

JOB DESCRIPTION



JOB TITLE:	Inflammatory Bowel Disease (IBO) Administrator
JOB SUMMARY: To be a key member of a multidisciplinary team, who provides professional advice and support to patients with Inflammatory Bowel Disease and the team	
Take a major role in the day to day running of the IBD Service.	
Be responsible of monitoring clinical appointments for this patient group	
Maintain and triage the telephone helpline	
Responsible of providing discharge summaries for patients who are on Anti T NF medication	
Be the main point of contact within the IBD department for patients, relatives and other healthcare professionals	
Maintain IBD Database, Biologic Registry and non- clinical administrative work load	
Take a responsible administrative role in the IBD Anti TNF weekly meeting biologics funding applications	
Forward blood screening results from Anti TNF patients to GP	
Maintain Anti TNF patients' diary and database	

MAIN DUTIES AND RESPONSIBILITIES

1. GENERAL DUTIES AND RESPONSIBILITIES

- Highly developed interpersonal skills for communicating with patients, Consultants - and all other members of the multi-disciplinary team within the trust.
- Excellent verbal and written skills required to disseminate sensitive and potentially complex information to patients and other health care professionals
- Awareness that communication with patients may be impaired by stress and anxiety due to the psychological burden of living with a life-long condition which can be debilitating

- Ability to communicate in an empathic and reassuring way
- Will be required to use word processing for letters and documents, Excel for departmental audits. Ability to produce reports, analyse data and use it to monitor patients outpatient attendance and service usage
- Planning and organizational skills essential

2. KNOWLEDGE, TRAINING AND EDUCATION

- Attend departmental team meetings where clinical issues are discussed within the multidisciplinary team
- Prepare and assist to conduct Biologics MDT
- Interest in learning about IBD and familiarity with the problems of patients with IBD
- Undertake specialist training in appropriate software (IBD database) and about the condition

3. ANALYTICAL & JUDGMENTAL SKILLS

- Provide the main source of telephone contact with the IBD department
- Act independently to provide advice to patients, their relatives and other health care professionals regarding appointments
- Use careful judgment in individual cases to decide which patients and health care professionals should be transferred to the nursing team for further advice

4. PLANNING AND ORGANISATIONAL SKILLS

- Provide administrative support to nursing team
- Help to conduct regular audits
- Help to maintain the IBD database

5. PHYSICAL SKILLS

- Maintain effective computerized filing system
- Prolonged daily use of VDU/PC is required to type letters to GPs, patients and other health care professionals

6. RESPONSIBILITY FOR PATIENT AND CLIENT CARE

- Independently monitor patient adherence to the Trust approved protocols. Organise clinical appointments in accordance with these protocols
- Provide the main source of telephone contact with the department. Act independently to provide advice to patients, their relatives and other health care professionals
- Use careful judgment in individual cases to decide which patients and health care professionals should be transferred to the nursing team for further advice
- Be responsible for the departmental database. Help to revise and improve these systems to improve efficiency

7. EMOTIONAL AND MENTAL EFFORT REQUIREMENTS

- Ability meet agreed deadlines
- Ability to prioritise workload
- Effectively deal with complaints from patients, relatives and members of the multidisciplinary team
- Ability deal with confrontation
- Required to manage personal distress when talking to relatives about a sick patient

- Required to deal with frequent telephone calls from people who are highly distressed and emotional due to their illness or family member's ill health/ circumstances