

Job Requirements

Job Ref No: OTU010



Job Title	Reporting to	Responsible for
ADMIN ASSISTANT – UNITS	ADMIN CO-ORDINATOR/ DCU MANAGER/CONSULTATION / CENTRE MANAGER	-

This is an outline job description, intended to give the post holder an appreciation of the role and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Job Purpose

To complete administrative and client support tasks within the unit in accordance with bpas' policies, procedures and quality standards, supporting clients through their episode of care.

Principle Duties and Responsibilities

1. To work as part of the Unit team in carrying out administrative and client support tasks in an efficient and friendly manner ensuring that the client feels accepted, supported and confident about bpas' services.
 - 1.1. To answer and direct telephone queries, liaising with both internal and external colleagues as necessary.
 - 1.2. To welcome clients and escorts to the unit directing them as required
 - 1.3. To accurately check or complete as necessary bpas and legal paperwork, ensuring all relevant documentation is available for the client's episode of care.
 - 1.4. To provide all relevant information to clients in a supportive and reassuring manner, to ensure informed choices are made at all stages of their episode of care.
 - 1.5. To provide all relevant information to clients in a supportive and reassuring manner, to ensure informed choices are made at all stages of their episode of care.
 - 1.6. To liaise with other departments/ units/ external providers to ensure any onward referral covers all necessary information, including any specific requirements, deferring to appropriate personnel whenever the clients needs dictate.
 - 1.7. To monitor, edit and amend appointment list, using as appropriate bpas booking system, informing clients if changes to their appointment become necessary.
2. To undertake general admin and client support tasks to promote the smooth operation of the Unit as directed by the line manager.
 - 2.1. To provide a typing/ word processing service to the unit
 - 2.2. To assist in the monitoring, control and ordering of stock in accordance with bpas procedures.
 - 2.3. To sort and distribute incoming mail. To stamp/frank outgoing mail.
 - 2.4. To prepare and despatch statistical information and reports.

2.5. To provide cover for other admin staff within the unit.

3. To implement unit Financial Procedures.

- 3.1. To advise on and collect fees from clients, carrying out and implementing **bpas** financial and banking procedures.
- 3.2. To carry out other cash handling and banking procedures as necessary.

4. General

- 4.1. To maintain the professional image of **bpas** at all times when engaged in **bpas** business
- 4.2. To treat all information as confidential and adhere to the obligations of the Data Protection Act
- 4.3. Comply with the policies of the organisation including **bpas** health, safety & environment.
- 4.4. Adhere to **bpas** Infection Control Policies and make every effort to maintain high standards of Infection Control at all times (recognising that Infection Control is everyone's responsibility, whether clinical or non-clinical)
- 4.5. To take responsibility to safeguard young people and to protect vulnerable adults.
- 4.6. To demonstrate personal commitment and contribution to effective teamwork across the full range of **bpas** activities including the maintenance of effective liaison with internal and external key people and organisations
- 4.7. To be committed to equality of opportunity and valuing diversity and ensure this is integrated into all activity
- 4.8. To actively and continuously review all work related activities and suggest areas for improvement
- 4.9. To undertake any other tasks which are commensurate with the level and responsibilities of the post

	Agreed by Manager / Employer	Agreed by Job holder
Signature		
Print Name		
Date		

Date of last review: July 2006

Person Specification

(‘Desirable’ Criteria are marked in Italics)

Education / Qualifications / Training

- Min of 4 GCSE’s or equivalent
- Secondary education - 4 GCSE’s or NVQ Level 2 or equivalent
- Clear, legible handwriting
- Reasonable level of keyboard skills
- *RSA 1 Word Processing or typing*
- *Competent in Microsoft Office*

Experience

- Experience of dealing face to face with the public together with general office duties and cash handling
- Experience of dealing face to face with clients who may be angry or upset, within a care environment.

Knowledge

- Clerical procedures including the checking of documentation
- Telephone and reception procedures
- Cash handling

Skills

- Good interpersonal skills
- Administratively competent
- Pays attention to detail

Disposition / Temperament

- Friendly
- Team player
- Non judgmental
- Supportive
- Able to maintain strict confidentiality

Physical Characteristics

- Clear speaking voice
- Smart/casual appearance

General

- Able to travel to other sites, and work additional hours as necessary
- Commitment to a woman’s right to choose abortion
- Prepared to be vaccinated against Hepatitis B

Job Title	Reporting to	Responsible for
Client Care Co-ordinator	<input type="checkbox"/> Consultation Centre Manager <input type="checkbox"/> Client Care Manager <input type="checkbox"/> Treatment Unit Manager <input type="checkbox"/> Admin Co-ordinator	-

This is an outline job description, intended to give the post holder an appreciation of the role and the range of duties to be undertaken. It does not attempt to detail every activity. Specific tasks and objectives will be agreed with the post holder at regular intervals.

