

JOB DESCRIPTION

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| TITLE: | Administrative Assistant |
| REPORTS TO: | Administrative Supervisor and Office Manager, Dublin Neurological Institute |
| LOCATION: | Based in DNI, 57 Eccles Street |
| HOURS: | Full Time (35 hours/week). Time flexibility and some evening and weekend work may be required |
| CONTRACT: | Fixed Term 8 Month Contract |

BACKGROUND

The Dublin Neurological Institute (DNI) is designed to provide multi disciplinary, high quality and compassionate care to all patients suffering from Neurological conditions in a timely and efficient manner. The Institute will provide assistance and support to patients, their families and carers and will complement the aspirations and objectives of the Mater Misericordiae University Hospital, Dublin. The Institute is located on Eccles Street in Dublin and is funded through a combination of charitable fundraising, philanthropy and HSE resources.

ROLE:

- The planning and organisation of day-to-day administrative/secretarial activities for DNI.
- Adopt and act in a customer service mode and as an ambassador for the DNI at all times.
- Create relationships and liaise with other organisations on the Mater campus, healthcare providers and patients.
- Communicating and liaising with staff of DNI

MAIN DUTIES/ RESPONSIBILITIES:

- Ensuring the management of outpatient clinics including registration and booking appointments.
- All medical/administrative typing for DNI activities.
- Ensure confidentiality with patient information and ensure that all correspondence relating to each patient is kept up to date.
- Ensure the correct patient details are recorded on the computer system.
- Organise charts in advance of DNI clinics and prepare correspondence pre and post appointments where applicable.
- Liaise with Consultants, Consultant's secretaries, Nursing staff, Healthcare Professionals and Therapists as required.
- Ensure all telephone calls relating to the DNI are handled appropriately and that all messages are relayed to the appropriate staff member in a timely fashion.
- Liaise with the public including patients, their families and carers in a compassionate and efficient manner.

- Make recommendations for improving the standard and efficiency of the services.
- To manage the upkeep of the building including having responsibility for security, health and safety, cleaning, maintenance and equipment and supplies.
- Carry out such duties appropriate to the office as may be assigned by the Clinical Director or delegated member of staff of Dublin Neurological Institute

GENERAL:

- Maintain confidentiality regarding supporter information at all times, and to ensure compliance with the Data Protection Act.
- Commitment to the purpose of the Dublin Neurological Institute and to work within the values, policies and procedures of the organization and in the context of current legislation and regulation.
- Provide support in the event that another staff member has an urgent need.
- All employees are required to be aware of their responsibilities towards health and safety and to adhere to fire regulations.

PERSON SPECIFICATION:

- Experience in organising and administering clinics within a healthcare environment.
- Experience of working with medical records in a clinical environment.
- Understand the total healthcare delivery system.
- An excellent knowledge of computers and experience in a range of software packages.
- Excellent communication skills with the ability to connect well with staff and patients and to show the necessary compassion and tact to people in difficult situations.
- The ability to work on own initiative, prioritise and manage a number of issues simultaneously and demonstrate attention to detail.
- The ability to identify potential difficulties and formulate solutions.
- Hard working, dedicated, self-motivated, reliable and enthusiastic.
- Must be educated to Leaving Certificate level
- Must be proficient in English both verbally and written.

This Job Description will be reviewed and updated in line with the needs of the Dublin Neurological Institute.

HOW TO APPLY:

A Cover Letter and CV should be sent by post or email to Cian Fitzpatrick, The Dublin Neurological Institute, 57 Eccles Street, Dublin 7; fitzpatrickc@mater.ie no later than Wednesday 31st March @ 12PM .

Please note the Dublin Neurological Institute is an equal opportunities employer.