director of Rehabilitation

Medical Administration: Stand alone post

NCHDs

Work closely with clinicians and management to support the efficient delivery of medical services in relation to;

- European Working Time Directive.
- Recruitment –BST schemes, GP Schemes and non-training posts being cognisant of all associated legislative concerns.
 1. Identify number of vacancies in a timely manner
 2. Advertise, organise, facilitate and attend interviews
 3. Finalise offers and contracts
- Work Permit applications
- Garda Vetting, Trusted Partner Initiative
- Organise and co-ordinate orientation and induction programme
- Preparation and circulation of rosters in a timely manner.
- Preparation of contracts of employment being aware of all legislative implications.
- Maintenance of personnel files and all leave arrangements
- Deal with all requests from outside agencies.
- Deal with appropriate locum agencies being cognisant of HSE framework agreements.
- Update and circulate staffing list

- Monitor arrangements to ensure that all NCHD obligations are fulfilled including training and educational structures in line with relevant regulatory provisions.
- Attend national Medical Manpower Manager Meetings to keep updated with the many changes in processes and obligations.
- Ensure Peamount input in NCHD national database is always up to date and have proficiency in use of and objectives of NER and NDTP – DIME
- Awareness of process in relation to Consultant recruitment
- Interact with RCPI, IMO, Medical Council with regard to registration issues, inspection visits, accreditation, educational issues.
- Generate and circulate updated list of all doctors at the hospital at each turn-over date.
- Provide statistical returns on a monthly basis to HSE.
- Provide monthly returns to Finance Department.

General Administration:

Responsibilities –

- Supervision and leadership of teams within your remit.
- Record and monitor staff absence/leave/time keeping and ensure service is covered during times of leave and absence.
- Conduct regular team meetings to discuss departmental issues and to ensure objectives of the team are being met in a timely manner.
- Ensure the rosters are prepared and circulated in a timely manner.
- Ensure all calls and queries are dealt with efficiently and appropriately.
- Smooth running of outpatient administration including check-in for blood tests, clinic preparation, organisation and follow through adhering to established processes.
- Ensure all dictation by the Medical Team is dealt with and processed in a timely manner.
- National Hospital Healthcare Record (patient chart) and contents – ensuring all protocols are adhered to.
- Task and job allocations including time management for all team members
- Ensure all protocols in relation to admissions/discharges are adhered to.
- Complete and follow through on Risk Management Occurrence Forms where necessary.
- Ensure statistics are circulated to management as requested.
- PAS – responsible for updates and progression.
- Make appropriate use of technology to advance the quality and efficiency of service provision eg PAS; IPIMS; NIMIS.
- Awareness of HIPE processes ensuring there is appropriate training undertaken by specific team members and that returns are made in a timely manner.
- Ensure HIQA standards and GDPR guidelines are adhered to in all areas of responsibility.
- Co-ordinate, monitor and review the work of the administrative team.
- Identify and agree training and development needs of the team.
- Manage the performance of the team, dealing with under performance in a timely and constructive manner.
- Monitor efficiency of service provided by team, identify and implement changes to the administration of the service where inefficiencies arise

- Development and implementation of specific service initiatives.
- Development and implementation of policies and procedures.
- Embrace change and adapt local work practices accordingly, ensuring team knows how to action changes
- Keep up to date with all circulars relating to departmental objectives ensuring that any recommendations are implemented.
- Minute taking at committee meetings where appropriate.
- Be prepared to participate in internal and external groups/committees as required.
- Participate in all relevant training as identified with line manager.

Be self-motivated and prepared to be flexible when the occasion demands
Excellent attention to detail/customer service skills

Essential criteria;

- Leaving Certificate
- A minimum of three (3) years experience in a similar role and/or managing a high performing team across several different disciplines
- Medical Manpower experience
- Ability to manage staff and other resources effectively to deliver high quality internal services
- Ability to communicate effectively with people
- Ability to work effectively on own initiative and in a team environment with a commitment to personal and professional development
- Experience in the proficient use of Microsoft Office packages, namely Microsoft Word, Outlook, Excel, PowerPoint
- Proven experience as administration manager
- In-depth understanding of office management procedures and departmental and legal policies
- Familiarity with financial and facilities management principles
- An analytical mind with problem-solving skills
- Excellent organizational and multitasking abilities
- A team player with excellent leadership skills

Desirable;

- Third level qualification
- A track record of successful contribution to, and delivery of projects

The above Job Description is not intended to be a comprehensive list of all duties involved and consequently, the post holder may be required to perform other duties as appropriate to the post which may be assigned to him/her from time to time and to contribute to the development of the post while in office.

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