



**Job title: Triage Administrator**

**Department: Clinical services**

**Reporting to: Hospital Director**

#### **FURTHER PARTICULARS**

##### **Role description:**

This role plays a key part in the organisation, working alongside the Senior Triage Administrator you will support the triage of both emergency orthopaedic and neurology case referrals.

The role requires an exceptional candidate who can work under pressure and work collaboratively with stakeholders of all levels, it is therefore essential the candidate possesses excellent people skills. Experience in a veterinary environment would be beneficial but not essential as training and support will be given to the successful candidate.

Together we will demonstrate safe, clinical decision-making and expert care together with compassionate communication for patients referred to Fitzpatrick Referrals. You will be care driven, have excellent communication skills, exceptionally organised, thorough and be able to operate in a 24/7 team environment.

##### **Responsibilities and tasks:**

- Monitor and action requests via the Enquiries and Referrals inboxes
- Ensure all emergency referrals are dealt with in a timely manner.
- Provide accurate veterinary information on referrals to the appropriate veterinary surgeon and/or service
- Liaise with floor coordinators on suitable availability
- Provide estimates and confirm bookings with primary care vets
- Update the Robovet system with accurate notes and referral forms
- Liaise with PCV's (Primary Care Vets) to obtain missing information i.e. full clinical histories, xray images, bloods, external referral reports and imaging
- Process external referrals, ensuring all relevant information is collated and provided.
- Filing of documentation
- Downloading of incoming imaging and videos when required (i.e. holiday cover for IT)
- Represent and promote the practice, its aims and values at all times
- In addition to your main duties, you will be required to carry out such other duties consistent with your position and to meet the needs of the business.

The skills, abilities, experience and knowledge outlined below provide a summary of what is required to carry out this job effectively. They also form part of the selection criteria which will contribute to the decisions made in the recruitment process. Please ensure that you show how you meet the criteria outlined below in your application

Requirement Qualifications and experience	Essential <ul style="list-style-type: none"> <li>• Previous administrator experience.</li> </ul>	Desirable <ul style="list-style-type: none"> <li>• Experience of working in a veterinary setting</li> </ul>	Assessment Application and interview
Knowledge	<ul style="list-style-type: none"> <li>• IT knowledge for email, database system and record keeping</li> </ul>		Interview
Personal skills	<ul style="list-style-type: none"> <li>• Team player</li> <li>• Excellent interpersonal, verbal and written communication skills</li> <li>• Ability to work on own initiative</li> <li>• Excellent coordination and organisational skills</li> <li>• Exceptional time management</li> <li>• Strong administrative skills</li> <li>• Ability to work under pressure</li> </ul>		Application and interview
Personal Characteristics	<ul style="list-style-type: none"> <li>• Compassionate and caring</li> <li>• Enthusiastic and motivated</li> <li>• Confident and efficient</li> <li>• Flexible</li> <li>• Courteous and respectful</li> </ul>		Interview
Other	<ul style="list-style-type: none"> <li>• Right to work in the UK</li> </ul>		

#### APPLICATION PROCESS

Please email your CV and a covering letter to: [recruitment@fitzpatrickreferrals.co.uk](mailto:recruitment@fitzpatrickreferrals.co.uk)