Job Purpose

To provide information to clients in a supportive manner, in order to help clients to make informed decisions regarding any enquiry or problem relating to control of their fertility. To implement Consultation Centre procedures in accordance with bpas Quality Standards.

Principle Duties and Responsibilities

5. To work as part of the Consultation Centre team in carrying out administrative tasks in an efficient and friendly manner ensuring that the client feels accepted, supported and confident about bpas services.

- 5.1. To consult with clients to establish details of their service needs and to discuss pregnancy options as required.
- 5.2. To provide information to clients regarding their options, choices and methods of treatment available to them and to explain care pathways.
- 5.3. To complete all necessary documentation neatly and accurately and forward to appropriate treatment Unit as necessary.
- 5.4. To carry out pregnancy tests and give results to clients.
- 5.5. To refer clients for scans and make arrangements where necessary.
- 5.6. To discuss with clients, following their medical consultation, arrangements for their Treatment appointment including details of costs and methods of payment.
- 5.7. To implement Consultation Centre procedures and to receive any fees due from clients.
- 5.8. To make arrangements with Treatment Units for the admission of clients notifying any specific requirements (medical or physical) where necessary. To complete all referral documentation.
- 5.9. To dispense condoms in accordance with Consultation Centre Procedures.

6. To provide counselling support to clients as determined by the client

- 6.1. To assist the client, as required, using a non-directive approach, to explore options and, where possible, to reach a decision of their choice. This will include pre-abortion, vasectomy and sterilisation counselling
- 6.2. To provide counselling to clients who wish to discuss their feelings post-abortion (where trained to do so)

7. To undertake general support tasks to promote the smooth operation of the Consultation Centre.

- 7.1. To prepare Consultation Centre / clinical rooms before consultation.
- 7.2. To maintain hygiene of clinical rooms and pregnancy testing area.
- 7.3. To chaperone clients during medical examinations, as requested.

7.4. To assist in maintaining the security of the premises.

8. To undertake general clerical work.

8.1. To deal with telephone calls to the Consultation Centre and to liaise with the Contact Centre regarding referrals and appointments.

8.2. To implement Consultation Centre administrative / clerical procedures including handling and recording of cash, sorting mail, filing, stock procedures, preparation of statistics and typing.

9. General

9.1. To maintain the professional image of **bpas** at all times when engaged in **bpas** business

9.2. To adhere to the Information Governance requirements of **bpas**, to treat all information as confidential and abide by the Data Protection Act

4.3 Comply with the policies of the organisation including **bpas** health & safety

4.4 Adhere to **bpas** Infection Control Policies and make every effort to maintain high standards of Infection Control at all times (recognising that Infection Control is everyone's responsibility, whether clinical or non-clinical)

4.5 To take responsibility for the safeguarding of young people and to protect vulnerable adults.

4.6 To demonstrate personal commitment and contribution to effective teamwork across the full range of **bpas** activities including the maintenance of effective liaison with internal and external key people and organisations

4.7 To be committed to equality of opportunity and valuing diversity and ensure this is integrated into all activity

4.8 To attend training relevant to your role, as provided, and to actively and continuously review all work related activities and suggest areas for improvement

4.9 To undertake any other tasks which are commensurate with the level and responsibilities of the post

	Agreed by Manager / Employer	Agreed by Job holder
Signature		
Print Name		
Date		

Date of last review: July 2012

Person Specification

(‘Desirable’ Criteria are marked in Italics)

Education / Qualifications / Training

- Secondary education 4 GCSE’s / NVQ Level 2 or equivalent
- Clear legible handwriting
- Completion and sign off of bpas’ Pregnancy Options Competency Matrix and Learning Record
Would need to be on the bpas register of Client Care Co-ordinators to carry out the role unsupervised

Experience

- Proven experience of face to face client contact, within a health environment

Knowledge

- To be aware of and demonstrate knowledge of working with different and diverse **bpas** clients
- Knowledge of treatment types and **bpas** services
- Knowledge of the legislation surrounding abortion
- Administrative procedures including completion of documentation
- *Knowledge of wider issues around fertility*

Skills

- Basic counselling skills
- Excellent interpersonal and communication skills
- Listening skills
- Ability to deal sensitively with all individuals (including ‘at risk’ and distressed clients)
- Administratively capable and accurate

Disposition / Temperament

- Non-judgmental
- Supportive
- Able to maintain strict confidentiality
- Friendly and approachable
- Team player

Physical Characteristics

- Clear speaking voice
- Smart / casual appearance

General

- Prepared to be vaccinated against Hepatitis B
- Able to travel to other sites across the UK, and work additional hours as necessary
- Commitment to a woman’s right to choose abortion